



City Government of Batangas

Citizen's Charter

2019 (1st Edition) Revised 2021



- I. **Mandate:** The RA 7160 also known as the Local Government Code of 1991 gives the local government unit the powers to ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

- II. **Vision:** A well-diversified agro-industrial center and international gateway, with a tourist friendly and safe environment and quality infrastructure, powered by a globally-competitive citizenry, and inspired by transparent, firm, and fair leadership.

- III. **Mission:** To improve the quality of life of the citizens through sustained efforts to attain a balanced agro-industrial development; to promote a business-friendly environment; to generate more employment opportunities and to adequately provide the basic infrastructure utilities, facilities and social services necessary for a robust and liveable community.

- IV. **Service Pledge**
The agency is committed:
 - To continuously focused in providing all the basic social services and infrastructure support facilities to its constituents.
 - To prioritized all agency's programs which is guided by the thrust of good governance, promoting welfare of the general public and people empowerment.



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**City Mayor’s Office
(Admin)**



City Mayor’s Office-Admin

I. Mandate:

The City Mayor directs and manages the operations of the city government and ensures that all programs and projects of the government are in place and functioning well; acts on all matters brought to the Mayor’s attention; presides over meetings; solemnizes marriages; officiates on all oath-taking ceremonies; attends all ceremonial functions to which the Mayor is invited, and receives all who have business with the Mayor.

The Office of the Secretary to the Mayor handles all communications to and from the City Mayor; attends to all requests for endorsement, recommendation, of every kind; receives and releases all papers covering requests for payment and disbursements of city funds; arranges meetings called by the Mayor; signs for the Mayor official documents by virtue of delegated authority and represents the Mayor whenever the need arises.

The Mayor’s Action Center (MAC) addresses the needs of an individual or community through programs provided by the City Government. It serves as “one-stop-shop” of the social programs like EBD Scholarship Program, EBD Health Program, Legal Assistance and other Social Services.

II. Vision:

We envision the City Mayor’s Office to be a center of a culture of excellence in terms of performance, competence and accountability rooted in positive, moral, and spiritual values.

III. Mission:

To ensure prompt, courteous and speedy delivery of services to all people seeking assistance at the Mayor’s Office and to ensure that all communications addressed to the City Mayor and documents for the Mayor’s action are acted upon with dispatch.

IV. Service Pledge:

We are committed to provide excellent public services and pledge to promote transparency and professionalism in rendering services.



EXTERNAL SERVICES

1. PUBLIC CUSTOMER ASSISTANCE

All Residents and other clients may request the City Mayor for recommendations, endorsements or communications for any of the following:

- Job Recommendations
- Endorsement for medical / financial assistance to other government offices and private sector or individuals
- Endorsement for educational / scholarship grant to school or other government officials

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	Citizens of Batangas City

Checklist of Requirements		Where to Securer		
For Job Recommendations <ul style="list-style-type: none"> Barangay Clearance Bio-data or filled-up recommendation form 		<ul style="list-style-type: none"> Barangay Hall where the applicant resides Applicant / Mayor’s Office 		
For Medical / Financial Assistance <ul style="list-style-type: none"> Medical Certification or Medical Abstract Barangay Clearance 		<ul style="list-style-type: none"> Hospital or CSWD Barangay Hall where the patient resides 		
For Educational / Scholarship Grant to schools or other Government Officials <ul style="list-style-type: none"> Barangay Clearance 		<ul style="list-style-type: none"> Barangay Hall where the applicant resides 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Job recommendations / medical or financial assistance / educational or scholarship grant to schools or other government officials	1. Accept the required documents or give the form to be fill-up	None	1 minute	Administrative Officer V (Admin. Officer III)
2. Submit the requirements	2. Prepares, encodes, and prints at the official paper of the City Mayor requested the communication.		10 minutes	Administrative Officer V (Admin. Officer III)



3.Claim the duly signed documents requested	<ul style="list-style-type: none"> The Secretary to the Mayor check/proof read the printed communication City Mayor / Secretary to the Mayor signs the documents 		10 minutes	Secretary to the Mayor
	3. Release the documents requested		5 minutes	City Mayor or Secretary to the Mayor
			2 minutes	Administrative Aide II
	TOTAL	NONE	28 minutes	

2. ISSUANCE OF MAYOR'S CERTIFICATE OF UNEMPLOYMENT, GOOD MORAL CHARACTER NO DEROGATORY RECORD ON FILE, AS BONAFIDE RESIDENT, GOOD TRACK RECORD

Issue the Certifications requested by the clients

Office or Division:	City Mayor's Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client G2b – Government to Business
Who May Avail:	Citizens of Batangas City Businesses located in Batangas City

Checklist of Requirements		Where to Securer		
For Certificate of Unemployment Barangay Certification For Certificate of Good Moral Character, No Derogatory Record on File and as Bonafide Resident Barangay Clearance For Good Track Record Original Business Permit		<ul style="list-style-type: none"> Barangay Hall where the applicant resides Barangay Hall where the applicant resides Business Permit and Licensing Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Mayor's Certificate of Unemployment, Good Moral Character No Derogatory Record on File, as Bonafide	1. Accept/validate the required documents	None	3 minutes	Administrative Officer V (Admin. Officer III)



Resident, Good Tract Record				
2. Submit the requirements	2. Prepares, encodes, and prints at the official paper of the City Mayor the requested certificate		10 minutes	Administrative Officer V (Admin. Officer III)
	<ul style="list-style-type: none"> Check/proof read the printed communication Signs the documents 		10 minutes	Secretary to the Mayor
			5 minutes	City Mayor or Secretary to the Mayor
3.Claim the duly signed documents	3. Release the document		2 minutes	Administrative Aide II
	TOTAL	NONE	30 minutes	

3. USE OF GOVERNMENT FACILITIES

The Batangas City Government offers the use of the following facilities for seminars, conferences, gatherings, sports and other community activities:

- Batangas City Convention Centre
- Batangas City Sports Coliseum
- Teachers' Conference Center

Office or Division:	City Mayor's Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	Any client

Checklist of Requirements		Where to Securer		
Letter-request addressed to the City Mayor, specifying the government facility/ies to be used stating the date, time and purpose		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter	1. Accept the request letter	None	2 minute	Administrative Aide IV
	<ul style="list-style-type: none"> Approved or the denied request 		10 minutes	Secretary to the Mayor



	<ul style="list-style-type: none"> CMO Staff will look at the log book if there is no other reservation for the requested date or dates. If there is no other reservation the requested date(s) will be logged at the log book then reserved the date. 		10 minutes	Administrative Aide IV or Administrative Aide II
2. Claim the approved request	2. Release the approved requested		1 minutes	Administrative Aide IV or Administrative Aide II
3. Order of Payment / Issuance of Contract	4. Release of Order of Payment/Issuance of Contract		5 minutes	Administrative Aide IV or Administrative Aide II
4. Payment of Fees	5. Issue the receipt	Depends on Number of Hours and facility to be used	2 minutes	Revenue Collection of the City Treasurers Office
	TOTAL		30 minutes	

4. REQUEST MESSAGES

Messages expressing welcome to visitors, congratulations to graduates, achievers and success stories, well-wishes for professional and civic organizations.

Office or Division:	City Mayor's Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client G2B – Government to Business
Who May Avail:	Any Client

Checklist of Requirements		Where to Securer		
Letter-request addressed to the City Mayor		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter	1. Accept the request letter	None	2 minutes	Administrative Aide IV



3. Claim the requested message	2. Approval of the Request		3 minutes	City Mayor / Secretary to the Mayor
	2. Prepared, encoded and printed at the official paper of the City Mayor the requested Mayor's Message.		2 hour	Administrative Assistant II
	<ul style="list-style-type: none"> check/proof read the printed messages Signs the Message 		15 minutes	Secretary to the Mayor
	3. Release the requested message		10 minutes	City Mayor
			3 minutes	Administrative Assistant II / Administrative Aide II
	TOTAL	NONE	2 hours and 33 minutes	

5. AUTHORITY TO TRAVEL

Issue Authority to Travel for government employee who wishes to travel abroad or other cities.

Office or Division:	City Mayor's Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	CGO – Batangas City Employee

Checklist of Requirements		Where to Securer		
filled-up form for the details of travel		City Mayor's Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill-up the form	1. Accept/validate the form	None	2 minutes	Administrative Officer V (Admin. Officer III)
	<ul style="list-style-type: none"> Prepares, encodes, and prints at the official paper of the City Mayor the requested document 		10 minutes	Administrative Officer V (Admin. Officer III)
	<ul style="list-style-type: none"> Check/proof read the printed document 		10 minutes	Secretary to the Mayor



2. Claim the duly signed Authority to Travel	<ul style="list-style-type: none"> Signs the documents 		10 minutes	City Mayor or Secretary to the Mayor
	2. Release the documents requested		1 minute	Administrative Aide II
	TOTAL	NONE	33 minutes	

6. SOLEMNIZE MARRIAGES

The City Mayor Solemnize the Marriage

Office or Division:	City Mayor's Office
Classification:	Simple
Types of Transaction:	G2C – Government to Client
Who May Avail:	Any Client

Checklist of Requirements		Where to Securer		
Marriage Contract		City Civil Registrar		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Marriage License	1. Accept/validate the Marriage License	None	2 minutes	Administrative Assistant VI
2. Ask for Mayor's Appointment and letter to City Civil Registrar for assistance	2. Schedule the Marriage and prepare letter to City Civil Registrar		3 minutes	Administrative Assistant VI
3. Bring the Mayor's letter to City Civil Registrar and wait for the Certificate of Marriage	3. Prepare Certificate of Marriage		30 minutes	City Civil Registrar's Personnel
4. Attend the Wedding	3. Solemnize Marriage		1 hour	City Mayor
	TOTAL	NONE	1 hour and 35 minutes	

7. OBLIGATION REQUEST



Obligation Request per bill of Meralco, BCWD, Smart, Glob, Innove Telecommunication, Inc, Batelec, PLDT, Purified Water Station, Financial Assistance, Cash Advances of Batangas City Government

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2B – Government to Business
Who May Avail:	Authorized Business Establishment

Checklist of Requirements		Where to Securer		
Bill of Statement		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send the Bill of Statement	- Prepares, encodes, and prints the Obligation Request	None	30 minutes	Senior Administrative Assistant II
	- signs the OBR		10 minutes	City Mayor / City Administrator
	- Release to Budget Office		10 minutes	City Budget Office
	TOTAL	NONE	50 minutes	



INTERNAL SERVICES

1. MAYOR’S COMMUNICATIONS

Communications sent by the City Mayor like Memorandums, Executive Orders, Resolutions, Invitations and Programs for different purposes / functions both to government offices, business, organizations, individuals, barangays,

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Government G2B – Government to Business
Who May Avail:	Batangas City Government

Checklist of Requirements		Where to Securer		
Directive from higher authority or authorized person/s		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Assign task	1. Prepares, encodes, and prints at the official paper of the City Mayor the requested communication	None	30 minutes	Administrative Officer V (Admin. Officer III)
	<ul style="list-style-type: none"> Check/proof read the printed communication Signs the documents 		30 minutes	Secretary to the Mayor
	3. Release the documents to Record Section		10 minutes	City Mayor or Secretary to the Mayor
			15 minutes	Administrative Aide II
	TOTAL	NONE	1 hour and 25 minutes	



2. SPEECHES

It is a written communication to be delivered by the City Mayor or Secretary to the Mayor in an event or occasion.

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Government
Who May Avail:	Batangas City Government

Checklist of Requirements		Where to Securer		
Directive from higher authority or authorized person/s		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Assign task	1. Prepares, encodes, and prints requested speech of the City Mayor	None	2 hours	Secretary to the Mayor or Administrative Assistant II
	<ul style="list-style-type: none"> Check/proof read the printed Speech 		1 hour	Secretary to the Mayor
	TOTAL	NONE	3 hours	

3. ALL DOCUMENT FOR THE MAYOR’S SIGNATURE

All documents for the Mayor’s Signature like DTR’s, leave forms, trip tickets, cheques, vouchers, PO’s, PR’s and OBR’s, other notices and internal communications.

Office or Division:	City Mayor’s Office – Office of the Secretary to the Mayor
Classification:	Simple
Types of Transaction:	G2C – Government to Government
Who May Avail:	Batangas City Government

Checklist of Requirements		Where to Securer		
Documents		City Mayor’s Office – Office of the City Mayor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Bring the documents to be signed	Received and Validate the documents	None	1 minutes	Senior Administrative Assistant I / Administrative Aide II / Administrative Aide IV /



	<ul style="list-style-type: none"> Record the document received Signs the documents Release the documents concerned to offices 		2 minutes 10 minutes 5 minutes	Senior Administrative Assistant I / Administrative Aide II City Mayor or Secretary to the Mayor Senior Administrative Assistant I / Administrative Aide II
	TOTAL	NONE	18 minutes	



Mayor's Action Center



I. MANDATE

The Mayor’s Action Center was created with the goal of providing residents of Batangas City with a one-stop-shop for accessing all frontline services provided by the city government.

II. VISION

A key frontline team that can effectively bridge and ensure the delivery of services to the general public in the most transparent, efficient and effective manner.

III. MISSION

To carry out the Mayor’s Action Center’s objectives and functions, and institute fairness to ensure that all public demands are given attention and expeditiously acted upon.

IV. LIST OF SERVICES

1. SOCIAL SERVICES PROGRAM

- A. Funeral Assistance
- B. Medical Assistance for Hospital Bill
- C. Medical Assistance for Maintenance Medicine
- D. Medical Assistance for Chemotherapy/Hemodialysis

2. BATANGAS CITY GOVERNMENT SCHOLARSHIP PROGRAM

- A. Regular Scholarship
- B. Educational Assistance
- C. Automatic Scholar
- D. Athlete Scholar
- E. Scholarship Renewal (High School & College)

3. HEALTH PROGRAM

- A. Line-Up for EBD Health Card (Lifetime)
- B. Issuance of Endorsement Letter for EBD Health Card (One-Time Use)
- C. Issuance of Endorsement Letter for Chemotherapy/Hemodialysis
- D. Issuance of Endorsement Letter for Helping Hands
- E. Issuance of Endorsement Letter for PhilHealth Indigent

4. LEGAL SERVICES

- A. Scheduling an appointment with the assigned legal officer



1. Social Services Program

This program refers to programs administered by the Local Government of Batangas City through Mayor’s Action Center using government funding designed to provide health support services to families or individuals who cannot provide opportunities for his/her social and economic development. These provide assistance to those who live beyond their ability or eligibility to engage in gainful employment.

A. Provision Of Funeral Assistance

Social amelioration assistance is provided to families or individuals in need of financial support to meet funeral expenses for a deceased family member. This program offers an allowance to low-income individuals who lack the necessary resources to cover funeral services.

OFFICE OR DIVISION:		CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER		
CLASSIFICATION:		Simple		
TYPES OF TRANSACTION:		Government to client		
WHO MAY AVAIL:		Indigent families of the city		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of: <ol style="list-style-type: none"> 1. Certification for Funeral Assistance from the Punong Barangay 2. Death Certificate 3. Funeral Contract 4. Government Issued ID of the Applicant 		Barangay Hall City Civil Registrar’s Office Funeral Service		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Front Desk Officer
Individual is ready for interview	Conduct interview and assessment	None	10 minutes	Social Welfare Staff
Submit requirements	Prepare Social Case Study Report and documents for assistance	None	10 minutes	Social Welfare Staff
The application for assistance is being processed	Submit Social Case Study Report and documents to CSWDO officer for signatory	None	20 minutes	Social Welfare Staff
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	43 minutes	



B. Provision Of Medical Assistance For Hospital Bill With Social Case Study Report

Social amelioration assistance is provided to families or individuals in need of financial support to settle hospital bills for an admitted family member. This program offers an allowance to those who lack the necessary resources to fully cover the total hospital bill.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER			
CLASSIFICATION:	Simple			
TYPES OF TRANSACTION:	Government to client			
WHO MAY AVAIL:	Families with sick members and could not afford to shoulder the medical needs due to limited income			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of: <ol style="list-style-type: none"> 1. Certification for Medical Assistance from the Punong Barangay 2. Medical Certificate / Medical Abstract 3. Latest Hospital Bill 4. Government Issued ID of the Applicant and/or the patient 5. Authorization Letter duly signed by the patient 		Barangay Hall Hospital Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Front Desk Officer
Individual is ready for interview	Conduct interview and assessment	None	10 minutes	Social Welfare Staff
Submit requirements	Prepare Social Case Study Report and documents for assistance	None	10 minutes	Social Welfare Staff
The application for assistance is being processed	Submit Social Case Study Report and documents to CSWDO officer for signatory	None	20 minutes	Social Welfare Staff
Accomplish customer	Provide and explain the customer	None	2 minutes	Administrative Aide



satisfaction feedback form	satisfaction feedback form			
	Total	None	43 minutes	

C. Provision Of Medical Assistance For Maintenance Medicine With Social Case Study Report

Social amelioration assistance is provided to families or individuals in need of financial support to meet their medical needs. This program offers a health support allowance to those who lack the necessary resources to sustain their maintenance medicines.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER			
CLASSIFICATION:	Simple			
TYPES OF TRANSACTION:	Government to client			
WHO MAY AVAIL:	Indigent families of the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of: <ol style="list-style-type: none"> 1. Certification for Medical Assistance from the Punong Barangay 2. Medical Certificate / Medical Abstract 3. Medical Prescription 4. Government Issued ID of the Applicant and/or the patient 5. Authorization Letter duly signed by the patient 		Barangay Hall Hospital Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Front Desk Officer
Individual is ready for interview	Conduct interview and assessment	None	10 minutes	Social Welfare Staff
Submit requirements	Prepare Social Case Study Report and documents for assistance	None	10 minutes	Social Welfare Staff



The application for assistance is being processed	Submit Social Case Study Report and documents to CSWDO officer for signatory	None	20 minutes	Social Welfare Staff
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	43 minutes	

D. Provision Of Medical Assistance For Chemotherapy / Hemodialysis With Social Case Study Report

Social amelioration assistance is provided to families or individuals in need of financial support to sustain maintenance treatment for patients suffering from conditions such as cancer, kidney failure, stroke, etc.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Government to client
WHO MAY AVAIL:	Indigent families of the city

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 copies of: <ol style="list-style-type: none"> 1. Certification for Medical Assistance from the Punong Barangay 2. Medical Certificate / Medical Abstract 3. Quotation/Protocol 4. Government Issued ID of the Applicant and/or the patient 5. Authorization Letter duly signed by the patient 		Barangay Hall		
		Hospital		
		Hospital		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Front Desk Officer

Individual is ready for interview	Conduct interview and assessment	None	10 minutes	Social Welfare Staff
Submit requirements	Prepare Social Case Study Report and documents for assistance	None	10 minutes	Social Welfare Staff
The application for assistance is being processed	Submit Social Case Study Report and documents to CSWDO officer for signatory	None	20 minutes	Social Welfare Staff
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	43 minutes	

e. Provision of Requests thru Endorsement Letter

This is a process assisting an individual or a community with requests regarding construction/heavy equipment, F1 guilt, cattle dispersal, goat dispersal, food assistance, assistive devices (e.g. walker, cane and wheelchair), funeral cortege, funeral ambulance, funeral flowers, Bolbok public cemetery concerns, request of tables, chairs and jetmatic, birth certificate registration discount and one sack of rice.

Office or Division:	CITY MAYOR'S OFFICE / MAYOR'S ACTION CENTER
Classification:	Simple
Types of Transaction:	Government to client
Who may avail:	Indigent families of the city

Checklist of Requirements		Where to Secure		
1. Valid ID				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Front Desk Officer



Undergo interview	Conduct Interview	None	5 minutes	Social Welfare Officer I
	Issuance of Endorsement letter	None	1 minute	Social Welfare Officer I
	Total	None	7 minutes	

2. Batangas City Government Scholarship Program

This program promotes and provides financial support for academically competent yet underprivileged students of Batangas City.

To qualify for the grant, the student must:

- Be a resident of Batangas City for at least 5 years
- Have parents who are registered voters of this city
- Be enrolled in any public or private school in this city
- Not have a sibling who is a grantee of this scholarship program
- Have parents with a combined annual income that does not exceed 400,000 pesos

A. REGULAR SCHOLAR

To provide financial assistance to deserving students of Batangas City throughout their academic years.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Online Processing
WHO MAY AVAIL:	Student must have a minimum General Weighted Average (GWA) of 85% for high school and GWA of 2.5 (GWA) for college



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned copies of: <ol style="list-style-type: none"> 1. Endorsement Letter with verification of indigency from Barangay Captain 2. Application Letter (Addressed to Mayor Beverley Rose A. Dimacuha) 3. Report Card (back to back) 4. Combined income of parents: <ul style="list-style-type: none"> - Duly notarized “Sinumpaang Salaysay” (for those who do not have a permanent work) - Form 2316 issued from BIR (for those who have a permanent work) 5. Enrollment Form, Certificate of Enrollment or any proof of enrollment 6. Applicant’s School ID 7. Birth Certificate 8. For highschool applicants: Voter’s Registration Record of both parents For college applicants: Voter’s Registration Record of both parents and applicant <p>In the absence of one parent, provide:</p> <ul style="list-style-type: none"> - Death Certificate (if deceased) - Solo Parent ID (if solo parent) - Contract of Work (if OFW) 		Barangay Hall Self-made School Attorney BIR/Employer School City Registrar’s Office Commission on Elections Office Commission on Elections Office City Registrar’s Office CSWDO Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Create an account and valid e-mail address to register for EBD Scholarship Online System	Sending of verification code through e-mail	None	5 minutes	System Generated
Online registration and submission of scanned requirements	Evaluation	None	10 minutes	Scholarship Admin



Receive an e-mail of verification/for compliance/change of type/notice of disapproval	Verification process	None	2-3 days	Scholarship Admin
	Total	None	3 days and 15 minutes	

B. FINANCIAL ASSISTANCE/ONE-TIME EDUCATIONAL ASSISTANCE

To provide one-time financial assistance to students of Batangas City who have applied for a scholarship but were unable to meet all of the necessary requirements and qualifications successfully.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Online Processing
WHO MAY AVAIL:	2. Students with a General Weighted Average (GWA) of 82% - 84% for high school and below 2.5 for college 4. Parents who have a combined annual income exceeding 400,000 pesos

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Scanned copies of:</p> <ol style="list-style-type: none"> 1. Endorsement Letter with verification of indigency from Barangay Captain 2. Application Letter (Addressed to Mayor Beverley Rose A. Dimacuha) 3. Report Card (back to back) 4. Enrollment Form, Certificate of Enrollment or any proof of enrollment 5. Applicant’s School ID 6. Birth Certificate 7. For high school applicants: Voter’s Registration Record of both parents For college applicants: Voter’s Registration Record of both parents and applicant <p>In the absence of one parent, provide:</p> <ul style="list-style-type: none"> - Death Certificate (if deceased) - Solo Parent ID (if solo parent) - Contract of Work (if OFW) 	<p>Barangay Hall</p> <p>Self-made</p> <p>School School</p> <p>City Registrar’s Office</p> <p>Commission on Elections Office</p> <p>Commission on Elections Office</p> <p>City Registrar’s Office CSWDO Employer</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Create an account and valid e-mail address to register for EBD Scholarship Online System	Sending of verification code through e-mail	None	5 minutes	System Generated
Online registration and submission of scanned requirements	Evaluation	None	10 minutes	Scholarship Admin
Receive an e-mail of verification/for compliance/change of type/notice of disapproval	Verification process	None	2-3 days	Scholarship Admin
	Total	None	3 days and 15 minutes	

C. AUTOMATIC SCHOLAR

To provide automatic financial assistance to honor students of Batangas City to help them acquire the quality education they deserve.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Online Processing
WHO MAY AVAIL:	Students who graduated of being TOP 1 of their class
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><i>Scanned copies of:</i></p> <ol style="list-style-type: none"> 1. Certificate of being Top1 in their graduating class 2. Report Card (back to back) 3. Certificate of Good Moral Character 4. Enrollment Form/Certificate of Enrollment or any proof of enrollment 5. Birth Certificate 6. School ID 	<p>School</p> <p>School</p> <p>School</p> <p>School</p> <p>City Registrar’s Office</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Create an account and valid e-mail address to register for EBD Scholarship Online System	Sending of verification code through e-mail	None	5 minutes	System Generated
Online registration and submission of scanned requirements	Evaluation	None	10 minutes	Scholarship Admin
Receive an e-mail of verification/for compliance/change of type/notice of disapproval	Verification process	None	2-3 days	Scholarship Admin
	Total	None	3 days and 15 minutes	

D. ATHLETE SCHOLAR

To provide financial assistance to athlete students of Batangas City who have excelled in regional and national level competitions in their respective sports.

OFFICE OR DIVISION:	CITY MAYOR'S OFFICE / MAYOR'S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Online Processing
WHO MAY AVAIL:	1. Students who have played or won in the national level 2. Students who have won the championship in the regional level

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scanned copies of: <ol style="list-style-type: none"> 1. Certificate as a winner 2. Report Card (back to back) 3. Enrollment Form/Certificate of Enrollment or any proof of enrollment 4. Birth Certificate 5. School ID 	School/organization who conducted the contest School School City Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Create an account and valid e-mail address to register for EBD Scholarship Online System	Sending of verification code through e-mail	None	5 minutes	System Generated
Online registration and submission of scanned requirements	Evaluation	None	10 minutes	Scholarship Admin
Receive an e-mail of verification/for compliance/change of type/notice of disapproval	Verification process	None	2-3 days	Scholarship Admin
	Total	None	3 days and 15 minutes	

E. RENEWAL (COLLEGE AND HIGH SCHOOL)

To provide continuous financial assistance to deserving students of Batangas City who have consistently maintained a grade weighted average (GWA) of not less than 2.5 for college every semester and 85% for high school every academic year.

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Online Processing
WHO MAY AVAIL:	1. EBD scholars from last semester/academic year who have maintained an average of at least 85% for high school and 2.5 for college students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • COLLEGE <i>Scanned copies of:</i> <ol style="list-style-type: none"> 1. Report Card 2. Previous Enrollment Form 3. Recent Enrollment Form 4. Down payment Receipt (for those schools with tuition fees) 5. School ID • HIGH SCHOOL <i>Scanned copies of:</i> <ol style="list-style-type: none"> 1. Report Card 2. Enrollment Form 3. Down payment Receipt (for those schools with tuition fees) 4. School ID 	<div>School</div> <div>School</div> <div>School</div> <div>School</div> <div>School</div> <div>School</div> <div>School</div> <div>School</div>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Create an account and valid e-mail address to register for EBD Scholarship Online System	Sending of verification code through e-mail	None	5 minutes	Scholarship Admin
Online registration and submission of scanned requirements	Evaluation	None	10 minutes	Scholarship Admin
Receive an e-mail of verification/for compliance/change of type/notice of disapproval	Verification process	None	Within a day	Scholarship Admin
	Total	None	1 day	

3. HEALTH PROGRAM

To provide assistance by issuing endorsement letters addressed to the City Health Office for various programs, including EBD Health Card application, EBD One-Time Use, Indigent PhilHealth, EBD Helping Hands and Dialysis/Chemotherapy support.

A. Provision Of Assistance Thru Line-Up For Ebd Health Card (Lifetime)

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Indigent and other underprivileged families of Batangas City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Administrative Aide
Provide basic details about the person requesting for line-up	Discuss and assess client’s information	None	5 minute	
The client will wait for the schedule of	Include the name of the client in the line-up for	None	1 minute	



home visit (for assessment purposes)	EBD health card applicants			
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	9 minutes	

B. Provision Of Assistance Thru Issuance Of Endorsement Letter For EBD One-Time Use

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Indigent and other underprivileged families of Batangas City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral from the Doctor as a proof of his/her advise for the patient’s operation/admission		Hospital/Doctor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Administrative Aide
Provide details regarding request and show the referral	Discuss and assess client’s request and requirement	None	5 minute	
The endorsement letter is ready for release	Issuance of endorsement letter	None	1 minute	
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	9 minutes	

C. Provision Of Assistance Thru Issuance Of Endorsement Letter For Chemotherapy / Hemodialysis

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER
CLASSIFICATION:	Simple



TYPES OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	Indigent and other underprivileged families of Batangas City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Barangay Clearance 2. Certificate of Indigency 3. Medical Certificate / Medical Abstract 4. Quotation / Protocol 5. Voter’s Registration Record 6. At least 2 Valid ID (including PhilSys ID) 		Barangay Hall Barangay Hall Hospital Hospital Commission on Elections Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Administrative Aide
Provide details regarding request and present the requirements	Discuss and assess client’s request and requirements	None	5 minute	Administrative Aide
The endorsement letter is ready for release	Issuance of endorsement letter	None	1 minute	Administrative Aide
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	9 minutes	

D. Provision Of Assistance Thru Issuance Of Endorsement Letter For Helping Hands

OFFICE OR DIVISION:	CITY MAYOR’S OFFICE / MAYOR’S ACTION CENTER			
CLASSIFICATION:	Simple			
TYPES OF TRANSACTION:	Government to Client			
WHO MAY AVAIL:	Indigent and other underprivileged families of Batangas City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form		Helping Hands Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk	Issuance of queuing number	None	1 minute	Administrative Aide



officer and get a queuing number				
Provide details regarding request and present the assessment form	Discuss and assess client's request	None	5 minute	Administrative Aide
The endorsement letter is ready for release	Issuance of endorsement letter	None	1 minute	Administrative Aide
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	9 minutes	

E. Provision Of Assistance Thru Issuance Of Endorsement Letter For Philhealth Indigent

OFFICE OR DIVISION:	CITY MAYOR'S OFFICE / MAYOR'S ACTION CENTER			
CLASSIFICATION:	Simple			
TYPES OF TRANSACTION:	Government to Client			
WHO MAY AVAIL:	Indigent and other underprivileged families of Batangas City who is not a member of Philhealth since then and those who don't have the means to pay for the monthly contribution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of applicant and dependents		Civil Registrar's Office		
2. Marriage Certificate of applicant (if married)		Civil registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Administrative Aide
Provide details regarding request and present the requirements	Discuss and assess client's request	None	10 minute	Administrative Aide



The endorsement letter is ready for release	Issuance of endorsement letter	None	1 minute	Administrative Aide
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	14 minutes	

4. LEGAL SERVICES

This program provides services related to legal matters, such as scheduling appointments with assigned legal officers to obtain legal opinions and advice.

OFFICE OR DIVISION:	CITY MAYOR'S OFFICE / MAYOR'S ACTION CENTER
CLASSIFICATION:	Simple
TYPES OF TRANSACTION:	Government to Client
WHO MAY AVAIL:	All

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approach the information desk officer and get a queuing number	Issuance of queuing number	None	1 minute	Front Desk Officer
Provide personal basic information along with the details of the issue or concern	Interview and record the client's basic information, concerns or issues in the logbook	None	5 minutes	Administrative Aide



Wait for the confirmation of schedule	Schedule an appointment for the client with the assigned legal officer	None	5 minutes	Administrative Aide
Acceptance of the confirmed schedule and sign in the logbook	Discuss the details of the scheduled appointment	None	3 minutes	Administrative Aide
Accomplish customer satisfaction feedback form	Provide and explain the customer satisfaction feedback form	None	2 minutes	Administrative Aide
	Total	None	16 minutes	



Human Resource Management and Development Office



Human Resource Management And Development Office

I. Mandate:

The Human Resource Management and Development Office is the heart of the agency which caters to the needs of its employees and all matters pertinent to the human resources and development of the agency shall be governed by the Civil Service laws, rules and regulations and other issuances promulgated in the Local Government Code.

II. Vision:

To support the City Government of Batangas’ effort in developing, improving, maintaining and strengthening competent workplace and workforce in support of excellence of the agency’s mission while promoting transparency, openness, dedication and assurance of courteous, prompt and quality service.

III. Mission:

Human Resource serves as model for high quality, responsive, client-focused, service-oriented with pro-active simplified processes to attract, motivate, develop, retain diverse globally competitive workforce within City Government of Batangas and inspired by informing, enabling and fully supporting the agency’s vision in establishing and nurturing ties within the locality.

IV. Service Pledge:

We commit to:

1. To provide quality services to our clients in a fast track mode.
2. To establish good rapport among our clients.
3. To promote transparency and professionalism in rendering services.
4. To implement HR policies strictly and fairly.

1. A. PROCESSING OF JOB APPLICATION (Walk-in applicants)

Process application of external applicants to fill in the vacant positions.

Office or Division:	City Mayor’s Office – Human Resource Management & Development Office (Recruitment, Selection & Placement Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Application letter Personal Data Sheet			HRMDO (Recruitment, Selection & Placement Section)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application letter to HR personally specifying position desired	1. Accept application letter with attached Personal Data Sheet of applicant	None	10 mins.	Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide VI
2. Undergo Initial Interview	2. Conduct Initial Interview		45 mins.	
3. Take the examination	3. Facilitate Examination		1 day	
4. Receive notice	4. Consolidate documents of applicants and notify applicants if they			

	qualify or not			
	TOTAL	None	1 day and 55 mins.	

1. B. PROCESSING OF JOB APPLICATION (Internal applicants)

Process application of applicants to fill in the vacant positions.

Office or Division:	City Mayor's Office – Human Resource Management & Development Office (Recruitment, Selection & Placement Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Application letter Personal Data Sheet			HRMDO (Recruitment, Selection & Placement Section)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application letter to HR personally specifying position desired	1. Accept application letter with attached Personal Data Sheet of applicant and Eligibility, if any.	None	10 mins.	Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide VI
2. Receive notice			2 days	
3. Take the scheduled examination	2. Consolidate documents of applicants and notify qualified applicants for a scheduled		45 mins.	
4. Receive notice			1 day	

	examination.			
	3. Facilitate examination.			
	4. Notify shortlisted applicants for the schedule of deliberation.			
	TOTAL	None	3 days and 55 mins.	

2. A. PROCESSING OF JOB APPLICATION (Online -application)

Process application to fill in the vacant positions

Checklist of Requirements		Where to Secure		
Application letter Personal Data Sheet		HRMDO (Recruitment, Selection & Placement Section)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application letter with attached PDS thru e-mail 2. Receive notice thru email.	1. Acknowledge receipt of application letter 2. Notify the applicants of employment opportunities	None	5 mins.	Admin. Officer II Admin. Aide VI
	TOTAL	None	5 mins.	

3. ISSUANCE OF SERVICE RECORDS (SRs) / CERTIFICATIONS OF EMPLOYMENT

Issue the service records and certifications requested by the clients

Office or Division:	City Mayor’s Office – Human Resource Management & Development Office (Recruitment, Selection & Placement Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
			HRMDO (Recruitment, Selection & Placement Section)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request for service record / certificate of employment personally or thru telephone calls	1. Accepts request for service record and / or certificate of employment and prepares /prints said documents and forward to the Authorized signatories.	None	10 mins	Admin. Officer IV Admin. Officer II Admin. Asst. II Admin. Aide VI
Claim the duly signed documents requested	2. Sign the documents 3. Release the documents requested		5 mins.	CGADH I
	TOTAL	None	15 minutes	

4. ISSUANCE OF TERMINAL LEAVE BENEFITS

Issue necessary documents prior to the claim of terminal benefits

Office or Division:	City Mayor’s Office – Human Resource Management & Development Office (Leave & Welfare Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Letter of intent Leave Form from their respective offices Property Clearance form from the Human Resource Management & Development Office to be signed by the department heads for clearance Administrative Clearance from the Legal Office Fiscal Clearance from the Office of the City Prosecutor Original copy of Statement of Assets, Liabilities & Networth (SALN)			HRMO – Leave & Welfare Section	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Letter of Intention to Retire to HR.	Accepts the letter submitted by the client.	None	1 minute	Supvg. Admin. Officer Admin. Officer II
2. Prepare and Accomplish the following forms: <ul style="list-style-type: none"> Leave Form Property Clearance form from the HRMD O Administrative Clearance from 	1. The person in-charge will check and validate the submitted requirements. 2. Prepare and include the following documents to	None	1 day	Supvg. Admin. Officer Admin. Officer II Admin. Officer II



<p>the Legal Office</p> <ul style="list-style-type: none"> • Fiscal Clearance from the Office of the City Prosecutor • Original copy of Statement of Assets, Liabilities & Networth (SALN) <p>3. Submit the duly signed and completed form to the HRMDO</p>	<p>the application form:</p> <ul style="list-style-type: none"> • signed Service Records (SR), • latest copy of Appointment, • latest Notice of Salary Increment (NOSI) or Notice of Salary Adjustment (NOSA) <p>3. Prepare Voucher of Terminal Leave Benefit and forward to supervising administrative officer for review and record TLB claims.</p> <p>4. Forward to TLB vouchers to Office the City Budget, Accounting Office and Office of the City Treasurer for the</p>			
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	preparation , issuance and release of check			
	TOTAL	Ne	1 day & 1 minute	

5. ISSUANCE OF CERTIFICATE (Leave Without Pay)

Issue Certificate of Leave Without Pay upon request by the client with mature policy claim.

Office or Division:	City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Letter of Request			HRMO – Leave & Welfare Section	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
The requestor will submit a letter of request for Certificate of Leave Without Pay to HR.	Accept the request letter and prepare the certificate of LWOP, forward to the authorized signatories. Signed the certificate and issue to the requestor.	None	5 minute	Admin. Officer II CGADH I Admin. Officer II
	TOTAL	None	5 minutes	

6. ISSUANCE OF CERTIFICATE (LEAVE CREDITS)

Issue Certificate of Leave Credits to the requestor.



Office or Division:	City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Letter of Request			HRMO – Leave & Welfare Section	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
The requestor submit duly signed letter of request.	Accept the letter and verify the request.	None	1 minute	Admin. Aide II
	Prepare the certificate of leave credits and forward to the division chiefs		4 minutes	
	The division chief will check and verify the certificate and affix her initials.		5 minutes	Admin. Officer IV
	The department head will sign the form.			CGADH I
Received duly signed certificate	Issue duly signed certificate to the requestor.			Admin. Aide II
	TOTAL	None	10 minutes	

7. PROCESSING OF LOAN APPLICATION

Process loan applications of the employees

Office or Division:	City Mayor’s Office – Human Resource Management & Development Office (Leave & Welfare Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Loan Application Forms (Veterans & Landbank)			HRMO – Leave & Welfare Section HRMO - Recruitment, Section & Placement Section	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submit accomplished form including certification which states that no unpaid from previous debts	Receive accomplished form and check for the completeness of the information provided.	None	1 minute	Leave & Welfare Section
• Landbank loan application, preparation of whitelist	In-charge division check the number of leave and the gross / net amount of the employee		2 minutes	Admin. Asst. II Admin. Aide II Admin. Officer I Legal Asst. I
• Veterans loan application, form must be filled-out and submitted with all the needed documents.	Prepare the needed documents / certificates for attachment to the application form.		5 minutes	Admin. Asst. II Admin. Officer II Admin. Officer IV
Claim the signed application form for submission to	Submit the forms to the		2 minutes	RSP Section Admin. Officer II Admin. Asst. II Admin. Aide VI Admin. Officer IV Admin. Officer IV for Leave & Welfare

the lending agency.	authorized signatories. Duly signed and completed form release to the client			Admin. Officer IV for RSP City Gov't. Asst. Dept. Head I
	TOTAL	None	10 minutes	

8. PROCESSING OF LEAVE APPLICATION

Process leave applications of the employees

Office or Division:	City Mayor's Office – Human Resource Management & Development Office (Leave & Welfare Section)
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	CGO Batangas Employees

Checklist of Requirements			Where to Secure	
Leave Application Forms (Leave Form / COC Form)			HRMO – Leave & Welfare Section HRMO - Recruitment, Section & Placement Section	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Employees submit leave application form to the HRMDO	1. Accept the application form (Leave / COC form) and record in the logbook	None	1 minute	Leave & Welfare Section
	2. Forward the application to the		5 minutes	Admin. Asst. II Admin. Aide II Admin. Officer I Legal Assistant I Admin. Asst. II Admin. Officer II Admin. Officer IV



	<p>assigned employee for the processing of the form.</p> <p>3. Form will be checked and verified by the division chiefs and forward to the authorized signatories.</p> <p>4. Signed application form will be forwarded to the office of the City Administrator Office and upon signing will be returned to the concerned employee / office.</p>		2 minutes	<p>Admin. Officer IV for Leave & Welfare</p> <p>City Gov't. Asst. Dept. Head I</p>
	TOTAL	None	13 minutes	



Feedback and Complaints

The Feedback System of the Human Resource Management & Development Office

Feedback is an event that occurs when the output of a system is used as input back into the system as part of a chain of cause and effect. This alters variables in the system, therefore resulting in different output and consequently different feedback as well, which can either be good or bad. Thus, the transactions processed and services rendered will be sustained and further improved through soliciting feedback from clients.

In addition, implementing the feedback system of the HRMDO will entangle the following elements:

1. Soliciting the feedback of clients (whether satisfied or dissatisfied of the service rendered) thru interview.
2. Contact numbers are made available for the clients. They may call 402-3485 and 706-9151 and the queries will be attended/answered at once.



City Health Office



City Health Office

I. **Mandate:**

Deliver the basic health services which are promotive, preventive, curative, and to a certain extent, rehabilitative in nature; develop plans and programs involving activities applicable to the city in accordance with plans and programs, evaluate progress of various activities under the implementation against standards, objectives and schedules; compile, tabulate, analyze, and maintain health statistics for health activities in the city; prepare budget of this office; exercise administrative direction, supervision, and control over the rural health units in the city.

II. **Vision:**

“A healthy citizenry in an environment-friendly populace”

III. **Mission:**

To safeguard the health of the people by providing basic health services which are adequate and accessible to individuals and families in the community, by means acceptable to them, through their participation and at a cost they can afford.

IV. **Service Pledge:**

1. To reduce the morbidity and mortality due to communicable and noncommunicable diseases;
2. To improve the health status of the constituents by delivering basic health services which are promotive, preventive, curative, and rehabilitative in nature;
3. To strengthen linkages between government agencies and nongovernment organizations;
4. To intensify community participation in the promotion of health programs; and
5. To provide 100% of the population with potable drinking water and provide 100% of the households with sanitary toilet.

APPLICATION OF DEATH CERTIFICATE

Description of the Service: Preparation of death certificate when death occurred at the place of residence.

Office or Division:	Administrative Division, City Health Office
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	Nearest next of kin of the deceased individual

Checklist of Requirements	Where to Secure
1. Certification from Sangguniang Barangay stating that the death occurred at home and duly signed by the Barangay Captain or Barangay Councilor	Barangay Hall
2. Medical Record	Hospital of last confinement or Attending physician

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and submit the requirements	1.2 Receive the requirements submitted and interview the client 1.2 Fill up the death information sheet and instruct the client to proceed to the Medical Officer on duty to determine the cause of death	None None	5 minutes 5 minutes	Administrative Aide III Administrative Aide III
2. Proceeds to the Medical Services Division for interview to determine the cause of death	4.1 Prepare the death certificate 4.2 Present the death certificate to the client for review for the correctness of entries encoded.	None	10 minutes	

3. Returns to the Administrative Division and submits the filled up death information sheet.	<p>4.3 Instruct the client to pay the corresponding fees</p> <p>4.4 Print the 5 copies of the death certificate</p> <p>4.5 Record the official receipt number on the death certificate</p> <p>4.6 Bring the death certificate to the Medical Officer for review and signature</p> <p>4.7 Issue the death certificate to the client and advise to proceed to the City Civil Registrar Office for the registration of the Death Certificate.</p>	<p>Burial Permit – P75.00</p> <p>Registration Fee – P80.00</p>	<p>5 minutes</p> <p>2 minutes</p>	<p>Administrative Aide III</p> <p>Administrative Aide III</p>
4. Returns to the Administrative Division and present the official receipt.			10 minutes	Administrative Aide III
5. Proceeds to the City Civil Registrar's Office for registration.				Administrative Aide III

APPLICATION OF DEATH CERTIFICATE

Description of the Service: Death Review for deaths that occurred in the hospital

Office or Division:		Administrative Division, City Health Office		
Classification:		Simple		
Types of Transaction:		G2C		
Who may avail:		Nearest next of kin of the deceased individual		
Checklist of Requirements			Where to Secure	
1. Complete copies of the Death Certificate issued by the hospital			Hospital	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and submit the copies of the death certificate 2. Pay the corresponding fees stated in the order of payment 3. Returns to the City Health Office and present the official receipt	1. Receive the death certificate, check for the correctness of data filled up.	Burial Permit – P75.00 Registration Fee – P80.00	3 minutes	Administrative Aide III
	2. Give order of payment to the client		2 minutes	Administrative Aide III
	3. Submit the death certificate to the Medical Officer for review and signature.		5 minutes	Administrative Aide III
	4. Record the official receipt number on the death certificate		5 minutes	Administrative Aide III
	5. Give the remaining copies of the death certificate and advise the client to proceed to the City Civil Registrar Office for the registration of the Death Certificate.		5 minutes	Administrative Aide III

6. Proceeds to the City Civil Registrar's Office for registration.			2 minutes	Administrative Aide III
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APPLICATION OF TRANSFER PERMIT

Description of the Service: Issuance of transfer permit (Transfer of the remains to the place of residence outside of Batangas City)

Office or Division:		Administrative Division, City Health Office		
Classification:		Simple		
Types of Transaction:		G2C		
Who may avail:		Nearest next of kin of the deceased individual		
Checklist of Requirements		Where to Secure		
1. Death Certificate		Hospital		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and submit the copies of the death certificate	1. Receive the death certificate check for the correctness of data	None	3 minutes	Administrative Aide III
		Transfer Permit – P75.00	2 minutes	Administrative Aide III
2. Pays the corresponding fees indicated in	2. Instruct the client to pay for the	Registration Fee – P80.00	10 minutes	



the order of payment	corresponding fees		15 minutes	Administrative Aide III
				Administrative Aide III
3. Returns to the City Health Office and present the official receipt	3. Prepares the Transfer Permit		3 minutes	
	4. Submit the Transfer Permit and death certificate to the Medical Officer for signature			Administrative Aide III
7. Proceeds to the City Civil Registrar’s Office for registration.	5. Record the official receipt number on the death certificate and transfer permit			
	6. Issue the death			



	certificat e and transfer permit and advise the client to proceed to the City Civil Registrar Office for the registrati on.			
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APPLICATION FOR EXHUMATION AND REMOVAL PERMIT

Description of the Service: Issuance of exhumation and removal permit (To exhumed and remove the bones of the deceased to another niche or cemetery.

Office or Division:	Administrative Division, City Health Office			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Nearest next of kin of the deceased individual			
Checklist of Requirements		Where to Secure		
1. Death Certificate of the deceased to be transferred 2. Must be at least 5 years from the date of burial 3. Certificate of No Record (in case of no copy of death certificate is presented and must		Civil Registrar's Office Local Civil Registrar's Office Philippine Statistics Authority		
Client Steps	Agency Action	Fees to be Paid	Proce ssi ng Tim e	Perso n Respo nsible



<p>1. Approaches the front desk personnel and applies for the exhumation and removal permit Submits the copy of the death certificate of the bones to be exhumed</p> <p>2. Proceed to the Cashier for payment of fees</p> <p>3. Returns to the City Health Office and present the official receipt</p>	<p>1. Receive and validate the death certificate</p> <p>2. Interview the client regarding the details of the exhumation and removal of the remains.</p> <p>3. Give the order of payment with corresponding fees</p>		5 minutes	Administrative Aide III
		Exhumation Permit – P150.00 Removal Permit – P150.00 Transfer Permit – 75.00	2 minutes	Administrative Aide III
	<p>4. Prepares the Exhumation and Removal Permit and submits to the Medical Officer for review and signature</p>		15 minutes	Administrative Aide III
	<p>5. Record the official receipt</p> <p>6. Issues the exhumation and removal permit</p>		5 minutes	Administrative Aide III

CERTIFICATE OF IMMUNIZATION RECORD

Description of the Service: Issuance of certificate of child's immunization record

Office or Division:	Administrative Division, City Health Office
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	

Checklist of Requirements		Where to Secure		
1. Copy of Immunization Record from the barangay duly signed by the midwife (if no record from office file)		Barangay Health Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the front desk personnel and request a copy of child's immunization record	1. Checks the office file for the immunization record requested	Sec Fee – P75.00	5 minutes	Administrative Aide III
2. Proceed to the cashier for payment of fees	2. Give the order of payment for the corresponding fee		15 minutes	Administrative Aide III
3. Present the official receipt	3. Prepares the certificate of immunization		3 minutes	Administrative Aide III
	4. Record the official receipt number in the logbook			
	5. Issue the certificate of immunization			



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1. MEDICAL SERVICES				
Medical Consultation for the Issuance of Health Card and Medical Certificate				
Office or Division:	City Health Office - Medical Division			
Classification:	Simple			
Types of Transaction:	G2C - Government to Transacting Public / G2G			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Required laboratory results for food and non-food employees/applicants		Laboratory Clinic		
Required laboratory results for government applicants		Laboratory Clinic		
Communication letter from institutions and agencies for scheduled consultation		Institution or agency of client		
Required form from government agencies		Government Employer		
Encoded Client Information Slip		Environmental Sanitation Division, City Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the front desk personnel and submit the requirements	1. Receives the client	None	1 minute	Nurse on duty/Health Worker
	2. Checks the requirements and provides queue number		5 minutes	
	3. Takes vital signs, records in the logbook and directs client to have a seat and wait for his/her number to be called		8 minutes	

2. Proceed to Medical Officer for Examination	1. Assesses the client		5 minutes	Medical Officer on duty
	2. Prescribes medications if necessary	None	3 minutes	
	3. Gives health teachings		3 minutes	
	4. Gives order of payment and directs client to pay and proceed to the environmental sanitation division/administrative division for processing of health card or medical certificate	P 100.00	5 minutes	
Total:			30 minutes	

Online Consultation

Provide free medical consultation

Office or Division:	City Health Office - Medical Division
Classification:	Simple
Types of Transaction:	G2C - Government to Transacting Public / G2B - Business Entity
Who may avail:	All

Checklist of Requirements		Where to Secure		
Barangay Certificate		Barangay Hall		
PhilHealth ID for PhilHealth Members		PhilHealth Office		
Individual Treatment Record		Barangay Health Center / CHO Medical Division		
Laboratory Results		CHO - Laboratory Division		
Vaccination Card		Vaccination Sites		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the health worker on duty	1. Receives the patient 2. Gives queue number and advises patient to wait for his number to be called	None	1 minute 1 minute	Nurse on duty/ Health Worker

	3. Gives request for CBC and urinalysis for patients with fever and refers patient to the Laboratory Division		5 minutes	
2. Proceed to the front desk if queue number is called and if required laboratory request is done	1. Checks the requirements and prepares Individual Treatment Record 2. Takes and records vital signs of the patient 3. Encodes basic information and medical history of the patient 4. Directs patient to his seat and wait for queue number to be called	None	10 minutes 5 minutes 10 minutes 10 minutes	Nurse on duty/ Health Worker
3. Proceeds to the Medical Officer when queue number is called. (For patients who are PWDs, pregnant and senior citizen, will be attended by the Medical Officer at the ground floor)	1. Takes history of the present illness 2. Assesses and examines the patient 3. Prescribes medications and other necessary management 4. Gives health teachings 5. Directs patients to the pharmacy division for dispensing of available medicines	None	5 minutes 10 minutes 3 minutes	Medical Officer on Duty
Total:			60 minutes	

Issuance of Death Certificate

Office or Division:	City Health Office - Medical Division
Classification:	Simple
Types of Transaction:	G2C - Government to Transacting Public / G2G
Who may avail:	All

Checklist of Requirements	Where to Secure
Recent medical record or medical abstract of the deceased	Attending Physician/ Hospital of last confinement
Certificate of Community Death	CHO - Administrative division



Death Information Sheet		CHO - Administrative division		
Required form from Government Agencies		Government Employer		
Encoded Client Information Slip		Environmental Sanitation Division, City Health Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the front desk personnel and submit the requirements	1. Receives the client 2. Checks the requirements and provides queue number 3. Record in the logbook and directs client to have a seat and wait for his/her number to be called	None	1 minute 5 minutes 8 minutes	Nurse on duty/ Health Worker
2. Proceed to the Medical Officer for Examination	1. Assesses and examines the client 2. Prescribes medications if necessary 3. Gives health teachings 4. Gives order of payment and directs client to pay and proceed to the environmental sanitation division / administrative division for processing of health card or medical certificate	None P 100.00	5 minutes 3 minutes 3 minutes 10 minutes	Medical Officer on Duty
Total:			35 minutes	

Availment of Pre-Marriage Orientation (PMO) Seminar

Office or Division:	Batangas City Health Office - POPCOM DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	Couple Applying for a Marriage License (18 years old and above)

Checklist of Requirements	Where to Secure
1. Personal appearance of couple applicant	City Civil Registrar's Office (Marriage Division)

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	D. Couples accomplish the Marriage Expectation Inventory (MEI) form		30 minutes	
2. Attends the scheduled PMO Seminar	Conducts pre-marriage seminar		3 hours and 30 minutes (210 minutes)	Population Program Division - PMO Counselor assigned
Total:			4 hours and 16 minutes (250 minutes)	

HEALTHY LIFESTYLE PROGRAM

Description of the Service

Office or Division:	NURSING DIVISION
Classification:	SIMPLE
Types of Transaction:	G2C
Who may avail:	ALL DIABETIC AND HYPERTENSIVE PATIENTS

Checklist of Requirements		Where to Secure		
● Latest Laboratory exam of sugar and cholesterol		● Private and government laboratory		
● DM/CVD Form		● Barangay Health Stations		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to the health worker on duty and secure number (wait for number to be called then proceed to nurse/midwife	a. Assesses patient, takes and records vital signs b. Extracts blood sample (for blood sugar and cholesterol)	None	10 minutes	Nurse / Midwife on duty



on duty)	c. Records the result in the CVD/DM Form d. Refers patient to medical officer on duty			
2.Proceed to the medical officer on duty and present the CVD/DM Form	a. Performs physical examination and management b. Prescribes medicines c. Proceeds to the nurse on duty	None	10 minutes	Medical Officer on duty
3.Proceed to the nurse / midwife on duty	a. Checks the CVD/DM Form b. Issues prescribed medicines c. Conducts health teaching d. Schedules next follow-up visit	None	10 minutes	Nurse / Midwife on duty
Total:			30 minutes	

Application for Health Certificates (New and Renewal Applicant)

Clients: Food Handlers, Barbers, Beauticians, Instructors, Masseur, and other as required by the Sanitation Code of the Philippines

Requirements: For Food Handlers:

New	Renewal
Chest x-ray result	Old Health Certificate
Hepatitis A screening	Chest x-ray result
Fecalalysis result	Hepatitis A screening
Urinalysis result	Fecalalysis result
CBC Results	1x1 ID Picture
Drug Test	Valid ID
1x1 ID Picture	



Valid ID

For Non-Food
Handlers:

New	Renewal
Chest x-ray result	Old Health Certificate
Fecalysis result	Chest x-ray result
Urinalysis result	1x1 ID Picture
CBC Results	Valid ID
Drug Test	
1x1 ID Picture	
Valid ID	

Note: Other laboratory examinations not included in the list may be required when deemed necessary. Laboratory requirements may secure to any DOH-accredited laboratory.

Fees: P 100.00 - Health Certificate Fee

Person Responsible : Sanitation Inspector on Duty

Issuance of Health Certificates (New and Renewal Applicant)

Total Processing Time: 14 minutes

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submits complete medical requirements and get transaction of order of payment (T.O.P) number to Sanitation Inspector on duty	1.1. Review and evaluate medical requirements 1.2. Encode requirements to E-gaps Portal 1.3. Issue T.O.P. number	5 minutes	Possible length of waiting time; Possible number of clients to be encoded per day; Expired medical results	Online application and scheduling.



2	Proceeds to the Medical Officer for physical examination and validation of medical results	2.1. Review submitted control number and application to the nurse/midwife on duty 2.2. Takes blood pressure and body temperature. 2.3. Performs physical examination and validate medical results 2.4. Approve medical results 2.5. Advise client for payment	5 minutes	Possible length of waiting time; Possible findings with the submitted medical results	Virtual and online medical consultation
3	Presents medical results and TOP No. to Cashier and pays Health Certificate Fee	3.1. Encode control number 3.2. Receive payment 3.3. Print and release order of payment receipt 3.4. Advise client to proceed to Environmental Sanitation Division	2 minutes	Other mode of payment (online transaction);	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuance of online payment receipt.
4	Receive printed Health Certificate	4.1. Review submitted Health Certificate Fee receipt and Medical requirements 4.2. Print and release Health Certificate	2 minutes	System maintenance; Travel time from cashier to environmental sanitation division	Schedule pick-up of printed Health Certificate

**Application for Sanitary Permit
(New and Renewal)**



Clients:	All Business Establishments operating in Batangas City
Requirements:	Sanitary Permit Application Photocopy of Business Permit Application (New) /Business Permit & Sanitary Permit of the prior year (Renewal)
Fees:	Sanitary Permit Fee (may varies to classification of establishment)
Person Responsible :	Sanitation Inspector on Duty

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit application to the Sanitation Inspector on duty	1.1. Review, Evaluate and Accept the application 1.2. Encode client's application to E-gaps Portal 1.3. Print and release Sanitary Permit	2 minutes	Possible length of waiting time; Possible number of clients to be encoded per day	Online application and scheduling. (See B-POSS Streamlining)

Application for Water Potability Certificate

Clients:	All Water Service Providers in Batangas City (Water Refilling Station, Bulk Water, Water District, Local Waterworks, etc.)
Requirements:	Latest twelve (12) months of Microbiological Water Analysis (original and photocopy) Semi-annual results of Physico - Chemical Test Analysis (original and photocopy) Updated Health Certificate of the Employees
Fees:	P 65.00 - Certificate of Potability Fee

Person Responsible: Sanitation Inspector on Duty

Total Processing Time: 7 minutes

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit original and photocopies of the requirements to the Sanitation Inspector on duty	1.1. Review and evaluate the requirements presented 1.2. Encode client's application to E-gaps Portal 1.3. Issue T.O.P. number 1.4. Advise client to proceed for payment	3 minutes	Possible length of waiting time; Possible number of clients to be encoded per day; Failed results of water test (esp. in TDS parameters for purified water)	Online application and scheduling.
2	Pays Certificate of Potability Fee to Cashier	2.1. Receive and encode T.O.P No. 2.2. Receive payment 2.3. Print and release order of payment receipt 2.4. Advise client to proceed to Environmental Sanitation Division	2 minutes	Other mode of payment (online transaction); Travel time from cashier to environmental sanitation division	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuance of online payment receipt.
3	Receive printed Certificate of Potability	3.1. Review submitted order of payment receipt and T.O.P. Number 3.2. Prepares Certificate of Potability to be signed by the Environmental Sanitation Division Head and by the City Health Officer 3.3. Print and release Certificate of Potability	2 minutes	System maintenance; Unavailability of signatories	E-signed generated signatories; Schedule pick-up of printed Certificate of Potability

Application for Water Potability Certificate

Clients: All new and newly renovated Water Refilling Stations in Batangas City



Requirements:

Sanitary Plans signed and sealed with licensed Sanitary Engineer
 Latest Microbiological Water Analysis and Physico - Chemical Test (raw and product water)
 Updated Health Certificate of employee
 Copy of Health Related Device Registration
 40 Hours Certification Training for Water refilling Station Owners

Where to Secure:

Owner of the Establishment
 DOH Accredited Laboratory
 Environmental Sanitation Division
 Water Service Supplier
 DOH Accredited Training Center

Fees: P 55.00 - Certificate of Potability Fee

Person Responsible: Division Head / Sanitation Inspector

Steps	Client's Actions	Agency's Actions	Processing Time	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit application to the Sanitary Engineer / Sanitation Inspector on duty	1.1. Review, Evaluate and Accept the requirements 1.2. Encode client's application to E-gaps Portal 1.3. Issue T.O.P. number 1.4. Advise client to proceed for payment	3 minutes	Possible length of waiting time; Possible number of clients to be encoded per day; Failed results of water test (esp. in TDS parameters for purified water)	Online application and scheduling.
2	Pays Certificate of Potability Fee to Cashier	2.1. Receive and encode T.O.P No. 2.2. Receive payment 2.3. Print and release order of payment receipt 2.4. Advise client to proceed to Environmental	2 minutes	Other mode of payment (online transaction);	Used of online mode if payment thru G-cash, Paymaya, Credit card and Bank transfer. Issuance of online



		Sanitation Division			payment receipt.
3	Receives printed Certificate of Potability	3.1. Review submitted order of payment receipt and T.O.P . Number 3.2. Prepare the Certificate of Potability and signed by the Environmental Sanitation Division Head and by the City Health Officer 3.2. Print and release Certificate of Potability	2 minutes	System maintenance; Travel time from cashier to environmental sanitation division	Schedule pick-up of printed Certificate of Potability

Application of Health Certificate (Entertainers) / Availment of Serologic Examinations (Hepatitis B/HIV/TP-Syphilis (Screening test), Blood typing and RH Typing

Clients: Guest relation officer, sexy dancer, escort, model of night clubs and other related practitioners or entertainers as stated in Sanitation Code of the Philippines

Requirements:

Laboratory Request
Voluntary Counselling and Testing Consent Form (VCT)
People with Disability ID (if applicable)
Certificate of Indigency from the City Social Welfare and Development Office (for indigents)

Fees:

P 100.00 - Medical Certificate Fee
P 130.00 - HBsAg Screening Test
P 130.00 - TP- Syphilis Screening Test
P 300.00 - HIV Screening Test
P 75.00 - Blood Typing

Steps	Client's Actions	Agency's Actions	Processing Time	Person Responsible	Pain Points	Solutions based on DILG-ARTA on
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						Streamlining of LGU Systems and Procedure
1	Approach nurse coordinator for an interview and registration (with confidentiality).	1.1. Interview and record the client's identification. 1.2. Checks the completeness of the details/VCT form upon assessment 1.3. Perform health education and pre-test counseling. 1.4. Fill-up HIV anti-body testing record form (if the client is voluntarily submitting herself for HIV anti-body test) 1.5. Issues laboratory request 1.6. Assess if the patient is free of charge or with pay a. if free of charge - ask for the copy of the requirements b. if with pay - advise client for laboratory payment	20 minutes	Nurse Coordinator	Confidentiality of clients data;	Virtual / online medical consultation
2	Payment of Fees to Cashier	2.1. Encode client's data 2.2. Receive payment 2.3. Print and release order of payment receipt	2 minutes	Cashier on Duty	Other mode of payment (online transaction);	Used of online mode if payment thru G-

						cash, Paymaya, Credit card and Bank transfer. Issuance of online payment receipt.
3	Proceed to Laboratory Division for laboratory screening tests and submits specimen	3.1. Review submitted sign HIV anti-body testing record and order of payment receipt 3.2. Perform laboratory screening tests (Hepatitis B, RPR, HIV anti-body test and cervical smear). 3.3. Advise the client the schedule of the releasing of laboratory results.	720 minutes	Medical Technologist on Duty	Possible length of waiting time; Length of time of laboratory examination	
4	Submit laboratory results to Social Hygiene Physician for physical examination, consultation, and treatment.	4.1. Review submitted laboratory results 4.2. Perform physical examination and consultation 4.3. Issue medical treatment as needed 4.4. Advise client to proceed to Environmental Sanitation Division for encoding laboratory records	30 minutes	Social Hygiene Physician		Virtual / online medical consultation



5	Submit laboratory records with approve endorsement of Physician and get transaction of order of payment (T.O.P) number	5.1. Review, Evaluate and Accept the laboratory results 5.2. Encode requirements to E-gaps Portal 5.3. Issue T.O.P. number	3 minutes	Sanitation Inspector on duty	Possible length of waiting time;	Online application and scheduling.
6	Receive printed Health Certificate	6.1. Submit order of payment and T.O.P . Number to Environmental Sanitation Division 6.2. Print and release Health Certificate	2 minutes	Cashier on Duty	System maintenance	Schedule pick-up of printed Health Certificate
7	Proceed to nurse coordinator/ Social Hygiene Physician for post-test counseling and health education	7.1. Review submitted Health Certificate 7.2. Performs post-test counseling and health education 7.3. Prescribed medicine if needed 7.4. Schedule client for her next visit or consultation	20 minutes	Nurse Coordinator / Social Hygiene Physician	Counseling acceptance	Virtual / online medical consultation

Filing of Complaints related to Environmental and Sanitation issues

Clients: Batangas City residents

Requirement: Letter of Complain
Sanitary Complaint Form

Fees: None



Steps	Client's Actions	Agency's Actions	Processing Time	Person Responsible	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	File complaints	1.1. Receive complainant's letter / form. 1.2. Interview the complainant to determine the nature of complaints 1.3. Logs in complaints 1.4. Advise complainant of the inspection schedule / to wait for further notice.	20 minutes	Sanitary Inspector on duty	Fear against the complainants	Online submission of complaints
2		2.1. Coordinates with other concerned agencies and concerned barangays 2.2. Inspect the incident 2.3. Prepares inspection report 2.4. Arranges meeting with complainant and respondent		Sanitary Inspector on duty, concerned Barangay Council, and other agencies	Unavailability of concerned agencies and barangays.	
3	Appears at the scheduled meeting time and place	3.1. Explains the findings of inspection 3.2. Recommends corrective measures, if necessary 3.3. Mediates to resolve dispute between the two parties	60 minutes	Sanitary Inspector on duty, concerned Barangay Council, and other agencies	Un-cooperativity of both parties	



Issuance of Environmental Sanitation Clearance

Clients : Mobile and Stationary Service Providers that provides desludging services and transport septage to treatment and disposal facilities in Batangas City

Requirement: Notarized Environmental Sanitation Clearance
Application Form
Project Description
Design report and detailed plans and specifications for domestic sludge and septage treatment and disposal facilities signed and sealed by a licensed Civil or Sanitary Engineer

For treatment and disposal facilities, the project proponent/service provider must secure an Environmental Compliance Certificate (ECC) from the EMB Regional Office or LLDA.
In operating treatment and disposal facilities, the operator must secure a Wastewater Discharge Permit (WDP) from the EMB Regional Office.

Fees: None

Steps	Client's Actions	Agency's Actions	Processing Time	Person Responsible	Pain Points	Solutions based on DILG-ARTA on Streamlining of LGU Systems and Procedure
1	Submit notarized application and required documents	1.1. Receive and evaluates notarized applications and supporting documents 1.2. Advise the client for further notice of his/her application	20 minutes	Sanitation Inspector on duty		



2		If the application is complete and verified, Environmental Sanitation Division will: 2.1. Conducts project site inspections 2.2. Endorses the ESC's application to CHD upon compliance with all the required documents.	15 working days	Environmental Sanitation Division Head		
3		3.1. The CHD evaluates, validates and decides to approve or disapprove ESC applications. If the CHD disapproves the project, the project proponent will have an opportunity to correct the deficiencies and re-submit the ESC application to the LGU.	30 working days	Center of Health Development - Regional Office		Online registration and application
4		4.1. Inform the service provider to pay and claim ESC application	3 minutes	Center of Health Development - Regional Office	Travel time from Batangas City to Manila Office	
5	Pay and Claim ESC.	5.1. Received order of payment receipt 5.2. Issue Environmental Sanitation Clearance signed by the Regional Health Director	60 minutes	Center of Health Development - Regional Office		Online releasing of ESC permits

CLINICAL MICROSCOPY EXAMINATIONS (Urinalysis, Fecalysis and Pregnancy Test)

Office or Division:
Classification:

City Health Office / Diagnostic Services Division (Clinical Laboratory)
Simple



Types of Transaction:		G2C/G2G		
Who may avail:		All residents of Batangas City / Senior Citizen / Patient with Disability (PWD)		
<div>Checklist of Requirements FOR FREE OF CHARGE LABORATORY SERVICES :</div> <div>1. Doctor's Laboratory Request</div> <div>2. Original ID's with picture of the following recipient :</div> <div><div><div>• Senior Citizen</div><div>• Philhealth Card</div><div>• Patient with Disability /PWD (free for all laboratory Examinations)</div><div>• 4P's (Pantawid Pamilyang Pilipino Program)-free for selected laboratory examinations</div><div>• EBD Health Card (free for selected laboratory examinations)</div></div><div>3. Present the original copy of the following Requirements:</div><div><div>• Member Data Record (MDR) if declared dependent of the Philhealth Card Holder</div><div>• Cerficate of Indigency from CSWD, signed and approved by the City Health Office Department Head</div></div></div> <div>FOR WITH PAY LABORATORY SERVICES :</div> <div>1. Doctor's Laboratory Request</div> <div>2. Official Receipt of Payment</div>		<div>Where to Secure</div> <div>Medical Services Division/ Office for the Senior Citizens Affairs (OSCA) EBD Card Affiliated Hospital Batangas Medical Center</div> <div>OSCA (Office for the Senior Citizens Affairs) Philhealth Office City Social Welfare and Development Office</div> <div>City Social Welfare and Development Office</div> <div>City Health Office</div> <div>Philhealth Office</div> <div>City Social Welfare and Development Office</div> <div>Medical Services Division City treasurer's Office</div>		
Client Steps	Agency Action	Fees to be Paid	Proces sing Time	Person Responsib le
1. Presents Doctor's laboratory request	a. Checks and validates the following: <div><div>• Laboratory request</div><div>• laboratory</div></div>		2 minute s	Laboratory staff on duty (receptioni st)

	<p>requirements if FREE of charge</p> <ul style="list-style-type: none"> • Receipt of Payments (if with pay) <p>.Routine Urinalysis</p> <p>. Fecalysis</p> <p>.Pregnancy Test</p> <p>b. Advises the clients for the proper specimen's collection</p>	<p>40.00</p> <p>40.00</p> <p>80.00</p>	<p>1 minute</p>	
<p>2. Submits specimen for examination</p>	<p>a. Performs the requested examination (subject for repeat testing in case of unacceptable results)</p> <p>.Routine Urinalysis</p> <p>. Fecalysis</p> <p>.Pregnancy Test</p>		<p>20 minutes</p>	<p>Med. Technologist</p>
<p>3. Claims the result and signs in the releasing log book</p>	<p>Encodes, prints, records, reviews, attests</p> <p>and releases the final result/s.</p>		<p>5 minutes</p>	<p>Med. Technologist on duty</p> <p>Chief Med. Technologist</p> <p>Encoder</p>

HEMATOLOGY EXAMINATION (Complete Blood Count and Platelet Count, Blood Typing Dengue Test and Typhidot Test)



Office or Division:	City Health Office / Diagnostic Services Division (Laboratory)			
Classification:	Simple			
Types of Transaction:	G2C/G2G			
Who may avail:	All residents of Batangas City /All Senior Citizen / Patient with Disability (PWD)			
Checklist of Requirements		Where to Secure		
FOR FREE OF CHARGE LABORATORY SERVICES :				
1. Doctor's Laboratory Request		City Health Office Medical Services Division Office for the Senior Citizens Affairs (OSCA) EBD Card Affiliated Hospital Batangas Medical Center		
2. Original ID's with picture of the following recipient :		OSCA (Office for the Senior Citizens Affairs) Philhealth Office City Social Welfare and Development Office		
<ul style="list-style-type: none"> • Senior Citizen • Philhealth Card • Patient with Disability /PWD (free for all laboratory Examinations) • 4P's (Pantawid Pamilyang Pilipino Program)-free for selected laboratory examinations • EBD Health Card (free for selected laboratory examinations) 		City Social Welfare and Development Office		
3. Present the original copy of the following Requirements:		City Health Office		
<ul style="list-style-type: none"> • Member Data Record (MDR) if declared dependent of the Philhealth Card Holder • Certificate of Indigency from CSWD, signed and approved by the City Health Office Department Head 		Philhealth Office		
FOR WITH PAY LABORATORY SERVICES :		City Social Welfare and Development Office		
1. Doctor's Laboratory Request		Medical Services Division		
2. Official Receipt of Payment		City treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Doctor's laboratory request	a. Checks and validates the following: <ul style="list-style-type: none"> • Laboratory request 		2 minutes	Laboratory staff on duty

	<ul style="list-style-type: none"> laboratory requirements if FREE of charge Receipt of Payments (if with pay) for the following laboratory examinations: <ol style="list-style-type: none"> Complete Blood Count Platelet Count Blood Typing Dengue NS1 Antigen Thyphidot Advise the clients for the proper specimen collection 	<p>Php 85.00</p> <p>7</p> <p>5.00</p> <p>7</p> <p>5.00</p> <p>Free of charge</p> <p>Free of charge</p>	1 minute	
2. Submits specimen for examination	<ol style="list-style-type: none"> Performs the requested examination (subject for repeat testing in case of unacceptable results) <ol style="list-style-type: none"> Complete Blood Count Platelet Count Blood Typing Dengue NS1 Antigen Thyphidot 		20 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
	TOTAL		28 minutes	

BLOOD CHEMISTRY EXAMINATIONS (FBS, Cholesterol, BUN, BUA, Creatinine, Cholesterol, determinations) Triglycerides, HDL, LDL, SGOT, SGPT, RBS and HbA1c

Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)
Classification:	Simple



Types of Transaction:	G2C/G2G All residents of Batangas City / Senior Citizen / Patient with Disability (PWD)			
Who may avail:				
Checklist of Requirements		Where to Secure		
FOR FREE OF CHARGE LABORATORY SERVICES : 1. Doctor's Laboratory Request 2. Original ID's with picture of the following recipient : <ul style="list-style-type: none"> • Senior Citizen • Philhealth Card • Patient with Disability /PWD (free for all laboratory Examinations) • 4P's (Pantawid Pamilyang Pilipino Program)-free for selected laboratory examinations • EBD Health Card (free for selected laboratory examinations) 3. Present the original copy of the following Requirements: <ul style="list-style-type: none"> • Member Data Record (MDR) if declared dependent of the Philhealth Card Holder • Certificate of Indigency from CSWD, signed and approved by the City Health Office Department Head 		City Health Office Medical Services Division Office for the Senior Citizens Affairs (OSCA) EBD Card Affiliated Hospital Batangas Medical Center OSCA (Office for the Senior Citizens Affairs) Philhealth Office City Social Welfare and Development Office City Social Welfare and Development Office City Health Office Philhealth Office City Social Welfare and Development Office		
FOR WITH PAY LABORATORY SERVICES : 1. Doctor's Laboratory Request 2. Official Receipt of Payment		Medical Services Division City treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Doctor's laboratory request	a. Checks and validates the following: <ul style="list-style-type: none"> • Laboratory request • laboratory requirements if FREE of charge 		2 minutes	Laboratory staff on duty

2. Submits specimen for examination	• Receipt of Payments (if with pay) for the following laboratory examinations:			
	1. FBS	Php 90.00		
	2. Cholesterol	90.00		
	3. Creatinine	90.00		
	4. Triglycerides	90.00		
	5. HDL	130.00		
	6. LDL	130.00		
	7. SGOT	150.00		
	8. SGPT	150.00		
	9. BUA	90.00		
	10. BUN	90.00		
	11. RBS	90.00		
3. Claims the result and signs in the releasing log book	b. Advises the clients for the proper specimen collection		1 minute	
	a. Performs the requested examinations of the following determinations (subject for repeat testing in case unacceptable results)		20 minutes	Med. Technologist
	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
TOTAL			28 minutes	

CERVICAL/URETHRAL DISCHARGE LABORATORY SMEAR EXAMINATION (GRAM STAINING)

Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)
Classification:	Simple
Types of Transaction:	G2C/G2G



Who may avail:	All residents of Batangas City, Key affected population (Entertainment Establishment Worker or EEW, Men who have Sex with Men or MSM, and Migrant worker)			
Checklist of Requirements		Where to Secure		
1. Doctor's Laboratory Request		Medical Services Division		
2. Official Receipt of Payment		City treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Doctor's laboratory request	a. Checks and validates the following: • Laboratory request • Receipt of Payments of Gram - Staining	Php 100.00	2 minutes	Laboratory staff on duty (receptionist)
2. Submits specimen for examination	Performs the requested examination (subject for repeat testing in case of unacceptable results) • Gram-Staining		15 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		3 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
	TOTAL		20 minutes	

SEROLOGY EXAMINATIONS (HbSAg Screening Test, TP-Syphilis Screening Test , HIV Screening and Blood Typing)

Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)
Classification:	Simple
Types of Transaction:	G2C/G2G
Who may avail:	All residents of Batangas City, Key affected population (Entertainment Establishment Worker or EEW, Men who have Sex with Men or MSM, Persons Who Inject Drugs or PWID, Migrant worker and newly enrolled



presumptive TB
patients)

Checklist of Requirements	Where to Secure
1. Doctor's Laboratory Request 2. Official Receipt of Payment 3. Undergo Voluntary Counseling (VCT), NEC Form A with consent form signed by the client and attested by the counselor	Medical Services Division City treasurer's Office Medical Services Division

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents Doctor's laboratory request	a. Checks and validates the following: <ul style="list-style-type: none"> • Laboratory request • Receipt of Payments of the following: <ol style="list-style-type: none"> 1. HbsAg Screening Test 2. TP-Syphilis Screening Test 3. HIV Screening Test b. Advises the clients for the proper specimen collection	Php 130.00 130.00 130.00	1 minute 1 minute	Laboratory staff on duty (Receptionist /Encoder)
2. Submits specimen for examination	Performs the requested examination (subject for repeat testing in case of unacceptable results) <ol style="list-style-type: none"> 1. HbsAg Screening Test 2. TP- Syphilis Screening Test 3. HIV Screening Test 		25 minutes	Med. Technologist
3. Claims the result and signs in the releasing log book	Encodes, prints, records, reviews, attests and releases the final result/s.		5 minutes	Med. Technologist on duty Chief Med. Technologist Encoder
	TOTAL		32 minutes	

SPUTUM EXAMINATION / SLIT-SKIN SMEAR-LEPROSY (Ziehl-Neelsen Stain / LED- Fluorescence Microscopy/Xpert MTb/RIF TEST/)

Office or Division:	City Health Office / Diagnostic Services Division (Clinical Laboratory)
Classification:	Simple
Types of Transaction:	G2C/G2G
Who may avail:	All residents of Batangas City / Senior Citizen / Patient with Disability (PWD)

Checklist of Requirements		Where to Secure		
Present Form 2a NTP Laboratory Request and Result form		Rural Health Unit in all Barangays Batangas City Health Office TB DOTS Health Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Form 2a NTP Laboratory Request and result form/ Slit-skin Smear Request	a. Check and validate Form 2a NTP Laboratory Request and Result form	Free of charge	2 minutes	laboratory staff on duty
2. Submits specimen for examination	Perform the requested examination (subject for repeat testing in case of doubtful results) 1. Ziehl-Neelsen Stain 2. LED-Fluorescence Microscopy 3. Xpert MTb/RIF TEST 4. Slit-Skin Smear-Leprosy		2 hours	Med. Technologist
3. Claims the result on specified time of release	Encodes, prints, records, reviews, attests and releases the final result/s.		3 minutes	Med. Technologist on duty Chief Med. Technologist Encoder



TOTAL	2 hours and 5minutes
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Diet Counseling Diabetic and
Hypertensive Patient

Office or Division:	NUTRITION DIVISION
Classification:	G2C / G2G
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
FBS and Cholesterol Result		Medical Division / Health Center in their respective barangays		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Nutrition Division with your FBS and Cholesterol result, height, weight, and BP measurements.	Interview the patient about his/her dietary practices and lifestyle. Compute for the caloric requirement of the patient. Explain and advice the patient the diet prescribed.	None	30 minutes	RND's

Counseling of Pregnant Women



Office or Division:	NUTRITION DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	PREGNANT WOMEN

Checklist of Requirements		Where to Secure		
CBC / Hemoglobin result Height of pregnant Weight of pregnant Vital sign		Government / Private laboratories		
		Medical Division / Health Center in their respective barangays		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the CBC / hemoglobin result and the properly filled-up "Healthy Buntis and Happy Baby" booklet to the Nutrition Division	Advise the pregnant on the importance of balance diet and eating the right kind and amount of food during pregnancy to ensure her health and that of her baby. Encourage the mother to exclusively Breastfeed her baby. Explain the benefits and importance of breastfeedi ng.	None	30 minutes	Nutrition Officer IV, III, II, I Nutritionist-Dietitian I

Mother-Baby Friendly Workplace Accreditation



Office or Division:	NUTRITION DIVISION
Classification:	G2B
Types of Transaction:	SIMPLE
Who may avail:	INSTITUTIONS / ESTABLISHMENT OWNERS

Checklist of Requirements		Where to Secure		
Company breastfeeding policy Picture of lactation station Self Assessment Tool Letter of intent Mother Support Group		Own Institution / Establishment		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Send message to CHO-Nutrition Office Batangas City Facebook (FB) Page for the inquiries	Provide the link for online application for Mother Baby Friendly Work Place accreditation	None	15 Minutes	Nutrition Staff

Availment of Medicine

Office of Division :	Batangas City Health Office - Pharmacy Division
Classification :	
Types of Transaction :	SIMPLE
Who may avail :	All clients who need available medicine

Checklist of Requirements	Where to Secure
1. Present recent prescription 2. Present Identification Card	Doctor

3. Present CHO Cardiovascular Booklet (CVD)		RHU'S / BHS		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible
1. Present your recent prescription to the pharmacy	Accept and assess the prescription	None	1 minute	Pharmacy Aide/ Pharmacist on Duty
2. *Present ID	Verify ID		3 minutes	
*Present CVD Booklet	Fills up the CVD Booklet			
*Signs the DOH Maintenance Medicines Utilization Form	Fills up the DOH Maintenance Medicines Utilization Form			
* for maintenance medicines				
3. Accept complete dose and information of medicine	Dispense the correct medicine and dosage form. Instruct the client on the proper use and intake of medicine		2 minutes	Pharmacy Aide/ Pharmacist on Duty
Total :			6 minutes	

DENTAL ONLINE CONSULTATION

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
No requirement needed		Online		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Registers	Records personal data of the patient	none	2 minutes	Dentist on duty
Answers pertinent questions	Takes the medical and dental history of the patient	none	3 minutes	Dentist on duty
Submits to interview / consultation	initiates conversation with patient regarding oral health issues - may consider scheduled appointment (face to face) for further assessment or for tooth extraction	none	5 minute	Dentist on duty
Total:			10 minutes	

AVAILMENT OF DENTAL CHECK- UP

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements	Where to Secure
No requirement needed	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Registers	Records personal data of the patient	none	2 minutes	Dental aide on duty
Submits to interview	Takes the medical and dental history of the patient	none	3 minutes	Dental aide on duty
Submits to oral examination	Performs oral examination Prescribes medicine, if needed Issues certification upon request Dismisses patient after examination	none	5 minutes	Dentist on duty
Total:			10 minutes	

AVAILMENT OF TOOTH EXTRACTION

Office or Division:	DENTAL SERVICES DIVISION
Classification:	G2C
Types of Transaction:	SIMPLE
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
Vaccination card / RT PCR / Antigen Negative result				
Valid identification card				
medical clearance (if needed)		at tending physician		
parent/guardian for patients below 18 years old				
ALL OTHER BARANGAYS				
medical clearance (if needed)				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

Registers/Prese nts	Records personal data of the	none	2 minute	Dental aide on duty
requirements	patient			
Submits to dental	Takes the medical and dental	none	3 minutes	Dental aide on duty
procedure	history of the patient, records			
	blood pressure			
	Performs extraction procedure	none	45 minutes	Dental aide on duty
Submits to post-	Gives home care instructions	none	3 minutes	Dentist on duty
operative phase	Prescribes medicines, gives			Dental aide on duty
	referral/ certification, if needed			
	Advices patient to proceed to			
	pharmacy for the medicines			
Total:			1 hr and 3 minutes	

AVAILMENT OF ORAL PROPHYLAXIS FOR PREGNANT WOMEN

(In the dental infirmary every Friday)

Office or Division:	DENTAL SERVICES DIVISION
Classificatio n:	G2C
Types of Transaction:	SIMPLE
Who may avail:	PREGNANT WOMAN

Checklist of Requirements	Where to Secure



BUNTIS CARD with at least 3 pre-natal dental check-ups		Attending City Health Dentist		
clearance for medically compromised patient (if needed)		Attending physicial / OB Gynecologist		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Registers/Presents	Records personal data of the	none	1 minute	Dental aide on duty
requirements	patient			
Submits to dental	Takes the medical and dental	none	60 minutes	Dental aide on duty
procedure	history of the patient, records			
	blood pressure			
	Performs thorough oral examination			Dentist on duty
	oral prophylaxis			
Submits to post-operative phase	Gives home care instructions	none	2 minutes	Dentist/Dental aide on duty
Total:			1 hr and 3 minutes	



City Treasurer's Office



CITIZEN’S CHARTER

I.Profile

The City Treasurer’s Office is the City Government’s primary implementing arm in the disposition of local government funds. It serves as the main adviser to the City in matters concerning public finance. In conjunction with Business Permit and Licensing Division of the City Mayor’s Office, the City Treasurer’s Office coordinates the day-to-day operations of the Business-One-Stop-Shop, offering business owners fast, efficient registration. It aids the city government in local revenue generation by establishing effective means in the collection of taxes, fees and charges and maintaining an updated tax information system.

II.Mission

To effectively assist the City Government in its steady march towards becoming a progressive local government unit

III.Vision

Emerge as the most efficient City Treasurer’s Office in Region 4-A, working as a partner of the City Government and its constituency

IV. Service Pledge

We, the City Treasurer’s Office commit to:

1. Take custody of, exercise proper management and disbursement of the funds, which custody of have been entrusted to this office;
2. Ensure the maintenance of an updated tax information system of Batangas City;
3. Provide assistance and services to the taxpayers of Batangas City, in compliance with Ease of Doing Business Law (R.A. 11032) and with adherence to the Code of Conduct and Ethical Standards for Public Officials and Employees;
4. Continuously update our methods of providing services to accommodate the needs of a fast-changing world;
5. Generate revenues thru efficient collection of taxes, fees and charges accruing to the local government in accordance with existing laws and ordinances.



V. List of Services

1. Real Property Tax Assessment and Collection
2. Issuance of Tax Clearance to Real Property Taxpayers
3. Payment of Business Taxes
4. Issuance of Community Tax Certificate (CTC)
5. Certification for Lost Community Tax Certificate
6. Payment of Professional Tax and Occupation Tax
7. Payment of Annual Fixed Tax for Delivery Vehicles
8. Payment for Sealing and Licensing of Weights and Measures
9. Payment for Rental Use of Public Cemetery
10. Clearance Fees
11. Collection of Various Local Taxes, Miscellaneous Fees, and Regulatory Charges
12. Payment of Stall Occupancy Fee
13. Issuance of Transfer Tax Certificate to Real Property Taxpayers
14. Releasing of Checks
15. Application for Issuance of Business Taxes, Fees And Charges' Clearances and Other Certifications
16. Issuance of Closure Certificate to Business Owners
17. Verification and Inspection of Fuel Dispensing Pumps

1.Real Property Tax Assessment and Collection

An annual ad valorem tax on real property such as land, buildings, machineries and other improvements attached to the real property at the rate of one and a half percent (1 1/2 %) of the assessed value for basic tax and one percent (1%) for special education fund should be paid.

Real property tax payments can be made at the Real Property Tax Division of the City Treasurer's Office. Taxpayers may pay the taxes without interest in four equal installments:



- 1st Quarter : On or before March 31
 2nd Quarter: On or before June 30
 3rd Quarter: On or before September 30
 4th Quarter: On or before December 31

Failure to pay the real property tax or any other tax levied under this Article upon the expiration of the periods as provided in Sec.2A.04., shall subject the taxpayer to the payment of interest at the rate of two percent (2%) per month on the unpaid amount or fraction thereof, until the delinquent tax shall have been fully paid. In no case shall the total interest on the unpaid tax or portion thereof exceed thirty-six (36) months.

Office or Division:	City Treasurer's Office-Real Property Tax Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners

Checklist of Requirements		Where to Secure		
Government Issued Identification Card (ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Latest Real Property Tax (RPT) Official Receipt (if available)		If available from previous payment of taxpayer		
Tax Declaration(if available)		Owner's Copy or Certified True Copy from the City Assessor's Office		
Notice of Delinquency (for delinquent accounts)		Delivered through mail, by barangay officials or by CTO revenue collection clerks.		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the necessary requirements	Accept and check the requirements		1 minute	Queuing Personnel
2. Proceed to payment	2.1 Encode the necessary data 2.2 Print Statement of Account 2.3 Accept payment	AV(assessed value) X 2.5%	4 minutes	Revenue Collection Clerk

3. Claim the official receipt	Receive the payment and issue the Official Receipt.		1 minute	Revenue Collection Clerk
Total:		AV(assessed value) X 2.5%	6 minutes	

2.Issuance of Tax Clearance to Real Property Taxpayers

A tax clearance is issued to certify that correct amount of real property tax on a certain parcel of land or immovable has been paid. The taxpayer after paying a nominal fee will be issued a clearance that may be used for various legal purposes.

Office or Division:	City Treasurer's Office-Real Property Tax Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners with updated account in the City of Batangas

Checklist of Requirements		Where to Secure		
Government Issued Identification Card of the owner & authorized person		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Authorization letter (for representatives)		Real Property Owner		
Tax Declaration or Latest Tax Receipt (if available)		Owner's Copy or Certified True Copy from the City Assessor's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	1.1 Check the requirements 1.2 Verify record of payment		3 minutes	Revenue Collection Clerk
2. Pay the tax	Receive the payment and issue the Official Receipt	P 130.00	1 minute	Revenue Collection Clerk

clearance fee				
3. Receive the tax clearance	3.1 Generate the tax clearance		5 minutes	Revenue Collection Clerk
	3.2 Check the tax clearance for corrections.			Local Revenue Collection Officer
	3.3 Sign the tax clearance certificate.			Batangas City Treasurer or any authorized officer.
	3.4 Release the tax clearance			Revenue Collection Clerk
Total:		P 130.00	9 minutes	

3.Payment of Business Taxes

All business establishments are required to pay their business taxes prior to securing their business permits from the Business Permit and Licensing Office (BPLO) . Business taxpayers may pay their taxes without penalty on or before January 31 of the current year at the City Treasurer's Office - Business Tax and Fees Division.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C, G2B
Who may avail:	All business owners within Batangas City

Checklist of Requirements	Where to Secure
Order of Payment	Business Permit and Licensing Office (BPLO)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit the necessary requirements	Accept and check the requirements		1 minute	Queuing Personnel
2.Pay the business tax.	2.1 Encode the necessary data 2.2 Print Statement of Account 2.3 Accept payment	Fees dependent on declared capitalization(for new business) and gross receipts (for business renewal)	2 minutes	Revenue Collection Clerk
3.Claim the official receipt	Print and release official receipt		1 minute	Revenue Collection Clerk
Total:		Fees dependent on declared capitalization(for new business) and gross receipts (for business renewal)	4 minutes	

4.Issuance of Community Tax Certificate (CTC)

The Community Tax shall accrue on the first (1st) day of January each year which shall be paid not later than the last date of February of each year. If a person reaches the age of eighteen (18) years or otherwise loses the benefit of the exemption on or before the last day of June, he shall be liable for the community tax on the day he reaches such age or upon the day the exemption ends. However, if a person reaches the age of eighteen (18) years or loses the benefit of exemption on or before the last day of March, he shall have twenty (20) days to pay Community Tax without becoming delinquent.

Persons who come to reside in the Philippines or reach the age of eighteen (18) years on or after the first (1st) day of July of any year, or who cease to belong to an exempt class on or after the same date, shall not be subject to the Community Tax for that year.



Corporations established and organized on or before the last day of June shall be liable for the Community Tax for that year. But corporations established and organized on or before the last day of March shall have twenty (20) days within which to pay Community Tax without becoming delinquent. Corporations established and organized on or after the first day of July shall not be subject to the Community Tax for that year.

If the tax is not paid within the time prescribed above, there shall be added to the unpaid amount an interest of twenty-four (24%) percent per annum from the due date until it is paid.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C, G2B
Who may avail:	Batangas City Residents and Business Establishments

Checklist of Requirements		Where to Secure		
Personal Data Form		Queuing Personnel		
Government Issued Identification Card of the owner & authorized person		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Withholding tax certificate (for individual)		Bureau of Internal Revenue		
Gross Receipt of Business (for business establishments)		Bureau of Internal Revenue		
Old Community Tax Certificate (if available)		From previous payment		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1.1 Check the requirements 1.2 Encode the data collected		1 minute	Revenue Collection Clerk
2. Pay the CTC fee	Accept payment and issue Community Tax Certificate. * Ensure that the	Individual: ₱5.00+ ₱1.00 for every ₱1,000.00 but not to exceed ₱5,000.00	4 minutes	Revenue Collection Clerk

	certificate has been signed and thumbmarked by the client.	Corporation: ₱500.00+ ₱2.00 for every ₱2,000.00 but not to exceed ₱10,000.00		
3. Claim the Community Tax Certificate	Release the Community Tax Certificate		1 minute	Revenue Collection Clerk
Total:		Based on above computation.	6 minutes	

5. Certification for Lost Community Tax Certificate

Persons who lost their community tax certificate for the current year may still be able to acquire a certification provided that he/she will pay the required fees.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division/ Administrative Division
Classification:	Simple
Types of Transaction:	G2C, G2B
Who may avail:	Batangas City Residents and Business Establishments

Checklist of Requirements		Where to Secure		
Government Issued Identification Card of the owner & authorized person		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1.1 Check the requirements 1.2 Print the payment record		2 minutes	Revenue Collection Clerk
2. Pay the Certification fee	Accept payment and issue Official Receipt.	₱ 130.00	1 minute	Revenue Collection Clerk
3. Proceed to CTO-Administrative Division	3.1 Verify receipt.		5 minutes	Reception
	3.2 Encode data and issue certification.			Supervising Admin Officer

	3.3 Verify the certification 3.4 Sign the certification.			Batangas City Treasurer or any authorized officer.
4. Claim the certification with the receipt	Release the certification with the receipt		1 minute	Reception
Total:		₱ 130.00	9 minutes	

6.Payment of Professional Tax and Occupational Tax

Professional tax is an annual tax imposed on each person engaged in the exercise or practice of his profession requiring government examination, while occupational fee is an annual fee imposed on all persons engaged in the exercise of any occupation or calling.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Professionals and Employed workers (except those employed in the government)

Checklist of Requirements		Where to Secure		
PRC ID (for professionals)		Professional Regulatory Commission (PRC)		
NBI or Police Clearance (for occupational fee)		National Bureau of Investigation (NBI)/Philippine National Police (PNP)		
If representative, Authorization letter from the company duly signed by the owner/manager or authorized signatory which indicates the following information: -name of employee and signature granting the authorization. -ID of representative -ID of person being represented		Company/ Authorized Person		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	Check the requirements and identification		1 minute	Revenue Collection Clerk
2. Pay the required tax	Receive payment and issue the Official Receipt	P 300.00 for professional tax and P 150.00 for	2 minutes	Revenue Collection Clerk

		Occupation fee		
3. Claim the Professional Tax or Occupational Tax Receipt.	Release the official receipt.		1 minute	Revenue Collection Clerk
Total:		P 300.00 for professional tax and P 150.00 for Occupation fee	4 minutes	

7.Payment of Annual Fixed Tax for Delivery Vehicles

An annual fixed tax is imposed for every truck, van or any motor vehicle used by manufacturers, producers, wholesalers, dealers or retailers in the delivery or distribution of distilled spirits, fermented liquors, softdrinks, cigars or cigarettes and (other products as may be determined by SangguniangPanlungsod) to sales outlets, or consumers, whether directly or indirectly, within the city.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2B
Who may avail:	Owners of delivery vehicles used in delivery or distribution of goods within Batangas City

Checklist of Requirements		Where to Secure		
Official Receipt and Certificate of Registration (OR/CR)		Land Transportation Office (LTO)		
Tax Order of Payment		Transportation Development Regulatory Office (TDRO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements	Check the requirements		1 minute	Revenue Collection Clerk

2. Proceed to payment	2.1 Check the tax order of payment 2.2 Receive payment and issue official receipt.	P 550.00 for every delivery trucks with an additional P500.00 per company or business whose office is located outside the City for inspection and monitoring.	2 minutes	Revenue Collection Clerk
3.Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on amount indicated above.	4 minutes	

8.Payment for Sealing and Licensing of Weights and Measures

Every person using instruments of weights and measures within the city shall first have them sealed tested, calibrated by the City Treasurer or his authorized representative before their use.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	Any person whose business requires the use of weights and measures.

Checklist of Requirements		Where to Secure		
Mayor's Permit		Business Permit and Licensing Office(BPLO)		
Weiging Scale		Owned by taxpayer		
Calibration Result		Deputized personnel		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1.1 Check the requirements 1.2 Verify the payment of business tax and other regulatory fees.		3 minutes	Revenue Collection Clerk

2. Proceed to payment	Issue Official Receipt	Based on the type of weights and measures as imposed in the local revenue code	2 minutes	Revenue Collection Clerk
3.Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on the type of weights and measures as imposed in the local revenue code	6 minutes	

9.Payment for Rental Use of Public Cemetery

There shall be collected from the lessees of public burial ground (niche) or public burial ground for musoleum in the Public Cemetery of Batangas City. The rental fee imposed shall be paid to the City Treasurer of his duly authorized representative who shall issue an official receipt as evidence of payment of rentals for use of public cemetery.

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	All Owners of Niche and Musoleum in Batangas City Public Cemetery

Checklist of Requirements		Where to Secure		
Government Issued Identification Card (ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig, PRC		
Endorsement form		Public Cemetery office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit the necessary requirements	Accept and check the requirements		1 minute	Revenue Collection Clerk
2. Proceed to payment	2.1 Encode the necessary data and search for the existing record for renewal. 2.2 Compute the amount of rental to be	Niche- Php 300.00 Musoleum- Php 1,000.00 (for every five years) plus penalty	5 minutes	Revenue Collection Clerk

	paid including penalty if applicable	if applicable.		
	2.3 Receive payment			
3. Claim the official receipt	Print and release official receipt and update record of payment.		2 minutes	Revenue Collection Clerk
Total:		Based on amount indicated above.	8 minutes	

10. Clearance Fees

There shall be paid for each clearance certificate issued by the Office of the City Prosecutor, Courts, Philippine National Police, Sheriff, the Department of Interior and Local Government, the Sangguniang Panlungsod and other offices of Batangas City Government, the following fees:

(a) For employment, scholarship, study grant	Php 50.00
(b) For change of name	100.00
(c) For application for Filipino citizenship	500.00
(d) For passport or visa application	50.00
(e) For firearms permit application	300.00
(f) For other purposes	50.00

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	All residents and non-residents of the City of Batangas

Checklist of Requirements		Where to Secure		
Valid Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Community Tax Certificate		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	Accept and check the requirements		1 minute	Revenue Collection Clerk
2. Proceed to payment	2.1 Receive payment		1 minute	



	2.2 Issue Official Receipt	Based on the amount indicated above plus Php 30.00 documentary stamp tax		Revenue Collection Clerk
3.Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on the amount indicated above plus Php 30.00 documentary stamp tax	3 minutes	

11.Collection of Various Local Taxes, Miscellaneous Fees, and Regulatory Charges

The city may exercise the power to levy taxes, fees or charges on any base or subject not otherwise specifically enumerated herein or taxed under the provisions of the National Internal revenue Code, as amended, or other applicable laws: Provided, that the taxes, fees or charges shall not be unjust, excessive, oppressive, confiscatory or contradictory to declared national policy. Provided, further, that the ordinance levying such taxes, fees or charges shall not be enacted without any prior public hearing conducted for the purpose including but not limited to the following:



- Civil Registry fee
- Tricycle Registration
- Fire Inspection fee
- Market fees
- Amusement Tax
- Facility Rental fees
- Burial fee
- Business Retirement tax
- Health fee
- Traffic Violation fee
- Zoning fee
- Registration fees on fishing boat and motor boats

Office or Division:	City Treasurer's Office- Business Tax and Fees Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	All residents and non-residents of the City of Batangas

Checklist of Requirements		Where to Secure		
Order of Payment		Concerned office/ department		
Valid Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	Accept and check the requirements		1 minute	Revenue Collection Clerk
2. Proceed to payment	2.1 Receive payment 2.2 Issue Official Receipt	Based on computation/ assessment made by the respective offices	1 minute	Revenue Collection Clerk
3. Claim the official receipt	Release official receipt.		1 minute	Revenue Collection Clerk
Total:		Based on computation/ assessment made by the respective offices	3 minutes	

12.Payment of Stall Occupancy Fee

There shall be collected from the lessees of stalls in the City Market. The rental fee imposed shall be paid to the City Treasurer or his duly authorized representative who shall issue an official receipt as evidence of payment of rentals for fixed stalls.

Office or Division:	City Treasurer's Office - Cash Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Market Stallholders

Checklist of Requirements		Where to Secure		
Government Issued Identification Card (ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Transmittal Letter		City Market Administrator		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	Check validity of the Transmittal Letter		1 minute	Administrative Assistant
2. Proceed to payment	Receive the payment and issue the Official Receipt	Meat/Fish Casa Section - Php30,000.00 Dressed Chicken / Dry Goods / Grocery / Sugar and Coffee / Sari-Sari / Rice and Corn Section - Php20,000.00 Bake Shop / Drug Store / Gift Shop / Appliance / Glassware / Fruit and Vegetable / Small Carinderia / Footwear / Coffee Shop / Cloth / Restaurant / Fish / Repair Service / Parlor Shops / News Stand / Lending / Jewelry Shops / Native Delicacies / Tailoring and Dressmaking Shops / Arts and Signs /	2 minutes	Administrative Assistant

		Barber Shops Section - Php15,000.00 Salt / Dried Fish Section - Php10,000.00		
3.Claim the official receipt	Release official receipt.		1 minute	Administrativ e Assistant
Total:		Based on amount indicated above.	4 minutes	

13.Issuance of Transfer Tax Certificate to Real Property

A Tax Clearance is issued for every transfer of real property.

Office or Division:	City Treasurer's Office - Admin Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners with updated account in the City of Batangas

Checklist of Requirements		Where to Secure		
Deed of Absolute Sale		Owner's Copy		
Tax Declaration		Owner's Copy or Certified True Copy from the City Assessor's Office		
Transfer Tax Official Receipt		City Treasurer's Office - Business Tax and Fees Division		
Tax Clearance Fee Official Receipt		City Treasurer's Office - Business Tax and Fees Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	1.1 Check the requirements		10 minutes	Reception
	1.2 Generate the Transfer Tax Certificate			Administrative Clerk or Administrative Officer
	1.3 Verify the Transfer Tax Certificate for corrections			Supervising Administrative Officer
	1.4 Sign the Transfer Tax Certificate			Batangas City Treasurer or any authorized Representative
2. Claims the Transfer Tax Certificate with the	Release the Transfer Tax Certificate with the documents and receipts		1 minute	Reception



documents and receipts			
Total:		11 minutes	

14. Releasing of Checks

The City Treasurer or his duly authorized representative shall prepare and issue checks for payment to contractors/suppliers and of the various programs of the City of Batangas.

Office or Division:	City Treasurer's Office - Cash Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	Suppliers, Contractors and Other Claimants

Checklist of Requirements		Where to Secure		
Payee				
Government Issued Identification Card (ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Representative				
Special Power of Attorney (SPA) if payee is unable to claim the check		Person Being Represented		
Government Issued Identification Card (ID) of the Person Being Represented (Original and Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Government Issued Identification Card (ID) of the Representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, PRC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provides information and identification	1.1 Verify the payee's name from the check with the provided ID 1.2 Hand the disbursement voucher for signature		3 minutes	Administrative Assistant

2. Sign Disbursement Voucher and issues Official Receipt (if applicable)	Verify the Official Receipt		2 minutes	Administrative Assistant
3.Claim the check	Release the check		1 minute	Administrative Assistant
Total:			6 minutes	

15. Application for Issuance of Business Taxes, Fees and Charges' Clearances and Other Certifications

The certified true copy or certification on the official receipt/s issued by the City Treasurer's Office requires payment thereof.

Office or Division:	City Treasurer's Office - Admin Division
Classification:	Simple
Types of Transaction:	G2C/G2B/G2G
Who may avail:	All Residents and non-residents of the City of Batangas

Checklist of Requirements		Where to Secure		
Official Receipt or Printed Copy of the Official Receipt which requires Clearance or Certification		City Treasurer's Office - Business Tax and Fees Division		
Tax Clearance Fee or Certification Fee's Official Receipt		City Treasurer's Office - Business Tax and Fees Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	1.1 Check the requirements		10 minutes	Reception
	1.2 Generate the Clearance or Certificate			Administrative Clerk or Administrative Officer
	1.3 Verify the Clearance or Certificate			Supervising Administrative Officer
	1.4 Sign the Clearance or Certificate			Batangas City Treasurer or any authorized Representative
2. Claim the Clearance or Certificate with the documents and receipts	Release the Clearance or Certificate with the documents and receipts		1 minute	Reception
Total:			11 minutes	

16. Issuance of Closure Certificate to Business Owners

A business subject to tax shall, upon termination thereof, submit a sworn statement to the City Treasurer of its gross sales or receipts for the current year. Failure to submit the sworn statement of retirement to the City Treasurer in writing shall be deemed a conclusive proof that the business was never retired and shall subject the owner to the usual taxes and fees.

Office or Division:	City Treasurer's Office - Admin Division
Classification:	Complex
Types of Transaction:	G2C/G2B
Who may avail:	All Business Owners with updated account in the City of Batangas

Checklist of Requirements		Where to Secure		
Closure Letter		Owner's Copy		
Original and Photocopy of Latest Mayor's Permit		Owner's Copy or Certified True Copy from the Business Permits and Licensing Office		
BIR Tax Returns (Annual/Quarterly Dues)		BIR or Owner's Accountant		
Sales Breakdown for multiple businesses		Owner's Accountant		
Tax Declaration(s) for Tenants		Owner's Copy or Certified True Copy from the City Assessor's Office		
Certification of Gross Receipts for businesses that have main offices located elsewhere		Owner's Copy		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements and provide information and identification	1.1 Check the requirements 1.2 Compute total gross sales for the year or until closure of business		6 minutes	Reception
	1.3 Verify full payment of Mayor's Permit 1.4 Compute tax due based on total gross sales 1.5 Issue Tax Order of Payment (TOP)			Local Revenue Collection Officer

2.1 Pay the computed tax/fees	Receive the payment and issue the Official Receipt	Based on gross sales or receipts	2 minutes	Revenue Collection Clerk
2.2 Pay the Certification Fee		Php 80.00		
3. Present the Official Receipt to the Administrative Division of the City Treasurer's Office	3.1 Generate the Closure Certificate		6 minutes	Administrative Clerk or Officer
	3.2 Verify the Closure Certificate for corrections			Supervising Administrative Officer
	3.3 Sign the Closure Certificate			Batangas City Treasurer or any authorized Representative
4. Claim the Closure Certificate with the documents and receipts	Release the Closure Certificate with the documents and receipts		1 minute	Reception
Total:			15 minutes	

17. Verification and Inspection of Fuel Dispensing Pumps

It is the responsibility of the Office of the City Treasurer to verify and inspect all gasoline stations within the City for the accuracy of their respective fuel dispensing pumps. The City Treasurer's Office provides annual mandatory, and in-service inspection to ensure adherence of business owners to the guidelines issued by the Department of Science and Technology.

For each and every re-testing and re-sealing of weights and measuring instruments including gasoline pumps outside the office upon request of the owner or operator, an additional service charge shall be collected.

Office or Division:	City Treasurer's Office –Business Tax & Fees Division
Classification:	Complex

Types of Transaction:		G2C/G2B		
Who may avail:		All Gasoline Station Owners within Batangas City		
Checklist of Requirements		Where to Secure		
Mayor's Permit		Business Permit and Licensing Office		
Previous Calibration Result		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements	1.1 Check the requirements 1.2 Verify payment of Mayor's Permit 1.3 Verify and inspect fuel pumps 1.4 Issue Tax Order of Payment (TOP)		5 minutes per dispensing nozzle	Trained Revenue Collection Clerk
2. Pay the required fee.	Receive payment and issue official receipt.	P550.00 per fuel pump	1 minute	Trained Revenue Collection Clerk
3. Claim the receipt and certificate of verification.	Release the official receipt with the certificat		1 minute	Revenue Collection Clerk

	e of verificati on.			
Total:		Total number of pumps x P550.00	2 minutes + (Total number of nozzles x 5 minutes)	

VI. FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback	Clients/Taxpayers are then asked to write their feedback and give it to the Administrative Division of City Treasurer’s Office. Feedback may also be given through phone. Contact info: 723-2914 / 723-5952
How feedbacks are processed	Feedbacks are forwarded to the City Treasurer for evaluation. Relevant personnel are advised as well as their Division Chief.
How to file a complaint	Clients/Taxpayers are asked for a written incident report and give it to the Administrative Division of City Treasurer’s Office. Complaints may also be done through phone. Contact info: 723-2914/723-5952 Make sure to include the name of the personnel involved, time and day of the incident and evidence.
How complaints are processed	Written incident reports are evaluated by the City Treasurer. Concerned employee is asked for a written explanation within 72 hours. Sanctions (whether verbal or written) are imposed. For complaints/feedback requiring answers, client/complainant will be given a copy of the report stating the outcome.
Contact information	ARTA:complaints@arta.gov.ph/ 1-ARTA(2782) PCC: 8888 CCB: 0908-881-6565(SMS) City Treasurer’s Office: Email: batangascitytreasurer@gmail.com Contact no.: 723-2914 or 723-5952

VII. List of Offices

OFFICE	ADDRESS	CONTACT INFORMATION
City Treasurer’s Office	City Hall Complex, P. Burgos st.Batangas City	723-5952
-Administrative Division		723-2914
-Cash Division		723-4056
-Real Property Tax Division		723-2641



-Business Tax and Fes Division	City Hall Complex, P. Burgos st.Batangas City	723-6708
	4 th floor Bay City Mall, P. Burgos St., Batangas City	756-6042
Business Permit and Licensing Office(BPLO)	4 th floor Bay City Mall, P. Burgos St., Batangas City	722-1823
City Market Administrator	Julian Pastor Memorial Market (JPMM), Brgy. Cuta, Batangas City	723-2488

Payment of Real Property Tax (Online)

.	City Treasurer's Office-Real Property Tax Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners

Checklist of Requirements		Where to Secure		
Latest Real Property Tax (RPT) Official Receipt		From previous payment of taxpayer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.1 Visit http://www.batangascity.gov.ph/web/ 1.2 Click Online Real Property Payment and Sign up 1.3 Check email, confirm registration, and click verify my account			5 minutes	
2.1 Login with details 2.2 Proceed to City Treasurer's Office (Real Property Tax) 2.3 Register and save Real Property Unit/s 2.4 Compute Real Property Tax		AV(assessed value) X 2.5% Failure to pay within the paying period shall subject the taxpayer to the payment of interest rate of 2% per month	5 minutes	

		not exceeding 36 months or a maximum rate of 72%		
3.1 Proceed to checkout and choose payment method. 3.2 Input card details for Debit/Credit/Prepaid Card or scan QR Code on e-Wallet		Processing Fee on chosen payment method	5 minutes	
4. Claim the official receipt on the next working day	Issue the Official Receipt		2 minutes	Revenue Collection Clerk
Total:		AV(assessed value) X 2.5% + Interest (if applicable) + Processing Fee	17 minutes	

Payment of Real Property Tax (GCash)

Office or Division:	City Treasurer's Office-Real Property Tax Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners

Checklist of Requirements		Where to Secure		
Latest Real Property Tax (RPT) Official Receipt (if available)		If available from previous payment of taxpayer		
Statement of Account		Real Property Tax Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the necessary requirements	1.1 Accept and check the requirements 1.2 Encode the necessary data	AV(assessed value) X 2.5% Failure to pay within the paying period shall subject the taxpayer to the	5 minutes	Revenue Collection Clerk



	1.3 Print Statement of Account	payment of interest rate of 2% per month not exceeding 36 months or a maximum rate of 72%		
2.1 Open GCash App and tap Bills 2.2 Tap Government on biller categories 2.3 Tap City Government of Batangas			1 minute	
3.1 Input amount 3.2 Select real Property Tax on Tax Type 3.3 Input necessary details and tap Next 3.4 Review details and tap Confirm		Processing Fee	5 minutes	
4.1 Save the receipt 4.2 Send to Real Property Tax BatsCity Messenger Account			1 minute	
5. Claim the official receipt after three working days	Issue the Official Receipt		2 minutes	Revenue Collection Clerk
Total:		AV(assessed value) X 2.5% + Interest (if applicable) + Processing Fee	14 minutes	

Payment of Real Property Tax (Bank-to-Bank)

Office or Division:	City Treasurer's Office-Real Property Tax Division
Classification:	Simple
Types of Transaction:	G2C/G2B
Who may avail:	All Real Property Owners



Checklist of Requirements		Where to Secure		
Latest Real Property Tax (RPT) Official Receipt (if available)		If available from previous payment of taxpayer		
Statement of Account		Real Property Tax Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the necessary requirements	1.1 Accept and check the requirements 1.2 Encode the necessary data 1.3 Print Statement of Account	AV(assessed value) X 2.5% Failure to pay within the paying period shall subject the taxpayer to the payment of interest rate of 2% per month not exceeding 36 months or a maximum rate of 72%	5 minutes	Revenue Collection Clerk
2. Deposit payment on Batangas City Government DBP Account			5 minutes	
3. Send proof of payment to batangascitytreasurer@gmail.com			1 minute	
4. Claim the official receipt on the next working day	Issue the Official Receipt		2 minutes	Revenue Collection Clerk
Total:		AV(assessed value) X 2.5% + Interest (if applicable) + Processing Fee	13 minutes	



Office for Senior Citizens Affairs (OSCA)



OFFICE FOR SENIOR CITIZENS AFFAIRS (OSCA)

SERVICE: Application for New Senior Citizen ID **CLIENT:** Senior Citizens 60 years old and above

REQUIREMENTS: Birth Certificate, Passport, Barangay Clearance, 1x1 Picture or 2x2

Picture SCHEDULE OF AVAILABILITY OF SERVICE: Monday to Friday 8:00 – 5:00 PM

PROCESSING TIME: 5 Days

HOW TO AVAIL THE SERVICE:

STEP NO.	CLIENT STEP	AGENCY/LGU ACTION	OFFICE RESPONSIBLE	LOCATION OF OFFICE	MAX. DURATION OF STEP
1.	Approach the staff and submit requirements	Accepts and reviews documents Provides registration form	Mayor’s Office/ Office for Senior Citizens Affairs	Plaza Mabini	5 minutes
2.	Fills up and submit registration form	Checks the filled up form	OSCA	Plaza Mabini	10 minutes
3.	Prepares for the photo shot	A. Have the photo taken B. Prints the ID (5 working days)	OSCA	Plaza Mabini	5 minutes 5 days/person
4.	Claim the ID on the notified date of released	Request client to sign the logbook for release of ID and booklets for discount on medicines, commodities, and free movie	OSCA	Plaza Mabini	10 minutes
5.	Request for Certification as Senior Citizen/Cancellation	Accepts and reviews documents	OSCA	Plaza Mabini	7 minutes



City Administrator's Office



I. Mandate:

The Office of the City Administrator develops plans and strategies upon approval of the City Mayor and implement the same particularly those which have to do with the management and administration-related programs and projects. To be in the frontline of the delivery of support services to our City Officials so that the City Government can deliver services to the public courteously, accurately, promptly and speedily as mandated by law.

II. Vision:

An office with competent employee where commitment to serve is the primordial goal; an office run by employees with integrity, dedication, honesty and sensitive to the needs of the people.

III. Mission:

To maximize the capability of each employee in the performance of their job geared towards a dynamic performing office to serve the people.

IV. Service Pledge:

E – Efficient and effective public service to constituents of Batangas City.

B – Bracing new ideas and innovations to provide and ensure high quality standard of service.

D – Dedicated to extend immediate actions to client’s complaints, feedbacks and suggestions.

We act as EBD, Eto Batangueño Disiplinado!

V. Feedback and Suggestion

SERVICES

1. Handling Complaints and Grievances

The Office of the City Administrator handles written complaints and grievances against any city employee or government office acted upon immediately.

Office or Division:		City Mayor’s Office – Office of the City Administrator		
Classification:		Simple		
Types of Transaction:		G2C – Government to Client G2B - Government to Business Owners		
Who may avail:		All		
Checklist of Requirements		Where to Secure		
Properly filled up Complaint Form (Notarized, 2 original copies)		Annalyn Faytaren Supervising Administrative Officer Office of the City Administrator or Herminia Villena Administrative Officer V Office of the City Administrator		
Supporting documents (1 original, 1 photocopy)		Complainant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the client logbook	1. Give the logbook to the client.	None	1 minute	<i>Employee of the Day</i> Office of the City Administrator
2. Fill up and submit the notarized complaint form and supporting documents to the employee-in-charge	2. Receive and review the filled up form and supporting documents. 2.1. The employee in charge will give notice to the respondent (Backroom Operation)	None	1 day	<i>Annalyn Faytaren</i> <i>Supervising Administrative Officer</i> Office of the City Administrator or <i>Herminia Villena</i> <i>Administrative</i>

				<i>Officer V</i> Office of the City Administrator
3. Wait for the action to be taken after a thorough investigation has been made.	3. Send the resolution made by the Complaints and Grievance Committee to the complainant pursuant to the 2017 Rules in Administrative Cases.	None	5 days	<i>Annalyn Faytaren</i> <i>Supervising Administrative Officer</i> Office of the City Administrator or <i>Herminia Villena</i> <i>Administrative Officer V</i> Office of the City Administrator
Total:	None	6 days and 1 minute		

2. Handling complaints from 8888

The Office of the City Administrator handles written complaints from DILG and Malacanang (8888) against government to government agencies and those endorsed to the City Administrator by the Office of the City Mayor.

Office or Division:	City Mayor's Office – Office of the City Administrator			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	All			
Checklist of Requirements	Where to Secure			
Endorsement Letter (1 copy)	Department of Interior and Local Government (DILG) or City Mayor's Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submit the endorsement letter to the employee in charge.	1. Receive the required documents. 1.1 Record the received document in a logbook.	None	2 minutes	Employee-in-charge Office of the City Administrator
2. Wait for the action to be taken after a thorough investigation of the involved agency or office.	2. Instruct the client to wait for further actions. (Backroom Operation)	None	3 days	Agency / Office-in-charge
Total:		None	3 days and 2 minutes	

FEEDBACK AND SUGGESTION MECHANISM	
How to send feedback and suggestions?	<p>Answer the client feedback /suggestion form and drop it at the designated drop box in front of the Office of City Administrator.</p> <p>Contact info: (043) 723-4381</p>
How feedback and suggestion is processed?	<p>Every Friday, the officer in charge opens the drop box and compiles and records all feedback / suggestions submitted.</p> <p>Feedback and suggestions requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback/suggestion.</p> <p>The answer of the office is then relayed to the client.</p> <p>The client will be advised to contact Ms. Annalyn Faytaren at (043) 723 – 4381, for any concern.</p>
Contact Information of Office of the City Administrator	(043) 723-4381



Office Of The City Assessor



I. Mandate

The City Assessor’s Office shall perform and function as a local government department whose mandate is to enhance local revenue generation through effective and efficient appraisal and assessment operations pursuant to the provisions of R.A. 7160 otherwise known as the Local Government Code of 1991.

II. Vision

We envision a government agency employed by skillful and professional personnel adhering to and observing the highest standard of work ethics in order to sustain the revenue generation endeavors of Batangas City as a local government unit through effective and efficient appraisal and assessment operations.

III. Mission

To appraise and assess correctly, effectively and efficiently all real properties in the entire city by highly skilled and professional personnel of the City Assessor’s Office thereby continuously generating more revenue for the Batangas City Government which results to immediate delivery of basic services that every constituent deserves.

IV. Service Pledge

We solemnly pledge that we, as City Assessor’s Office employees, will always carry out by heart in our daily professional lives, and not just recite during flag raising ceremonies the true contents and meaning of “Panunumpa ng Kawani ng Gobyerno”.



V. List of Service

Appraisal and Assessment Division

1. Availment of Owner’s Copy of Tax Declaration through Transfer of Ownership
2. Availment of 2-10 Individual Owner’s Copy of Tax Declaration through Transfer of Ownership and/or Segregation
3. Availment of 11 or more Individual Owner’s Copy of Tax Declaration through Transfer of Ownership and/or Segregation
4. Availment of Owner’s Copy of Tax Declaration of Building, Other Improvement & Machinery
5. Availment of Property Valuation, Appraisal Resolution and Report
6. Availment of Owner’s Copy of Tax Declaration through Land Development or Reclassification

Assessment Records Management Division

1. Application for Certification of Real Property Holdings and No Property Holding
2. Application for Certified True Copy of Tax Declaration and Certification of No Improvement/With Improvement
3. Application for History Tracing of Real Property (Traceback)
4. Application for Certification of Assessment
5. Annotation/Cancellation of Encumbrances such as Mortgage, Certificate of Sale and Tax Levy

Taxmapping and Real Property Identification Division

1. Verification of Property Location and Vicinity
2. Availment of Owner’s Copy of Tax Declaration through Reassessment and/or Adjustment of Area
3. Availment of Owner’s Copy of Tax Declaration through Consolidation

1. Availment of Owner's Copy of Tax Declaration through Transfer of Ownership

The owner's copy of tax declaration of land is secured upon transfer to new owner. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
Deed or Instrument:		Notary Public of your choice		
Sale				
Donation				
Extrajudicial Settlement				
Partition				
Confirmation of Sale/Donation				
Self-Adjudication				
Affidavit				
Court Order (if necessary)		Philippine Courts		
Affidavit of Publication (if inherited)		Publishing House		
Survey Plan (if portion only is acquired)		Surveyor of your choice		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
Transfer Tax		City Treasurer's Office		
Real Property Tax for the current year		City Treasurer's Office		
Special Power/General Power of Attorney (if necessary)		Notary Public/Philippine Consulate in a foreign country		
Affidavit of Adjoining Owners (if necessary)		Notary Public		
Others				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents to evaluator and wait for the request to be evaluated/checked	The evaluator determine the completeness of the documents and advise the client to pay corresponding transfer tax	none	5 mins. /transaction	Taxmapping Aide/Assmt. Clerk II/ LAOO I
3. Pay the required transfer tax	Accept payment and issue Official Receipt	1% of the 75 % of the higher value		Revenue Collection Clerk/Officer, City Treasurer's Office
4. After payment has been made, submit all requirements to evaluator	Receive then stamp all requirement and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* maximum of 3 working days			
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment	none	1 min.	Administrative Aide III
Total:			9 mins.	



2. Availment of 2-10 Individual Owner's Copy of Tax Declaration through Transfer of Ownership and/or Segregation

The owner's copy of tax declaration of land is secured upon transfer to new owner or segregation of a larger parcel of property into smaller lots. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
Classification:	Complex (2-10 subdivided lots)
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
Deed or Instrument:		Notary Public of your choice		
Sale				
Donation				
Extrajudicial Settlement				
Partition				
Confirmation of Sale/Donation				
Self-Adjudication				
Affidavit				
Court Order (if necessary)		Philippine Courts		
Affidavit of Publication (if inherited)		Publishing House		
Survey/Subdivision Plan (if portion only is acquired)		Surveyor of your choice		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
Transfer Tax		City Treasurer's Office		
Real Property Tax for the current year		City Treasurer's Office		
Special Power/General Power of Attorney (if necessary)		Notary Public/Philippine Consulate in a foreign country		
Affidavit of Adjoining Owners (if necessary)		Notary Public		
Request letter		Property owner/ Representative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	5 mins	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* refer survey plan to Taxmapping Division for checking	none	15 mins	LAOO III/Taxmapping III/TaxmappingII /Taxmapping Aide
3. After passing Taxmapping Divisions' checking of survey plan, submit all requirements to evaluator	Receive then stamp all requirement and advise the client to pay corresponding transfer tax	none	5 mins	Taxmapping Aide/Assmt. Clerk II/ LAOO I
4. Pay the required transfer tax	Accept payment and issue Official Receipt	1% of the 75 % of the higher value		Revenue Collection Clerk/Officer, City Treasurer's Office
5. After payment has been made,	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* maximum of 7 working days			
7. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Administrative Aide III
Total:			33 mins.	

3. Availment of 11 or more Individual Owner's Copy of Tax Declaration through Transfer of Ownership and/or Segregation

The owner's copy of tax declaration of subdivided land is secured upon transfer to the ownership/possession of the new owner. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
Classification:	Highly Technical (11 or more subdivided lots)
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Photocopy of the following and original for reference:				
Title (if titled)		Register of Deeds		
Deed or Instrument:		Notary Public of your choice		
Sale				
Donation				
Extrajudicial Settlement				
Partition				
Confirmation of Sale/Donation				
Self-Adjudication				
Affidavit				
Court Order (if necessary)		Philippine Courts		
Affidavit of Publication (if inherited)		Publishing House		
Survey/Subdivision Plan (if portion only is acquired)		Surveyor of your choice		
Certificate Authorizing Registration (CAR)		Bureau of Internal Revenue		
Transfer Tax		City Treasurer's Office		
Real Property Tax for the current year		City Treasurer's Office		
Special Power/General Power of Attorney (if necessary)		Notary Public/Philippine Consulate in a foreign country		
Affidavit of Adjoining Owners (if necessary)		Notary Public		
Request letter		Property owner/Representative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents to evaluator to be checked/evaluated	The evaluator determine the completeness of the documents	none	5 mins	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* refer survey plan to Taxmapping Division for checking	none	15 mins	LAOO III/Taxmapping III/TaxmappingII /Taxmapping Aide
3. After passing Taxmapping Divisions' checking, submit all requirements to evaluator	Receive then stamp all requirement and attach transaction form	none	1hr.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
4. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	20 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
	* maximum of 20 working days			
5. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	5 min.	Administrative Aide III
Total:			1 hr. 46 mins.	

4. Availment of Owner's Copy of Tax Declaration of Building, Other Improvements & Machinery

The owner's copy of tax declaration of building, other improvement and machinery is secured to serve as a proof of ownership of such real property units. It also serves as basis for real property taxation.

Office or Division:	Appraisal & Assessment Division
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Classification:	Complex
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Request Letter		Property owner		
Copy of Floor Plan		Civil Engineer of your choice		
Bill of Materials/Cost Estimate		Civil Engineer of your choice		
Certificate of Occupancy		City Engineer's Office		
Sworn Statement of True Value of Real Property		City Assessor's Office		
Certificate of Registration (in case of machinery)		BOC, BIR, DTI, SEC & BOI		
Others pertinent documents				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation and checking	The evaluator determine the completeness of the documents and inform client on the schedule of ocular inspection. Issue claim stubs specifying date of return	none	5 mins	Taxmapper II/LAOO II/LAOO I
	*maximum of 7 working days			
3. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	1 min.	Administrative Aide III
Total:			7 mins.	

5. Availment of Property Valuation, Appraisal Resolution and Report



Property valuation, appraisal resolutions and reports are the basic requirements for the government to purchase private properties for the construction and development of government projects.

Office or Division:	Appraisal & Assessment Division
Classification:	Highly Technical
Types of Transaction:	G2G-Government to Government
Who may avail:	National/City/Barangay Government

Checklist of Requirements		Where to Secure		
Request Letter		Who need the service		
Barangay Resolution (in case of barangay project)		Barangay		
Endorsement		City Legal/Engineer's Office		
Project Profile (if necessary)		CEO and CPDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation and checking	The evaluator determine the completeness of the documents. Inform client on the schedule of field operation and provides claim stubs indicating the date when the request valuation/resolution/report be secured	none	5 mins	Taxmapper II/LAOO II
	* maximum of 20 working days			
3. Return on the specified date and present claim stub to the issuing clerk.	Issuance of the valuation/resolution/report	none	1 min.	Administrative Aide III
Total:			7 mins.	

6. Availment of Owner's Copy of Tax Declaration through Land Development or Reclassification



The owner's copy of reclassified tax declaration is issued upon request due to planned development of the property.

Office or Division:	Appraisal & Assessment Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Request letter		Property Owner		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
SPA or Authorization		Owner		
CPDO Certification		City Planning & Dev. Office		
City Ordinance (in case the subject property comprises of hectares in measurement)		Sangguniang Panglunsod		
Corporate documents (in case of corporation)		Owner/corporation		
National Agency documents, accreditations, certifications (depending on the kind of development)		National agencies concerned		
Real Property Tax for the current year		City Treasurer's Office		
Service fee		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	10 mins	Raul/Beth/Mel/Arnold
3. Pay the required service fee (ocular inspection may be conducted if necessary)	Accept payment and issue official receipt	3.00 /sqm	(1 day or longer)	City Treasurer's Office (Joint Appraisal/TM Team)
4. After payment has been made	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I

5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II
Total:				

1. Application for Certification of Real Property Holdings and No Property Holding

This service is provided as an additional requirements or attachment to a certified true copy of tax declaration requested by some entities whenever a parcel of real property is to be transferred to another owner.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
Property Owner	
Application for the Issuance of Copy of Official Records	Officer of the Day
Valid ID with photocopy	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
Representative	
Application for the Issuance of Copy of Official Records	Officer of the Day
Authorization Letter or Special Power of Attorney (SPA)	Property owner
Valid ID with photocopy (representative and owner)	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office

In case of Deceased Property Owner				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA) of heir/s		Property owner's heir/s		
Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fee s to be Paid	Proces sing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification	none	15 mins	Administrative Aide VI
	2.1 Division Chief approve request and issue payment slip		1 min.	LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/ doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to wait for the release of document	none	1 min.	Taxmapping Aide
	* 1 hr. per transaction			
5. Wait for your name to be called at Window 3 for the release of document	Issue the requested document	none	5 mins.	Taxmapping Aide
Total:		Php 80/ doc	27 mins.	

2. Application for Certified True Copy of Tax Declaration and Certification of No Improvement /With Improvement

Certified true copy of tax declaration is meant to provide real property owners and clients their needed copy of tax declaration which is being required by some entities other than the



owner's copy while certification of no property holdings is provided as an additional requirements or attachment.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements		Where to Secure		
Property Owner				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Valid ID with photocopy		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Representative				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA)		Property owner		
Valid ID with photocopy (representative and owner)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
In case of Deceased Property Owner				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA) of heir/s		Property owner's heir/s		
Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide

2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification 2.1 Division Chief approve request and issue payment slip	none	10 mins 1 min.	Administrative Aide VI LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to wait for the release of document	none	1 min.	Taxmapping Aide
	* 30 mins. per transaction			
5. Wait for your name to be called at Window 3 for the release of document	Issue the requested document	none	5 mins.	Taxmapping Aide
Total:		Php 80/doc	22 mins.	

3. Application for History Tracing of Real Property (Traceback)

This service aims to provide the history of a certain property (ownership, improvements, assessments, etc.) for land titling, court litigations and property verifications.

Office or Division:	Assessment Records Management Division
Classification:	Complex
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
Property Owner	
Application for the Issuance of Copy of Official Records	Officer of the Day
Valid ID with photocopy	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office



Representative				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA)		Property owner		
Valid ID with photocopy (representative and owner)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
In case of Deceased Property Owner				
Application for the Issuance of Copy of Official Records		Officer of the Day		
Authorization Letter or Special Power of Attorney (SPA) of heir/s		Property owner's heir/s		
Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification	none	10 mins	Administrative Aide VI
	2.1 Division Chief approve request and issue payment slip		1 min.	LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to return for the release of document	none	1 min.	Taxmapping Aide
	* 3 working days			

5. Return on specified date and present claim stub at Window 3	Release the document.	none	5 mins.	Taxmapping Aide
Total:		Php 80/doc	22 mins.	

4. Application for Certification of Assessment

Verification of boundaries based on the tax map in order to identify the adjacent lot owners of the subject property necessary for hearing notifications and titling purposes.

Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity/G2G-Gov't. to Government
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements	Where to Secure
Property Owner	
Application for the Issuance of Copy of Official Records	Officer of the Day
Valid ID with photocopy	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
Representative	
Application for the Issuance of Copy of Official Records	Officer of the Day
Authorization Letter or Special Power of Attorney (SPA)	Property owner
Valid ID with photocopy (representative and owner)	DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec
Realty Tax Receipt for current year	City Treasurer's Office
Certification Fee Receipt	City Treasurer's Office
In case of Deceased Property Owner	
Application for the Issuance of Copy of Official Records	Officer of the Day
Authorization Letter or Special Power of Attorney (SPA) of heir/s	Property owner's heir/s

Valid ID with photocopy (representative and heir)		DFA, GSIS, SSS, Post Office, Pag-IBIG, LTO, Comelec		
Realty Tax Receipt for current year		City Treasurer's Office		
Certification Fee Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day to fill-up application form with number.	Give the queue number and advice to fill-up the application form	none	5 mins.	LAOO I/ Taxmapping Aide
2. Submit your request form to window 1 or 2 for verification and approval	Receive the application for evaluation and verification	none	10 mins	Administrative Aide VI
	2.1 Division Chief approve request and issue payment slip		1 min.	LAOO IV
3. Pay the corresponding fees	Accept payment and issue official receipt.	Php 80/doc.		Revenue Collection Clerk/Officer, City Treasurer's Office
4. Return to City Assessor's Office, present the official receipt to Window 3 and wait for the claim stub	Receive the official receipt, give claim stub and advice the client to wait for the release of document	none	1 min.	Taxmapping Aide
	* 2 hrs. per transaction			
5. Wait for your name to be called at Window 3 for the release of document	Release the document.	none	5 mins.	Taxmapping Aide
Total:		Php 80/doc	22 mins.	

5. Annotation/Cancellation of Encumbrances such as mortgage, certificate of sale and tax levy

This service is requested to remind all concerned of the encumbrance that covers a particular property and to safeguard the same from any unauthorized attempt to transfer the ownership to anyone. Cancellation, on the other hand, signifies a property record is cleared of any encumbrance.



Office or Division:	Assessment Records Management Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen/G2B-Government to Business Entity
Who may avail:	Property Owners/Banks/Government

Checklist of Requirements		Where to Secure		
Annotation/Cancellation of Mortgage				
Certified True Copy of tax declaration		City Assessor's Office, Records Division		
Real Estate Mortgage Agreement/Release of Mortgage		Private person/ bank/any lending institution wherein the property is being encumbered, duly noted and signed by the Register of Deeds		
Annotation/Cancellation Fee		City Treasurer's Office		
Special Power of Attorney if the mortgagor is not the owner of the subject property		Property owner		
Certificate of Sale				
Certificate of Sale		Office of the Clerk of Court, duly noted and signed by the Register of Deeds		
Certified True Copy of tax declaration		City Assessor's Office, Records Division		
Tax Levy				
Notice of Levy/Cancellation of Levy		City Treasurer's Office, Land Tax Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Officer of the Day and state the request	Direct the client to the Records Division	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit the necessary documents to the evaluator	Receive the documents and examine for completeness. Compute the annotation fee.	none	10 mins	Administrative Officer II/Assessment Clerk I



3. Pay the corresponding fees	Accept payment and issue official receipt.	1% of the amount of loan less Php 10 or fixed at Php 10,000 if the loan amt. is 1M and above		Revenue Collection Clerk/Officer, City Treasurer's Office
4. After payment, present the official receipt to the evaluator	Receive the official receipt and process the request	none	30 mins. /collateralized property	Administrative Officer II/Assessment Clerk I
5. Claim the annotated documents	Release the document.	none	1 min.	Administrative Officer II/Assessment Clerk I
Total:			42 mins.	

1. Verification of Property Location and Vicinity

This service enables clients to identify real property, its ownership and location in the tax map.

Office or Division:	Taxmapping & Real Property Identification Division
Classification:	Simple



Types of Transaction:	G2C-Government to Citizen, G2B-Government to Business Entity
Who may avail:	All

Checklist of Requirements		Where to Secure		
1. Copy of title or tax declaration		Office of the City Assessor		
2. Approved or surveyed plan (in case of correction)		Geodetic Engineer/Surveyor's Offices		
3. Other related documents				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for service at the front desk after signing at the Client Log Book	Directed to the Taxmapping Division	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit the requirements to Taxmapping Division	Evaluation of request	none	2 mins.	Taxmapper III/ Assessment Clerk I/Taxmapper II
	FACILITATION:			
	Verification and Research			
2.1 Wait for the release of request	Taxmapping personnel verify & research the location of the real property in the tax map	none	30 mins. (may vary depending on the location, history, etc.)	LAOO III/Taxmapper II/Draftsman I/Taxmapping Aide
	Site Inspection			
2.2 Return for the specified date for the release of request	For correction of property identification number (PIN)/location and boundaries	none	3 days (may vary depending on the location, property size & availability of vehicle)	Taxmapper II/LAOO I/Taxmapper I/Taxmapping Aide/Administrative Aide I
	Printing of tax map & tax map control roll	Php 80 per page		Taxmapping Aide
Total:				

2. Availment of Owner's Copy of Tax Declaration through Reassessment and/or Adjustment of Area

The owner's copy of tax declaration due to reassessment and/or adjustment of area is prepared upon request of the owner/administrator/representative when the actual use or the measurement of the property has changed.

Office or Division:	Taxmapping or Appraisal Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Request letter		Property Owner		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
SPA or Authorization		Owner		
Survey Plan (in case area has changed)		Surveyor/Geodetic Engineer		
Real Property Tax for the current year		City Treasurer's Office		
Service fee		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	10 mins	Raul/Beth/Mel/Arnold
3. Pay the required service fee (ocular inspection may be conducted if necessary)	Accept payment and issue official receipt	1,000/ha/rpu	(1 day)	City Treasurer's Office (Joint Appraisal/TM Team)
4. After payment has been made	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I

6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II
Total:				

3. Availment of Owner's Copy of Tax Declaration through Consolidation

The owner's copy of tax declaration of consolidated properties is prepared when two (2) or more parcels are decided by the owner to merge into single tax declaration.

Office or Division:	Taxmapping & Real Property Identification Division
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen
Who may avail:	Real property owner/Administrator/Representative

Checklist of Requirements		Where to Secure		
Request letter		Property Owner		
Photocopy of the following and original for reference:				
Title (if titled property)		Register of Deeds		
SPA or Authorization		Owner		
Survey plan		Surveyor/Geodetic Engineer		
Affidavit (whenever necessary)		Owner		
Real Property Tax for the current year		City Treasurer's Office		
Service fee		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach officer of the day to endorse you to the evaluator	Officer of the day accompany/direct client to the evaluator	none	1 min.	LAOO I/ Taxmapping Aide
2. Submit all the required documents for evaluation/checking	The evaluator determine the completeness of the documents	none	10 mins	Raul/Beth/Mel/Arnold
3. Pay the required service fee (ocular inspection may be conducted if necessary)	Accept payment and issue official receipt	100.00/ lot		City Treasurer's Office (Joint Appraisal/TM Team)

			(1 day)	
4. After payment has been made	Receive and attach transaction form	none	1 min.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
5. Fill in required information on the stamp and transaction form	Assist/guide the client and issue claim stub. Advises client to return on the date stated.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II/ LAOO I
6. Return on the specified date and present claim stub to the issuing clerk.	Receive claim stub and issue owner's copy of tax declaration together with a copy of Notice of Assessment.	none	3 mins.	Taxmapping Aide/Assmt. Clerk II
Total:				

VII. FEEDBACK AND COMPLAINT

Feedback Submission		
	Client Step	Agency Action
How to send/file feedback/complaint	<p>A suggestion box is available for the client to send feedback or file complaint</p> <p>Write feedback/ complaint and drop it at the box located outside the office near the front desk</p>	<p>Every Friday, Administrative Division staff open the suggestion box and file all the feedback/complaint received.</p> <p>Feedback/complaint requiring answer is forwarded to concerned person/division and is required answering within three (3) days after receipt.</p> <p>The answer is then relayed to the client.</p>



	For inquiry and follow-up, please call the number provided here.	
Contact Information of the Office of the City Assessor	723-3454 or 722-1967 batscity_assessor@yahoo.com.ph	



Civil Registrar's Office



I. Mandate

To carry out the provision of Civil Registry Law and keep record of all registrable events, acts, legal instruments and court decrees that affect the civil, status of persons

II. Vision

The City Civil Registrar’s Office envision itself as innovative, systematic and technologically advanced, benefiting the city’s registrants and clientele attended by highly trained proficient and service-oriented personnel

III. Mission

Aided by new technology, the BCCRO is committed to provide professional efficient services in accordance with Civil Registry Laws.

IV. Service Pledge

We Commit to:

1. Serve our clients honestly and fairly at all times
2. Attend to our clients’ needs even beyond the office’s working hours
3. Develop to our skills through seminar and trainings for the betterment of public service



V. List of Service

Registration of Certificate of Live Birth (COLB) born in the hospitals/lying in clinic/ Health Center Timely and Legitimate
Registration of Certificate of Live Birth
Registration Of Certificate of Live Birth (COLB)
Application for Registration of Certificate of Live Birth (COLB)
Out of Town Timely Registration of Birth (Legitimate/Illegitimate)
Out of Town Delayed Registration of Birth (Legitimate/Illegitimate)
Piecemeal
Legitimation
Inquiry for Marriage License
Application for Marriage License
Secure Consent (Mun. Form No. 92) / Advice (Mun. Form No. 68) forms
Secure Consent (Mun. Form No. 92) / Advice (Mun. Form No. 68) forms (Incoming)
Preparation of Certificate of Marriage (Mun. Form No. 97) to wed by City Mayor
Registration of Certificate of Marriage (Mun. Form No. 97)
Delayed Registration of Certificate of Marriage (Mun. Form No. 97)
Endorsement of Newly Registered Certificate of Marriage
Timely Registration of a Person died in Batangas City
Delayed Registration of a Death of a Person died in Batangas City
Endorsement of the newly registered Certificate of Death (COD)/ Certificate of Fetal Death (COFD) to Philippine Statistics Authority (PSA)
Issuance of Certification
Application for Supplemental Report
Issuance of Certification from Philippine Statistics Authority (PSA)
Endorsement of Document to Philippine Statistics Authority (PSA)
Petition for Correction of Clerical Error (CCE) for the Child's First Name pursuant to Republic Act No. 9048
Petition for Correction of Clerical Error (CCE) for the Parents' first, middle and last name pursuant to Republic Act No. 9048
Petition for Correction of Clerical Error (CCE) for the Parents' Date and Place of Marriage pursuant to Republic Act No. 9048
Petition for Change First Name (CFN) pursuant to Republic Act No. 9048
Petition for correction of sex and day & month in the date of birth pursuant to Republic Act No. 10172
Migrant Petition for Correction of clerical error/ change of first name (CFN) pursuant to Republic Act No. 9048/ Republic Act No. 10172 (Correction of day & month in the date of birth)
Application for registration of court decree (court decision at Regional Trial Court (RTC), Batangas City; registry document registered at the CCRO, Batangas City
Application for registration of court decrees (Court decision at Regional Trial Court, Batangas City, Registry document not registered at the CCRO, Batangas City
Application for annotation of registry document (Court decision not in Batangas City/ Registry document registered at CCRO, Batangas City
Application for change of surname of illegitimate children pursuant to Republic Act No. 9255 (child registered with unknown father)



2. Registration of Certificate of Live Birth

Registration of COLB timely - Illegitimate born in the hospitals, clinics and health centers

Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Father and Mother

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Certificate of Live Birth (COLB)		Hospitals/Lying in Clinics/ Health Centers		
2. Valid ID's Father and Mother				
3. 6 copies of accomplished Affidavit to use the Surname of father (AUSF)		City Civil Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the newly accomplished	1. Receives the duly accomplished COLB		30 minutes	Registration Officer IV/
	1.1 Type the back for Admission of Paternity			Registration Officer III/ Registration Officer II/ Registration Officer I/ Senior Administrative Assistant II/ Administrative Assistant II
2. Accomplished the AUSF	2. Advise the client (mother) to accomplish the AUSF	Php 300.00	20 minutes	Birth Division Personnel 1



3. Reads and validation the data at the back of COLB	3. Advice the client to review and validates the data at the back of COLB (AAP) and signed the document		5 minutes	Birth Division Personne 1
4. Submits the valid ID's	4. Advices the client to photocopy the valid ID's		5 minutes	Birth Division Personne 1
5. Bring the document to Notary public for notarization	5. Advices the client to go to Notary Public for notarization of documents and back to CCRO		30 minutes	Birth Division Personne 1
	6. Advices the client to go to Legal Assistance Division for Legal Instrument of AUSF	None	5 minutes	Registrati on Officer I/ Admin Aide II
6. Back to CCRO	6.1. Process the registration - affixed official stamps, affixed registry number and signed by ROS/CCR		15 minutes	City Civil Registrar / Assistant City Civil Registrar / Registrati on Officer IV/ Registrati on Officer III/ Senior Administ rative Assistant II/

				Administrative Assistant II
	6.2. Photocopy the newly registered COLB/ Signed the Certified Photocopy	Php 80.00		Assistant City Civil Registrar / Registration Officer IV/ Administrative Assistant II
	6.3. Releases the newly registered COLB			Registration Officer IV/ Administrative Assistant II
TOTAL			1 hr and 50 minutes	

3. Registration Of Certificate of Live Birth (COLB)

Registration of Certificate of Live Birth (COLB) - home delivery - Legitimate

Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Parents, Nearest Kin

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage Contract		Philippines Statistics Authority (PSA) or Local Civil Registry Office		
2. Pre-natal record		Health Center / OB Clinics		
3. Official Receipt for Certified Photocopy		City Treasurer's Office (CTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Approaches the office staff to secure information sheet	1. Office staff interviews clients and provides information sheet		5 minutes	Birth Division Personnel
	1.1. Explains the necessary data			Birth Division Personnel
2. Accomplishes the information sheet	2. Advice the client to accomplish the information sheet		20 minutes	Birth Division Personnel
3. Submits the accomplished information sheet	3. Accepts and verifies the accomplished information sheet		5 minutes	Registration Officer IV/ Registration Officer III/ Registration Officer II/ Registration Officer I
	3.1. Prepares the draft of COLB		15 minutes	
4. Reads and validate the draft COLB	4. Advices client to read and validate the data in the COLB		5 minutes	Registration Officer I/ Senior Administrative Assistant V/ Administrative Assistant II
	4.2. Prints the validated COLB		5 minutes	
5. Signs the printed COLB	5. Advice the client to sign the COLB prepared		5 minutes	Registration Officer I/ Senior Administrative Assistant V/ Administrative Assistant II
6. Pays the necessary fee to BOSS	6. Advices the client to pay the necessary to BOSS	Php 80.00	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty



7. Returns to CCRO Birth Division	7. Receives and validate the Official Receipts and Process the registrations	None	5 minutes	
	7.1 Verifies and initials the COLB			Registration Officer IV/ Registration Officer III/ Registration Officer II/ Registration Officer I
	7.2. Affixed official stamps			Senior Administrative Assistant II/ Administrative Assistant II
	7.3. Assigned Registry Number			
	7.4. Signed in the received portion			Assistant City Civil Registrar/ Registration Officer IV
	7.5. Signed by the CCR/ACCR			City Civil Registrar/ Assistant City Civil Registrar
	7.6. Photocopy the newly registered COLB		20 minutes	Senior Administrative Assistant II/ Administrative Assistant II
	7.7. Release the newly registered COLB			Registration Officer IV/ Senior Administrative Assistant II/ Administrative Assistant II
TOTAL			1 hr and 25 minutes	

4. Application for Registration of Certificate of Live Birth (COLB)

Registration of COLB. Delayed Registration/ Legitimate - Home Delivery

Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division
Classification:	Complex
Types of Transaction:	Government to Client
Who may avail:	Family Members, Nearest Kin

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of No Record - Local and PSA		Local - CCRO, PSA - PSA		
2. Baptismal Certificate				
3. School Records (Form 137)		Schools		
4. Voters Registration Record		COMELEC		
5. Certificate of Marriage of parents (if married)		LCR or PSA		
6. Valid ID's/Photocopy				
7. Affidavit of two disinterested person				
8. Official Receipt from CTO		City Treasurer's Office (CTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the office staff to secure information sheet	1. Office staff interviews clients and provides information sheet		5 minutes	Birth Division Personnel
	1.1. Explains the necessary data			Birth Division Personnel
2. Accomplishes the information sheet	2. Advice the client to accomplish the information sheet		20 minutes	Birth Division Personnel
3. Submits the accomplished information sheet	3. Accepts and verifies the accomplished		5 minutes	Registration Officer IV/ Registration Officer III/

	information sheet			Registration Officer II/ Registration Officer I
	3.1. Prepares the draft of COLB		15 minutes	
4. Reads and validate the draft COLB	4. Advices client to read and validate the data in the COLB		5 minutes	Registration Officer I/ Senior
	4.2. Prints the validated COLB		5 minutes	Administrative Assistant V
5. Signs the printed COLB	5. Advice the client to sign the COLB prepared		5 minutes	Registration Officer I/ Senior Administrative Assistant V
6. Pays the necessary fee to BOSS	6. Advices the client to pay the necessary to BOSS	Php 80.00	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
7. Proceed to any legal office	7. Advice client to proceed in any legal office for notarization		5 minutes	
8. Return to CCRO Birth Division and present the OR	8. Receives and validate OR and the notarized COLB		10 minutes and 10 days posting	
	8.1. Process the Registration and posted for 10 days posting			
9. After 10 days returns to CCRO to claim the newly registered COLB	9. Receives claim stub and releases client copy		10 minutes	
TOTAL				

5. Out of Town Timely Registration of Birth (Legitimate/Illegitimate)

Out of town timely registration of birth (legitimate/ illegitimate)

Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Parents or Guardians of the child for Legitimate; Both parents for illegitimate

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished COLB in quadruplicate or triplicate copies (if available)		Municipal or City Civil Registrar's office where the birth happened		
2. Marriage Certificate of parents for married		PSA/Municipal or City Civil Registrar's office where the marriage was registered		
3. AUSF and Admission of Paternity for Illegitimate		Batangas City Civil Registrar's Office		
4. Islam form for Muslim		Batangas City Civil Registrar's Office		
5. Document of the child stating his or her correct date and place of birth (e.g.) Baptismal or immunization record				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the COLB together with the requirements for registration	1. Proceeds with the birth certificate preparation after verification of the supporting documents	Php200	20 minutes	Birth Division Personnel
2. Mails the complete documents to the City/Municipal Civil Registrar's Office where the birth happened for registration	2. Assists and explains the process of out of town registration before and after mailing			Birth Division Personnel
TOTAL				

6. Out of Town Delayed Registration of Birth (Legitimate/Illegitimate)

Out of town delayed registration of birth (legitimate/ illegitimate)



Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Owner of the record to be registered, Parents, grandparents or spouse or any other Person duly authorized by the law or by the owner of the Record (in the form of SPA)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Negative Cert of Birth from PSA and the Local Civil Registry Office where the birth happened (optional)		PSA office or outlets, City or Municipal Civil Registry Office		
2. At least 2 of the following documentary evidences				
a. Baptismal Certificate		Any Religious Institution		
b. Immunization Card		Hospitals, clinics, Labs or Government Health office		
c. School Records (Form 137 or transcript)		School attended		
d. Voters Affidavit		COMELEC		
e. Income Tax of Parents		BIR		
f. Insurance Policy		Insurance Agencies		
g. Medical Records		Hospitals, clinics, Government Health Center		
h. SSS Member Data Form (E-1 Form)		SSS		
i. Philhealth Member Data Record		Philhealth		
j. Any other document evidence with correct data and place of birth				
3. Affidavit of Late Registration with 2 Disinterested persons		Notary Public, Law Offices		
4. Certificate of Marriage (If the doc owner is married)		PSA office or outlets, City or Municipal Civil Registry Office		
5. Marriage Certificate of Parents		PSA office or outlets, City or Municipal Civil Registry Office		
6. Affidavit of out of town reporting of birth		Prescribed form given by the office to be accomplished and notarized		
7. Valid ID's of informant and 2 witness		Issuing Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. The informants will submit the presented requirements	1. Verifies the submitted requirements for registration	None	5 minutes	Birth Division Personnel
2. Payment of prescribed fee	2. Preparation of COLB in quadruplicate and Affidavit of Delayed Registration	Php 200	10 minutes	Birth Division Personnel
	*if the child born after the year AUSF will be accomplished by the mother	None		Birth Division Personnel
	*Child will accomplished the AUSF			
	*Registration of Legal Instrument		5 minutes	Birth Division Personnel
	* Preparation of Endorsement letter		10 minutes	Birth Division Personnel
	*Reviews and signs the endorsement letters		5 minutes	City Civil Registrar/ Registration Officer IV
3. Mailing of the accomplished COLB together with the supporting documents				
TOTAL				

7. Piecemeal

Endorsement to PSA of the Birth Certificate that have been already registered

Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Anyone who have a registered birth who needs immediate PSA copies versus regular processing



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished COLB in quad or triplicate copies		CRO where the birth was recorded		
2. Duly and correct supporting documents				
* AUSF				
*Marriage Certificate				
*Islam Form				
3. Endorsement letter to PSA				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submits the on hand registered birth for endorsement	1. Prepares the endorsement letter	Php 200	7 minutes	Birth Division Personnel
	1.1. Verification and signing of the document			City Civil Registrar/ Assistant City Civil Registrar/ any officer in charge
TOTAL				

8. LEGITIMATION

Legitimation

Office or Division:	City Civil Registrar's Office (CCRO) / Birth Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Parents of children born out of wedlock that have already been married

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Live Birth (COLB) in PSA and Local copy where the child was registered	PSA and Local Civil Registry Office



2. Marriage Contract of parents PSA and Local		PSA and Local Civil Registry Office		
3. CENOMAR of Both Parents		PSA		
4. Valid ID of both parents with recent photo and signature		Issuing Authority		
5. Affidavit of Legitimation		to be secured at the office processing the legitimation		
6. Endorsement Letter		to be secured at the office processing the legitimation		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Both parents submits the COLB together with the complete requirements	1. Verification of submitted COLB	None	5 minutes	2 - Registration Officer I
	1.1 Preparation of Affidavit of Legitimation		10 minutes	2 - Registration Officer I
2. Read, understood and sign the Affidavit of Legitimation	2. Preparation of the child’s COLB with and without annotation and endorsement letter		43 minutes	
3. Pay the corresponding fee		Birth Cert - Php 50 Endorsement - Php 100 Legitimation Fee Php 100	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
4. Return to CCRO Birth Division	4. Verifies the prepared legitimation papers together with the supporting documents		5 minutes	
	4.1 Sign the prepared Legitimation papers, annotations and endorsement letter		2 minutes	

	4.2. Explains the process to clients regarding mailing and endorsement to PSA		5 minutes	
TOTAL				

9. Inquiry for Marriage License

Couples wanting to marry need to know the requirements and procedure to apply for this license

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Parents and Applicants for Marriage License

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires of the requirement for marriage license	1. Interview applicants 1.1. Enumerate requirements and give hand out of list	None	15 minutes	Marriage Division Personnel
	1.2. Hand out endorsement for seminars at CSWDO and City Health Offices			
TOTAL		None	15 minutes	

10. Application for Marriage License

Couples wanting to marry apply for this license which enables them to be married anywhere in the Philippines

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
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Classification:	Highly Technical
Types of Transaction:	Government to Client
Who may avail:	Applicant for Marriage License

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Attendance		City Social Welfare and Development Office and City Health Office		
2. Certificate of Birth		Local Civil Registry Office or Philippine Statistics Authority		
3. Advice/Consent Form		Local Civil Registry Office		
4. Residence Certificate				
5. Supporting Document (if necessary) - Baptismal, Passport, Voter's Registration, SSS/GSIS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1. Receives requirement	None	10 minutes	Marriage Division Personnel
	1.1. Review and verify requirement			
	1.2. Direct clients to pay fees at cashier			
2. Pay Fees	2. Issues corresponding Official Receipt (OR)	Php 100 marriage application fee, Php 100 marriage application fee	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Returns and present ORs	3. Receive ORs	None	20 minutes	Marriage Division Personnel
	3.1. Assist clients in filling out marriage license application forms			
	3.2. Review and verify filled-out forms			

	3.3. Give out claim sheet for release of documents on stated date			
	3.4. Instruct when the release would be.			
4. Return on designated date of release and present claim sheet	4. Receive claim sheet	None	5 minutes	Marriage Division Personnel
	4.1. Retrieve Marriage License for release			
	4.2. Ask client to read and verify correctness of data on Marriage License			
	4.3. Release license to client			
TOTAL		Php 100 marriage application fee, Php 100 marriage application fee	35 minutes	

11. Secure Consent (Mun. Form No. 92) / Advice (Mun. Form No. 68) forms

Parents need to sign and signify their agreement for their children who seek Marriage Licenses (below 25 years old)

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Parents/Guardian of Marriage License Applicants (outgoing)



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of marriage license applicant		Local Civil Registry Office registered / PSA		
2. Valid I.D.s of parents				
3. Affidavit of guardianship		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement	1. Interview clients	None	15 minutes	- Registration Officer IV/
	1.1. Review and verify requirements presented			Registration Officer III/
	1.2. Direct client to pay fee(s) at cashier at receiving area			Registration Officer II/
	1.3. Return with OR			Admin Aide II
2. Pay Fee(s)		Php 100	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Present OR and sign necessary documents	3. Receive OR			
	3.1. Assist client in accomplishing consent/advice form		10 minutes	
	3.2. Sign said document		1 minute	City Civil Registrar/ Marriage Division Personnel



	3.3. Release to client		1 minute	Marriage Division Personnel
TOTAL			27 minutes	

12. Secure Consent (Mun. Form No. 92) / Advice (Mun. Form No. 68) forms (Incoming)

Parents need to sign and signify their agreement for their children who seek Marriage Licenses (below 25 years old)

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Parents/Guardian of Marriage License Applicants (incoming)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of marriage license applicant		Local Civil Registry Office registered / PSA		
2. Valid I.D.s of parents				
3. Affidavit of guardianship		Notary Public		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement	1. Interview clients	None	15 minutes	Registration Officer IV/
	1.1. Review and verify requirements presented		5 minutes	Registration Officer III/
	1.2. Assist client in accomplishing consent/advice form		1 minute	Registration Officer II/
	1.3. Sign said document		1 minute	Admin Aide II
	1.3. Release to client attached to the application form		1 minute	
TOTAL		None	23 minutes	

13. Preparation of Certificate of Marriage (Mun. Form No. 97) to wed by City Mayor



Couples to be married by the City Mayor have Certificates of Marriage that have to be prepared in this office

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Complex
Types of Transaction:	Government to Client
Who may avail:	Couples to be wed and/or authorized representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License		Local Civil Registry Office		
2. List of sponsors		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request preparation of Certificate of Marriage	1. Receive requirements	None	10 minutes	Marriage Division Personnel
	1.1. Review and verify requirements			
	1.2. Direct client to pay at cashier			
2. Pay Fee(s)		Php 100	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Return and present OR	3. Receive OR			
	3.1. Instruct client to return on agreed date before the marriage rite	None	5 minutes	Marriage Division Personnel
4. Return on agreed date for claim of prepared Marriage Certificate	4. Retrieve prepared Certificate of Marriage			
	4.1. Ask client to read and verify date on prepared			

	Certificate of Marriage			
	4.2. Release prepared Certificate of Marriage to client			
TOTAL		Php 100	15 minutes	

14. Registration of Certificate of Marriage (Mun. Form No. 97)

Newly married couples have marriage certificates that need to be duly registered

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Complex
Types of Transaction:	Government to Client
Who may avail:	Newly Married Couples/Solemnizing Agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Mun. Form No. 97				
2. Marriage License				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Marriage Certificate together with attachment	1. Receives and reviews submitted documents	None	3 days	Marriage Division Personnel
	1.1. Informs client of release of registered Certificate of Marriage after 3 days			
2. Returns and claims Registered Certificate of Marriage	2. Searches for client's copy on file	None	10 minutes	

	2.1. Asks client to read and verify correctness of data on Certificate of marriage			
	2.2. Directs client to pay fee at cashier			
	2.3. Prepares photocopy of Certificate of Marriages			
	2.4. Signs Certified Photocopy			
3. Pay for Certified Photocopy of Certificate of Marriage		Php 80	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
4. Returns and presents OR signs logbook and receive Certificate of Marriage documents	4. Releases Certificate of Marriages documents		1 minute	Marriage Division Personnel
TOTAL		Php 80	3 days and 11 minutes	

15. Delayed Registration of Certificate of Marriage (Mun. Form No. 97)

Unregistered Marriage Certificates can be applied for delayed marriage registration provided they comply with the requirements

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Highly Technical
Types of Transaction:	Government to Client
Who may avail:	Unregistered married couples and duly authorized representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Certificate of No Record from Philippine Statistics Authority (PSA)		PSA		
2. Certificate of No Record from Local Civil Registry Office		Local Civil Registry Office (LCRO)		
3. Birth Certificate of Husband and Wife		LCRO or PSA		
4. CENOMAR of Husband and Wife		PSA		
5. Baptismal, Picture of Wedding - Optional if available only				
6. Joint Affidavit of Two Disinterested person				
7. Residence Certificate (CEDULA) of the person filing delayed registration				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirement	1. Receives and reviews submitted documents	None	15 minutes	Marriage Division Personnel
	1.1 Direct Client to pay out at cashier	None	5 minutes	
2. Pay Fee(s)		Php 200.00 plus Php 50.00 per year	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Return and present OR	3. Receive OR and attaches it to submitted documents	None	5 minutes	Marriage Division Personnel
	3.1. Give client stub and informs client to return on release date after 10 posting days			
4. Returns after 10 days and present claim stub	4. receives claim stub and retrieves documents	None	10 minutes	



	4.1. Asks client to read and verify correctness of data on Certificate of marriage			
	4.2. Directs client to pay fees for Certificate of Marriage			
	4.3. Prepares photocopy of Certificate of Marriages			
5. Pay for Certified Photocopy of Certificate of Marriage		Php 80	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
6. Returns and presents OR and claims Certificate of Marriage	6. Receives OR and Releases Certificate of Marriages		1 minute	Marriage Division Personnel
TOTAL		Php 280.00 plus Php 50.00 per year	10 days and 41 minutes	

16. Endorsement of Newly Registered Certificate of Marriage

Couples wanting to have their certificates of marriage submitted to and issued by Philippine Statistics Authority (PSA) ASAP need this service

Office or Division:	City Civil Registrar's Office (CCRO) / Marriage Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Newly Married Couples and Duly authorized representative

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Request for endorsement of Certificate of Marriage (COM)	1. Retrieve concerned COM	None	10 minutes	Marriage Division Personnel
	1.1. Direct client to pay at office cashier			
	1.2. Prepare documents needed for endorsement of COM			
	1.3. Sign documents for endorsement			
2. Pay Fee(s)		Php 100	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Return and present OR	3. Receive OR			
	3.1. Release documents and directs to LBC for courier services to Lipa City			
	3.2. Ask client to photocopy to LACR File			
4. Proceed to LBC courier Service		Php 130.00 c/o LBC		
5. Return and present OR and photocopy of LBC	5. Receive OR and attach photocopy to LCR copy/file		5 minutes	Marriage Division Personnel
	5.1. Release client copy endorsement			
TOTAL			15 minutes	

17. Timely Registration of a Person died in Batangas City

Registration and issuance of newly registered Certificate of Death (COD) OR Certificate of Fetal Death (COFD) and its Certified Photocopy/Photocopies



Office or Division:	City Civil Registrar's Office (CCRO) / Death Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Family Members, Nearest Relative or Kin, concerned authorities, authorized person

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Triplicates copies of accomplished COD or COFD		Hospital - if the person died in the hospital / City Health Office - if the person died at home / SOCO - if there's an untoward incident regarding the death of a person		
2. Burial Permit Fee official receipt / Transit Permit Fee official receipt		City Health Office (CHO)		
3. Official Receipt for Certified Photocopy of Document		City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS		
4. If the Cause of Death is Unknown/Undetermined/Dead on Arrival - Affidavit of explanation or - Certificate of Recent Confinement or - Police Report		Any Legal Office Hospital Police Headquarter/SOCO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the triplicate copies of the accomplished COD/COFD together with all necessary requirement	1. Receives and verifies the document and interviews the bearer of the document	None	45 Minutes	Death Division personnel/ Registration Officer IV/ Admin Aide III/ 2 - Admin Aide II
	1.1. Processes the death registration	None		
	1.2. Photocopies the newly registered COD/COFD	None		Death Division Personnel

	1.3. Signs the Certified Photocopy of the document	None		Registration Officer IV or other officers available
2. Receives the client's original copy of the newly registered COD/COFD and its certified photocopy	2. Releases the newly registered COD/COFD and its certified photocopy	None		Death Division Personnel
TOTAL			45 minutes	

18. Delayed Registration of a Death of a Person died in Batangas City

Registration and issuance of newly registered Certificate of Death (COD) OR Certificate of Fetal Death (COFD) and its Certified Photocopy/Photocopies

Office or Division:	City Civil Registrar's Office (CCRO) / Death Division
Classification:	Highly Technical
Types of Transaction:	Government to Client
Who may avail:	Family Members, Nearest Relative or Kin, concerned authorities, authorized person

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Triplicates copies of accomplished COD or COFD	Hospital - if the person died in the hospital / City Health Office - if the person died at home / SOCO - if there's an untoward incident regarding the death of a person
2. Burial Permit Fee official receipt / Transit Permit Fee official receipt	City Health Office (CHO)
3. Official Receipt (OR) for Certified Photocopy of Document	City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS
4. Official Receipt for Delayed Registration	City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS
5. No Record Certificates	CCRO and Philippine Statistics Authority (PSA)
6. Affidavit of Delayed Registration	CCRO
7. If the Cause of Death is Unknown/Undetermined/Dead on Arrival	



- Affidavit of explanation or - Certificate of Recent Confinement or		Any Legal Office		
- Police Report		Hospital		
		Police Headquarter/SOCO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the triplicate copies of the accomplished COD/COFD together with all necessary requirements	1. Receives and verifies the document and interviews the bearer of the document		45 minutes for registration/ filing process plus 10 posting days	Death Division Personnel
	1.1 Computes the total amount of payment for delayed registration 1.2. Provides the payment slip and directs the client to pay the corresponding fees			Death Division Personnel Death Division Personnel
2. Pays the corresponding fees	2. Issues corresponding Official Receipt	Php 100 delayed registration fee, Php - delayed per year	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Present the OR and Receives the claim stub	3. Receives and checks the OR presented 3.1. Issues claims stub prepared			Death Division Personnel Death Division Personnel

	3.2. Advices the client to return to CCRO after 10 postings days for the release of the newly registered COD/COFD. However, if the date of release falls on Saturday, Sunday, holiday after the 10 posting days, the next working day would be the release of the newly registered document			Death Division Personnel
4. Returns to CCRO, presents claim stub, signs in the logbook and claims the newly registered COD/COFD and its certified photocopy	4. Receives and verifies the claim stub presented		2 minutes	Death Division Personnel
	4.1. Instructs the client to sign in the logbook for delayed registration			
	4.2. Releases the newly registered COD/ COFD and its certified photocopy			
TOTAL			12 days and 47 minutes	

19. Endorsement of the newly registered Certificate of Death (COD)/ Certificate of Fetal Death (COFD) to Philippine Statistics Authority (PSA)

Processing of Endorsement of the newly registered COD/COFD to PSA

Office or Division:	City Civil Registrar's Office (CCRO) / Death Division
Classification:	Simple

Types of Transaction:	Government to Client
Who may avail:	Family Members, Nearest Relative or Kin, authorized person

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter (as the case may be)				
2. Any Valid Identification				
3. Marriage Certificate, birth Certificate - to determine the relationship of the client to the deceased				
4. Affidavit of kinship (as the case may be)		Any Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Informs the Death Division personnel of the intention to secure a copy from the PSA throughout endorsement	1. Interviews client	None	35 Minutes	Death Division personnel/ Registration Officer IV/ Admin Aide III/ 2 - Admin Aide II
	1.1. Asks for the necessary requirements from the client	None		
	1.2. Directs client to pay corresponding fees	None		
	1.3. Processes endorsement of the newly registered document	None		
2. Pay the corresponding fees		Php 100	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Presents the Endorsement Fee Official Receipt (OR) to the death	3. Receives the endorsement Fee OR	None	2 minutes	Death Division Personnel



Division Personnel	<p>3.1. Issues the set of endorsement Copy for PSA</p> <p>3.2. Instructs the client to mail PSA's copy to LBC courier and returns the LBC Fee OR to Death Division Personnel</p>	<p>None</p> <p>None</p>		
4. Presents the LBC Fee OR to the Death Division Personnel	<p>4. Receives the LBC Fee OR</p> <p>4.1. Issues the client's copy of the set of endorsement of the newly registered document</p>	None	1 minute	Death Division Personnel
5. Receives the client's copy of set of endorsement of the newly registered document to PSA	<p>5. Instructs the client to log in the "Released portion" of the office file copy</p> <p>5.1. Advices the client to wait for 3 weeks (as per advice of the PSA Authority) before going to PSA, Lipa to claim the PSA copy of the newly registered document</p>	None	2 minutes	Death Division Personnel
TOTAL			45 minutes	

20. Issuance of Certification

Request for Civil Registry Document (Birth, Marriage and Death Certificates)

Office or Division:	City Civil Registrar's Office (CCRO) / Records Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	General Public Born and Married in Batangas City as well as the nearest kin of the person died in Batangas City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Front Desk, Ground Floor, CCRO Building		
2. Official Receipt		City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS		
3. Original and Photocopy of Valid ID		DFA, LTO, PRC, IBP, GSIS, SSS, Pag-ibig, COMELEC, Philpost, OSCA, DOLE, OWWA, MARINA, NBI, PNP, DSWD, PWD, National agencies, GOCCs, Local Chief Executive, TIN, Student ID (for currently enrolled students), Company IDs, Philippine Embassy, Barangay Hall		
4. Authorization Letter or Special Power of Attorney		Concerned Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the request form (Birth, Marriage, Death)	1. Directs client to accomplish the necessary request form	none	3 minutes	Registration Officer I/ Administrative Assistant II /
2. Submits the accomplished form	2. Receives and Reviews accomplished form submitted	none	1 minute	Registration Officer I/ Administrative Assistant II
	2.1 Returns reviewed form			
	2.2. Directs client to pay Certification Fee			

3. Pays the appropriate fee	3. Issues corresponding Official Receipt	Php 80.00	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
4. Submits Request form and the Official Receipt (OR) for the document requested	4. Receives the request form and the Official receipt 4.1. Logs the requested document together with the OR 4.2. Returns OR to client and informs the time of release of requested document	none	2 minutes	Registration Officer I / Administrative Assistant II
5. Presents the OR to the Front Desk Officer on Duty	5. Receives OR presented 5.1. Affixes necessary stamp on Official Receipt	none	1 minute	Registration Officer I / Administrative Assistant II
6. Claims Requested Document	6. Releases the document together with the OR	none	1 minute	Registration Officer I / Administrative Assistant II
TOTAL		Php 80.00	1 hour and 8 minutes	

21. Application for Supplemental Report

Civil Registry document with missing data

Office or Division:	City Civil Registrar's Office (CCRO) / Records Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Client with missing data in their documents born and married in Batangas City as well the nearest kin of the person died in Batangas City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Civil Registry document from Philippine Statistics Authority (PSA)		Philippine Statistics Authority		
2. Affidavit of two disinterested persons		Any Legal Office		
3. Supplemental Affidavit		Any Legal Office		
4. Official Receipt		City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Receives and reviews requirements submitted 1.1. Directs client to pay necessary fees	None	20 minutes	Registration Officer IV/ Registration Officer III
2. Pays the appropriate fee	2. Issues corresponding Official receipt	Php200	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Present the Official Receipt (OR)	3. Receives the OR presented 3.1. Informs client of release of document	None	10 minutes 3 days	Registration Officer IV/ Registration Officer III
	3.2. Issues return slip for date and time of release of document			
4. Presents the return slip	4. Receives the return slip presented 4.1. Advises the client to read and sign the prepared Certified True Copy of the document	None	15 minutes	Registration Officer IV/ Registration Officer III
5. Claims the document and mail to courier	5. Releases the document and advises the client to do follow up to PSA after 3 months	None	10 minutes	Registration Officer IV/ Registration Officer III
TOTAL		Php200	3 days and 55 minutes	

22. Issuance of Certification from Philippine Statistics Authority (PSA)

Request of Birth, Marriage, Death and CENOMAR from PSA thru Batch Request Entry System (BREQS)

Office or Division:	City Civil Registrar's Office (CCRO) / Records Division
Classification:	Highly Technical
Types of Transaction:	Government to Client
Who may avail:	General Public

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		2nd Floor/ Records Division		
2. LGU Official Receipt		City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS		
3. Original and Photocopy of Valid ID		Concerned Party		
4. Authorization Letter or Special Power of Attorney (SPA)		Concerned Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on release of document	1. Informs clients of date/time of release of document	None	1 minute	Asst. Registration Officer/ Registration Officer I/ Administrative Asst. II
2. Fills out the request form	2. Directs client to accomplish the necessary request form	None	20 minutes	Asst. Reg. Officer/ Registration Officer I/ Administrative Assistant II
3. Submits the accomplished form	3. Receives and reviews accomplished form submitted 3.1. Returns reviewed form	None	2 minutes	Assistant Registration Officer / Registration Officer I/ Administrative Asst. II



	3.2. Directs client to pay fees			
4. Pays the Appropriate fee	4. Issue corresponding Official Receipt	Birth Marriage Death -Php 75 CENOMAR - Php 70	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
5. Submits request form, LGU Official receipt (OR) and pay PSA Fees	5. Receives the request form and LGU OR submitted 5.1 Logs request in appropriate book 5.2. Receives PSA Payment 5.3. Issues the BREQS acknowledgement slip	Birth Marriage and Death -Php 155 CENOMAR - Php 210	5 minutes	Assistant Registration Officer/ Registration Officer I/ Administrative Assistant II
	5.4. Informs the client of release of document		Birth, Marriage and Death - 14 working days / CENOMAR - 17 working days	
6. Presents the LGU's OR and acknowledgement Slip	6. Receives the LGU OR and BREQS acknowledgement slip presented 6.1. Affixes necessary stamp on OR and BREQS Acknowledgement Slip	None	1 minute	Assistant Registration Officer/ Registration Officer I/ Administrative Assistant II

7. Claims requested document	Releases the document and attached PSA Official Receipt	None	1 minute	Assistant Registration Officer/ Registration Officer I/ Administrative Assistant II
		Birth, Marriage, Death	14 working days and 30 minutes	
			17 working days and 30 minutes	
TOTAL		CENOMAR		

23. Endorsement of Document to Philippine Statistics Authority (PSA)

Endorsement of Registered and Transmitted Documents

Office or Division:	City Civil Registrar's Office (CCRO) / Records Division
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	a. Clients with Negative/Unreadable Certification from PSA, b. Client with previous endorsement but without Annotation from PSA

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1a. Negative/Unreadable Certification from PSA		Philippine Statistics Authority (PSA)		
1b. Document from PSA without Annotations		Philippine Statistics Authority (PSA)		
2. Official Receipt		City Treasurer's Office (CTO) - Business-One-Stop-Shop or BOSS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Presents document from PSA	1. Receives and verifies the presented document	None	10 minutes	Registration Officer IV/ Registration Officer III/ Registration Officer I
	1.1. Directs client to pay appropriate fees			
2. Pays the appropriate fee	2. Issues corresponding Official Receipt	Php 200	*Refers to the payment procedure of the CTO - BOSS	City Treasurer's - Personnel on duty
3. Presents the Official Receipt (OR)	3. Receives the OR presented	None	10 minutes	Registration Officer IV/ Registration Officer III/ Registration Officer I
	3.1. Informs the client the date of release of document			Registration Officer IV/ Registration Officer III/ Registration Officer I
	*Negative/unreadable Certification		2 Hours	
	*Legitimation, R.A. 9255, Court Decrees, Election of Philippine Citizenship		3 working days	Registration Officer IV/ Registration Officer III
4. Claims the document and mail to Courier	4. Releases the document and advice the client to do follow up to PSA	None	10 minutes	Registration Officer IV/ Registration Officer III/
	*Negative/Unreadable Certification - after 3 weeks			
	*Legitimation, R.A. 9255, Court Decrees, Election of Philippine Citizenship - after 3 months			



TOTAL	Php200	a. 2 hours & 30 minutes b. 3 working days & 30 minutes	
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24. Petition for Correction of Clerical Error (CCE) for the Child's First Name pursuant to Republic Act No. 9048

Republic Act No. 9048 is an Act authorizing the City or Municipal Civil Registrar or the Consul General including the clerk of the Shari'a Court in his capacity as District or Circuit Registrar of Muslim Marriages, Divorces, Revocations of Divorces and Conversions, to Correct a Clerical or Typographical Error in an entry and/or Change of First Name or Nickname in the civil register without need of a judicial order. This took effect on 22 Apr 2001. *Primer on the Civil Registration in the Philippines, p. 91*

Office or Division:	Batangas City Civil Registrar's Office/ Legal Assistance Division
Classification:	Highly Technical
Types of Transaction:	G2C
Who may avail:	Owner of the record (of legal age-18 years old and above) that contains the error to be corrected, owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney) sought to be corrected

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Both the Latest Philippine Statistics Authority (PSA) copy and Local Civil Registry Office (LCRO) copy of civil registry documents (Birth, Marriage & Death) shall be submitted to determine the consistency of entries in both copies	PSA Office or any outlets or City/ Municipal Registry Offices
2. At least five (5) documents listed bellow showing the correct entry/ entries upon which the correction shall be based:	
a. Baptismal certificate	any religious institution
b. School records	schools attended
c. Medical records	any hospitals, clinics, laboratory, government health office
d. Philhealth records	Philippine Health Insurance Office or any outlet
e. Voter certification/ voter registration record/ voter's identification	Commission on Elections (COMELEC)
f. Bureau of Internal Revenue records	Bureau of Internal Revenue



g. Social Security System (SSS) / Government Service Insurance System Record Unified Multi-Purpose Identification (UMID) card		Social Security System Office / Government Service Insurance System Office		
h. Pag-ibig records		Pag-ibig Office		
i. Driver's license		Land Transportation Office		
j. Passport		Department of Foreign Affairs		
k. Professional license		Professional Regulatory Commission (PRC)		
l. Land title/ tax declaration		Assessors Office, Registry Deeds,		
m. Bank passbook		Any bank		
n. Insurance policies		Insurance companies		
o. PSA copy or Certified Local Copy of the Certificate of Marriage		PSA Office or any outlets or City/ Municipal Registry Offices		
p. PSA copy or Certified Local Copy of the Certificate of Live Birth of the child		PSA Office or any outlets or City/ Municipal Registry Offices		
3. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition.				
<i>* Original copies must be presented and all documents shall be submitted in two (2) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete/ correct requirements	a. Receives and reviews documents submitted as to the completeness of the requirements and supporting documents	None	15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)



	<p>b. Provides payment slip and advises client to proceed to City Treasurer's Office (CTO) *As provided under Section 8 of R. A. No. 9048 and Rule 18 of Administrative Order No. 1, S. 2001, an indigent petitioner is exempted from the payment of filing fee. When the indigent petitioner is a migrant, he is also exempted from the payment of service fee. He should be certified as such by the social welfare and development officer of the city/ municipal government.</p>			
<p>2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment</p>		<p>Filing fee - PHP 1,000.00 Endorsement fee- PHP 200.00</p>		<p>Personnel on Duty City Treasurer's Office</p>



3. Submits OR to BCCRO staff	a. Accepts OR and advices client to wait for the prepared petition for signature		15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares the petition, advices client to review, sign and have it notarized at the Legal Office			
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office
5. Submits notarized petition to the BCCRO-LAD staff	a. Receives notarized petition		5 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)



	b. Asks for client contact number for reference and provides claim stub.			
	c. Inform petitioner or his representative on the date of release in conformity with the required 10-day posting and 5-day decisions of the CCR. BCCRO mails the approved petition to Office of the Civil Registrar General (OCRG)-Manila within five (5) working days			Registration Officer IV/ Registration Officer II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	d. Advices client to wait for notification thru text message for the action of the Office of the Civil Registrar General (OCRG, Manila) within 4 months *will commence on the date of the petition was received by this Office.			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)

6. Receives notification, proceeds to BCCRO-LAD and requests for endorsement of documents for annotation to PSA-Lipa City	a. Notifies client upon receipt of the affirmed petition and preparation of additional documents		30 seconds	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares endorsement		1 minute	
	c. Releases 2 sets of documents (personal file/PSA copy		1 minute	
	d. Advices client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10-PSA, Lipa City for the release of an annotated copy of the document.		3 minutes	
		Total	40 minutes & 30 seconds	

25. Petition for Correction of Clerical Error (CCE) for the Parents' first, middle and last name pursuant to Republic Act No. 9048

Republic Act No. 9048 is an Act authorizing the City or Municipal Civil Registrar or the Consul General including the clerk of the Shari'a Court in his capacity as District or Circuit Registrar of Muslim Marriages, Divorces, Revocations of Divorces and Conversions, to Correct a Clerical or Typographical Error in an entry and/or Change of First Name or Nickname in the civil register without need of a judicial order. This took effect on 22 Apr 2001. *Primer on the Civil Registration in the Philippines*, p. 91

Office or Division:	Office of the City Civil Registrar/ Legal Assistance Division
Classification:	Highly Technical
Types of Transaction:	G2C
Who may avail:	Owner of the record (of legal age-18 years old and above) that contains the error to be corrected, owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney) sought to be corrected

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Both the Latest PSA copy and LCRO copy of civil registry documents (Birth, Marriage & Death) shall be submitted to determine the consistency of entries in both copies		PSA Office or any outlets or City/ Municipal Registry Offices		
2. Parents birth certificate (PSA copy or Certified Local Copy) if no record of birth, submit at least two (2) documents with correct entries		PSA Office or any outlets or City/ Municipal Registry Offices		
3. Parents' marriage certificate (PSA copy or Certified Local Copy)		PSA Office or any outlets or City/ Municipal Registry Offices		
4. Ascendants' birth certificate (PSA copy or Certified Local Copy)		PSA Office or any outlets or City/ Municipal Registry Offices		
5. Any valid ID of the petitioner				
6. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition.				
<i>* Original copies must be presented and all documents shall be submitted in two (2) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete/ correct requirements	a. Receives and reviews documents submitted as to the completeness of the requirements and supporting documents	None	15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City



	<p>b. Provides payment slip and advices client to proceed to City Treasurer's Office (CTO)</p> <p>*As provided under Section 8 of R. A. No. 9048 and Rule 18 of Administrative Order No. 1, S. 2001, an indigent petitioner is exempted from the payment of filing fee. When the indigent petitioner is a migrant, he is also exempted from the payment of service fee. He should be certified as such by the social welfare and development officer of the city/ municipal government.</p>			<p>Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD)</p> <p>At the back of LRDC building beside Police Headquarter (2nd Floor)</p>
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2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Filing fee - PHP 1,000.00 Endorsement fee- PHP 200.00		Personnel on Duty City Treasurer's Office
3. Submits OR to OCCR staff	a. Accepts OR and advices client to wait for the prepared petition for signature		15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)



	b. Prepares the petition, advises client to review, sign and have it notarized at the Legal Office			
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office
5. Submits notarized petition to the BCCRO-LAD staff	a. Receives notarized petition		5 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Asks for client contact number for reference and provides claim stub.			



	c. Inform petitioner or his representative on the date of release in conformity with the required 10-day posting and 5-day decisions of the CCR. BCCRO mails the approved petition to Office of the Civil Registrar General (OCRG)-Manila within five (5) working days			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	d. Advices client to wait for notification thru text message for the action of the Office of the Civil Registrar General (OCRG, Manila) within 4 months *will commence on the date of the petition was received by this Office.			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
6. Receives notification, proceeds to BCCRO-LAD and requests for endorsement of documents for annotation to PSA-Lipa City	a. Notifies client upon receipt of the affirmed petition and preparation of additional documents		30 seconds	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-

				Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares endorsement		1 minute	
	c. Releases 2 sets of documents (personal file/PSA copy		1 minute	
	d. Advices client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10-PSA, Lipa City for the release of an annotated copy of the document.		3 minutes	
		Total	40 minutes & 30 seconds	

26. Petition for Correction of Clerical Error (CCE) for the Parents' Date and Place of Marriage pursuant to Republic Act No. 9048

Republic Act No. 9048 is an Act authorizing the City or Municipal Civil Registrar or the Consul General including the clerk of the Shari'a Court in his capacity as District or Circuit Registrar of Muslim Marriages, Divorces, Revocations of Divorces and Conversions, to Correct a Clerical or Typographical Error in an entry and/or Change of First Name or Nickname in the civil register without need of a judicial order. This took effect on 22 Apr 2001. *Primer on the Civil Registration in the Philippines, p. 91*

Office or Division:	Office of the City Civil Registrar/ Legal Assistance Division
Classification:	Highly Technical

Types of Transaction:	G2C
Who may avail:	Owner of the record (of legal age-18 years old and above) that contains the error to be corrected, owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney) sought to be corrected

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Both the Latest PSA copy and LCRO copy of civil registry documents (Birth, Marriage & Death) shall be submitted to determine the consistency of entries in both copies		PSA Office or any outlets or City/ Municipal Registry Offices		
2. Parents' marriage certificate (civil or church marriage, if any)		PSA Office or any outlets or City/ Municipal Registry Offices		
3. Birth certificate of older brothers / sisters with correct date and place of marriage of parents		PSA Office or any outlets or City/ Municipal Registry Offices		
4. Affidavit of discrepancy		PSA Office or any outlets or City/ Municipal Registry Offices		
5. Any valid ID of the petitioner				
6. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition.				
<i>* Original copies must be presented and all documents shall be submitted in two (2) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete/ correct requirements	a. Receives and reviews documents submitted as to the completeness of the requirements and supporting documents	None	15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative



	<p>b. Provides payment slip and advices client to proceed to City Treasurer's Office (CTO) *As provided under Section 8 of R. A. No. 9048 and Rule 18 of Administrative Order No. 1, S. 2001, an indigent petitioner is exempted from the payment of filing fee. When the indigent petitioner is a migrant, he is also exempted from the payment of service fee. He should be certified as such by the social welfare and development officer of the city/ municipal government.</p>			<p>Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)</p>
<p>2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment</p>		<p>Filing fee - PHP 1,000.00 Endorsement fee- PHP 200.00</p>		<p>Personnel on Duty City Treasurer's Office</p>

3. Submits OR to OCCR staff	a. Accepts OR and advices client to wait for the prepared petition for signature		15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares the petition, advices client to review, sign and have it notarized at the Legal Office			
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office
5. Submits notarized petition to the BCCRO-LAD staff	a. Receives notarized petition		5 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police

				Headquarter (2nd Floor)
	b. Asks for client contact number for reference and provides claim stub.			
	c. Inform petitioner or his representative on the date of release in conformity with the required 10-day posting and 5-day decisions of the CCR. BCCRO mails the approved petition to Office of the Civil Registrar General (OCRG)-Manila within five (5) working days			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	d. Advices client to wait for notification thru text message for the action of the Office of the Civil Registrar General (OCRG, Manila) within 4 months *will commence on the date of the petition was received by this Office.			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal

				Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
6. Receives notification, proceeds to BCCRO-LAD and requests for endorsement of documents for annotation to PSA- Lipa City	a. Notifies client upon receipt of the affirmed petition and preparation of additional documents		30 seconds	Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares endorsement		1 minute	
	c. Releases 2 sets of documents (personal file/PSA copy		1 minute	
	d. Advices client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10-PSA, Lipa City for the release of an annotated copy of the document.		3 minutes	
		Total	40 minutes & 30 seconds	

27. Petition for Change First Name (CFN) pursuant to Republic Act No. 9048



Republic Act No. 9048 is an Act authorizing the City or Municipal Civil Registrar or the Consul General including the clerk of the Shari’a Court in his capacity as District or Circuit Registrar of Muslim Marriages, Divorces, Revocations of Divorces and Conversions, to Correct a Clerical or Typographical Error in an entry and/or Change of First Name or Nickname in the civil register without need of a judicial order. This took effect on 22 Apr 2001. *Primer on the Civil Registration in the Philippines, p. 91*

Office or Division:	Office of the City Civil Registrar/ Legal Assistance Division
Classification:	Highly Technical
Types of Transaction:	G2C
Who may avail:	Owner of the record (of legal age-18 years old and above) that contains the error to be corrected, owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney) sought to be corrected

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Both the Latest PSA copy and LCRO copy of civil registry documents (Birth, Marriage & Death) shall be submitted to determine the consistency of entries in both copies	PSA Office or any outlets or City/ Municipal Registry Offices
2. Police and NBI Clearances (purpose - Correction of sex/ date of birth) Clearance or a certification that the owner of the document has no pending administrative case, civil or criminal record	Philippine National Police and National Bureau of Investigation
3. Employer clearance, if employed (states that the petitioner has no pending administrative case) * if in case, the petitioner at the time of filing of the petition is not employed, an Affidavit of Non-Employment shall be submitted	Employer/ Any Law Office
4. The petitioner shall be required to submit the affidavit of publication from the publisher and a copy of the newspaper clipping	Private publisher
5. At least Five (5) documents listed bellow showing the correct entry/ entries upon which the correction shall be based:	
a. Baptismal certificate	any religious institution
b. School records	schools attended



c. Medical records		any hospitals, clinics, laboratory, government health office		
d. Philhealth records		Philippine Health Insurance Office or any outlet		
e. Voter certification/ voter registration record/ voter's identification		Commission on Elections (COMELEC)		
f. Bureau of Internal Revenue records		Bureau of Internal Revenue		
g. Social Security System (SSS) / Government Service Insurance System Record Unified Multi-Purpose Identification (UMID) card		Social Security System Office / Government Service Insurance System Office		
h. Pag-ibig records		Pag-ibig Office		
i. Driver's license		Land Transportation Office		
j. Passport		Department of Foreign Affairs		
k. Professional license		Professional Regulatory Commission (PRC)		
l. Land title/ tax declaration		Assessors Office, Registry Deeds,		
m. Bank passbook		Any bank		
n. Insurance policies		Insurance companies		
o. PSA copy or Certified Local Copy of the Certificate of Marriage		PSA Office or any outlets or City/ Municipal Registry Offices		
p. PSA copy or Certified Local Copy of the Certificate of Live Birth of the child		PSA Office or any outlets or City/ Municipal Registry Offices		
6. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition.				
* <i>Original copies must be presented and all documents shall be submitted in two (2) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete/ correct requirements	a. Receives and reviews documents submitted as to the completeness of the requirements	None	25 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative



	and supporting documents			Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	<p>b. Provides payment slip and advices client to proceed to City Treasurer's Office (CTO)</p> <p>*As provided under Section 8 of R. A. No. 9048 and Rule 18 of Administrative Order No. 1, S. 2001, an indigent petitioner is exempted from the payment of filing fee. When the indigent petitioner is a migrant, he is also exempted from the payment of service fee. He should be certified as such by the social welfare and development officer of the city/ municipal government.</p>			



2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Filing fee - PHP 3,000.00 Endorsement fee- PHP 200.00		Personnel on Duty City Treasurer's Office
3. Submits OR to OCCR staff	a. Accepts OR and advices client to wait for the prepared petition for signature		15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares the petition, advices client to review, sign and have it notarized at the Legal Office			
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office



5. Submits notarized petition to the BCCRO-LAD staff	a. Receives notarized petition		5 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Asks for client contact number for reference and provides claim stub.			
	c. Inform petitioner or his representative on the date of release in conformity with the required 10-day posting, Notice for Publication be published at least once a week for two (2) consecutive weeks in a newspaper and 5-day decisions of the CCR. BCCRO mails the approved petition to Office of the Civil Registrar General (OCRG)-Manila			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)

	within five (5) working days			
	d. Advices client to wait for notification thru text message for the action of the Office of the Civil Registrar General (OCRG, Manila) within 4 months *will commence on the date of the petition was received by this Office.			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
6. Receives notification, proceeds to BCCRO-LAD and requests for endorsement of documents for annotation to PSA-Lipa City	a. Notifies client upon receipt of the affirmed petition and preparation of additional documents		30 seconds	Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares endorsement		1 minute	

	c. Releases 2 sets of documents (personal file/PSA copy		1 minute	
	d. Advises client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10-PSA, Lipa City for the release of an annotated copy of the document.		3 minutes	
		Total	50 minutes & 30 seconds	

28. Petition for correction of sex and day & month in the date of birth pursuant to Republic Act No. 10172

An Act further authorizing the city or municipal registrar or the consul general to correct clerical error in the day and month in the date of birth or sex of a person appearing in the civil register without need of a judicial order, amending for this purpose Republic Act 9048.

Office or Division:	Office of the City Civil Registrar/ Legal Assistance Division
Classification:	Highly Technical
Types of Transaction:	G2C
Who may avail:	The petition for correction in the entry of sex shall be filed PERSONALLY (of legal age) with the LCR/ Philippine Consulate where the record sought to be corrected is registered. If the document owner is a minor or physically or mentally incapacitated, the petition may be filed on his/her behalf by his/ her spouse, or any or any of his children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney). However, appearance of the document owner shall be required. A MIGRANT PETITION is NOT ALLOWED. No petition for correction of sex can be filed for DECEASED PERSONS under R.A. 10172. The case may be filed in the proper court.



	The petition for correction of day/ month in the date of birth shall be filed by the owner of the record (of legal age) that contains the error to be corrected, owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney) sought to be corrected.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Both the Latest PSA copy and LCRO copy of civil registry documents (Birth, Marriage & Death) shall be submitted to determine the consistency of entries in both copies	PSA Office or any outlets or City/ Municipal Registry Offices	
2. Police and NBI Clearances (purpose - Correction of sex/ date of birth) Clearance or a certification that the owner of the document has no pending administrative case, civil or criminal record	Philippine National Police and National Bureau of Investigation	
3. Employer clearance, if employed (states that the petitioner has no pending administrative case) * if in case, the petitioner at the time of filing of the petition is not employed, an Affidavit of Non-Employment shall be submitted	Employer/ Any Law Office	
4. The petitioner shall be required to submit the affidavit of publication from the publisher and a copy of the newspaper clipping	Private publisher	
5. Baptismal certificate and other documents issued by religious authorities. In case, where the petitioner/ document owner has no baptismal certificate or similar documents, an affidavit attesting to the facts shall be submitted	any religious institution/ any law office	
6. Earliest school record or earliest school documents (Form 137- Elementary level) in case where the petitioner/ document owner never entered school, an affidavit attesting to the facts shall be submitted	school attended/ any law office	



7. Medical records with sex and date of birth indicated. In case where the petitioner/ document owner has no medical records, an affidavit attesting to the facts shall be submitted		any hospitals, clinics, laboratory, government health office		
8. Medical Certification issued by an accredited government physician that the petitioner has not undergone sex change or sex transplant (<i>*for correction of sex only</i>)		accredited government hospital *Batangas Medical Center for Batangas City		
9. Marriage certificate (PSA copy or Certified Local Copy)		PSA Office or any outlets or City/ Municipal Registry Offices		
10. Birth certificate of child (PSA copy or Certified Local Copy)		PSA Office or any outlets or City/ Municipal Registry Offices		
11. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition.				
<i>* Original copies must be presented and all documents shall be submitted in two (2) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete/ correct requirements	a. Receives and reviews documents submitted as to the completeness of the requirements and supporting documents	None	25 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City



	<p>b. Provides payment slip and advices client to proceed to City Treasurer's Office (CTO)</p> <p>*As provided under Section 8 of R. A. No. 9048 and Rule 18 of Administrative Order No. 1, S. 2001, an indigent petitioner is exempted from the payment of filing fee. When the indigent petitioner is a migrant, he is also exempted from the payment of service fee. He should be certified as such by the social welfare and development officer of the city/ municipal government.</p>			<p>Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD)</p> <p>At the back of LRDC building beside Police Headquarter (2nd Floor)</p>
<p>2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff</p> <p>*make sure to secure official receipt (OR) that will be issued payment</p>		<p>Filing fee - PHP 3,000.00</p> <p>Endorsement fee- PHP 200.00</p>		<p>Personnel on Duty City Treasurer's Office</p>



3. Submits OR to OCCR staff	a. Accepts OR and advices client to wait for the prepared petition for signature		15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares the petition, advices client to review, sign and have it notarized at the Legal Office			
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office
5. Submits notarized petition to the BCCRO-LAD staff	a. Receives notarized petition		5 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)



	b. Asks for client contact number for reference and provides claim stub.			
	c. Inform petitioner or his representative on the date of release in conformity with the required 10-day posting, Notice for Publication be published at least once a week for two (2) consecutive weeks in a newspaper and 5-day decisions of the CCR. BCCRO mails the approved petition to Office of the Civil Registrar General (OCRG)-Manila within five (5) working days			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	d. Advices client to wait for notification thru text message for the action of the Office of the Civil Registrar General (OCRG, Manila) within 4 months *will commence on the date of the petition was received by this Office.			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police



				Headquarter (2nd Floor)
6. Receives notification, proceeds to BCCRO-LAD and requests for endorsement of documents for annotation to PSA-Lipa City	a. Notifies client upon receipt of the affirmed petition and preparation of additional documents		30 seconds	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares endorsement		1 minute	
	c. Releases 2 sets of documents (personal file/PSA copy		1 minute	

	d. Advices client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10-PSA, Lipa City for the release of an annotated copy of the document.		3 minutes	
		Total	50 minutes & 30 seconds	

29. Migrant Petition for Correction of clerical error/ change of first name (CFN) pursuant to Republic Act No. 9048/ Republic Act No. 10172 (Correction of day & month in the date of birth)

When the petitioner had already migrated to another place within the Philippines and it would not be practical for such party, in terms of transportation expenses, time and effort to appear in person before the Record-Keeping Civil Registrar (RKCR), the petition may be filed, in person, with the Petition-Receiving Civil Registrar (PRCR) of the place where the migrant petitioner is residing or domiciled.

Office or Division:	Office of the City Civil Registrar/ Legal Assistance Division
Classification:	Highly Technical
Types of Transaction:	G2C
Who may avail:	Owner of the record (of legal age-18 years old and above) that contains the error to be corrected, owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document (authorization shall be in form of Special Power of Attorney) sought to be corrected

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Both the Latest PSA copy and LCRO copy of civil registry documents (Birth, Marriage & Death) shall be submitted to determine the consistency of entries in both copies	PSA Office or any outlets or City/ Municipal Registry Offices



2. Police and NBI Clearances (purpose - Correction of sex/ date of birth) Clearance or a certification that the owner of the document has no pending administrative case, civil or criminal record (<i>*For CFN and R.A.10172 only</i>)	Philippine National Police and National Bureau of Investigation
3. Employer clearance, if employed (states that the petitioner has no pending administrative case) * if in case, the petitioner at the time of filing of the petition is not employed, an Affidavit of Non-Employment shall be submitted (<i>*For CFN and R.A.10172 only</i>)	Employer/ Any Law Office
4. The petitioner shall be required to submit the affidavit of publication from the publisher and a copy of the newspaper clipping (<i>*For CFN and R.A.10172 only</i>)	Private publisher
5. Earliest school record or earliest school documents (Form 137-Elementary level) in case where the petitioner/ document owner never entered school, an affidavit attesting to the facts shall be submitted (<i>For R.A. 10172 only</i>)	school attended/ any law office
6. Medical records with sex and date of birth indicated. In case where the petitioner/ document owner has no medical records, an affidavit attesting to the facts shall be submitted (<i>For R.A. 10172 only</i>)	any hospitals, clinics, laboratory, government health office
7. At least Five (5) documents listed bellow showing the correct entry/ entries upon which the correction shall be based:	
a. Baptismal certificate	any religious institution
b. School records	school attended/ any law office
c. Medical records	any hospitals, clinics, laboratory, government health office
d. Philhealth records	Philippine Health Insurance Office or any outlet



e. Voter certification/ voter registration record/ voter's identification	Commission on Elections (COMELEC)
f. Bureau of Internal Revenue records	Bureau of Internal Revenue
g. Social Security System (SSS) / Government Service Insurance System Record Unified Multi-Purpose Identification (UMID) card	Social Security System Office / Government Service Insurance System Office
h. Pag-ibig records	Pag-ibig Office
i. Driver's license	Land Transportation Office
j. Passport	Department of Foreign Affairs
k. Professional license	Professional Regulatory Commission (PRC)
l. Land title/ tax declaration	Assessors Office, Registry Deeds,
m. Bank passbook	Any bank
n. Insurance policies	Insurance companies
o. PSA copy or Certified Local Copy of the Certificate of Marriage	PSA Office or any outlets or City/ Municipal Registry Offices
p. PSA copy or Certified Local Copy of the Certificate of Live Birth of the child	PSA Office or any outlets or City/ Municipal Registry Offices
2. Parents birth certificate (PSA copy or Certified Local Copy) if no record of birth, submit at least two (2) documents with correct entries	PSA Office or any outlets or City/ Municipal Registry Offices
3. Parents' marriage certificate (PSA copy or Certified Local Copy)	PSA Office or any outlets or City/ Municipal Registry Offices
4. Ascendants' birth certificate (PSA copy or Certified Local Copy)	PSA Office or any outlets or City/ Municipal Registry Offices
5. Any valid ID of the petitioner	
6. Other documents which the petitioner or the C/MCR, or the CG may consider relevant and necessary for the approval of the petition.	
<i>* Original copies must be presented and all documents shall</i>	

<i>be submitted in two (3) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete/ correct requirements	a. Receives and reviews documents submitted as to the completeness of the requirements and supporting documents	None	15 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Provides payment slip and advices client to proceed to City Treasurer's Office (CTO) *As provided under Section 8 of R. A. No. 9048 and Rule 18 of Administrative Order No. 1, S. 2001, an indigent petitioner is exempted from the payment of filing fee. When the indigent petitioner is a migrant, he is also exempted from the payment of service fee. He should be certified as such by the social welfare and development officer of the			



	city/ municipal government.			
2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Migrant Petition for CFN & R.A. 10172 Service fee - PHP 1,000.00 Migrant Petition for CCE Service fee- PHP 500.00		Personnel on Duty City Treasurer's Office
3. Submits OR to OCCR staff	a. Accepts OR and advices client to wait for the prepared petition for signature		25 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of

				LRDC building beside Police Headquarter (2nd Floor)
	b. Prepares the petition, advises client to review, sign and have it notarized at the Legal Office			
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office
5. Submits notarized petition to the BCCRO-LAD staff	a. Receives notarized petition		5 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Asks for client contact number for reference and provides claim stub.			
	c. Inform petitioner or his representative on the date of release in conformity with the required 10- day posting, and 5-day decisions of the CCR.			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance



				Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	d. Advices client to wait for notification thru text message for the mailing of the petition to the place where the document was registered			Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
6. Receives notification, proceeds to BCCRO-LAD for mailing of the documents	a. Notifies client upon receipt of the approved petition and preparation of additional documents		30 seconds	
		Total	45 minutes & 30 seconds	

30. Application for registration of court decree (court decision at Regional Trial Court (RTC), Batangas City; registry document registered at the CCRO, Batangas City

Court Decree (CD) is a court order which is registrable. It has undergone a hearing and the petition was approved by a competent court. There are many registrable court decrees such as Adoption, Annulment, Correction of Gender/Nationality/Legitimacy of Child, Decree of Absolute Nullity of Marriage, Judicial determination of filiations, Legal Separation, Naturalization, Presumptive Death, Recognition or Acknowledgment of natural children or impugning or denying recognition Guardianship, Civil Interdiction, Artificial Insemination, Separation of Properties, Emancipation of minor. In case of a court decree/order concerning the status of a person, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered in the Civil Registrar’s Office where court is functioning within ten(10) days after the decree/order has become final. Administrative Order No. 1, s.1993, Rule 50, p.32

Office or Division:	Batangas City Civil Registrar's Office/ Legal Assistance Division
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	The successful petitioner upon advise of the Clerk of Court. If other persons: civil registrars verifies. (nearest kin of document owner)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original / Certified Photo Copy of Court Decision/ Order		Trial court branches		
2. Original / Certified Photo Copy of Certificate of Finality/ Entry of Judgment		Trial court branches		
3. Certificate of Authenticity from the court		Trial court branches		
4. Other documents which the C/MCR, may consider relevant and necessary for the registration of court decree/ order				
<i>* Original copies must be presented and all documents shall be submitted in two (3) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits complete requirements	a. Receives and reviews completeness and accuracy of the requirements required for the registration of court decree/ order	None	10 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Provides payment slip and advises client to proceed to City Treasurer's Office (CTO)			
2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Annulment of Marriage/ Divorce/ Revocation of Divorce PHP 300.00 Absolute Nullity of Marriage PHP 100.00 Legal Separation PHP100.00 Adoption PHP200.00 Recognition or acknowledgment of natural children or impugning or denying recognition PHP200.00 Judicial determination of affiliation PHP200.00 Custody of		Personnel on Duty City Treasurer's Office



		minor and guardianship PHP200.00 Naturalization PHP500.00 Repatriation or voluntary enunciation of citizenship PHP500.00 Correction of entries PHP100.00 other court decrees / orders PHP100.00 Certified Photocopy of legal document PHP50.00 per page Certificate of Authenticity PHP100.00 Certificate of Authenticity from the court PHP 50.00		
3. Presents OR to CCRO staff	a. Accepts OR		45 minutes	Registration Officer IV Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Asks for client contact number for reference			



	c. Notifies client			
	d. Registers court decree/ order and place annotation to civil registry documents or amended Certificate of Live Birth			
4. Receives notification and proceeds to CCRO for endorsement	a. Prepares endorsement		5 minutes	Registration Officer IV/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	D. Advices client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10- PSA, Lipa City for the release of an annotated copy of the document.			
		Total	60 minutes	

31. Application for registration of court decrees (Court decision at Regional Trial Court, Batangas City, Registry document not registered at the CCRO, Batangas City)



Court Decree (CD) is a court order which is registrable. It has undergone a hearing and the petition was approved by a competent court. There are many registrable court decrees such as Adoption, Annulment, Correction of Gender/Nationality/Legitimacy of Child, Decree of Absolute Nullity of Marriage, Judicial determination of filiations, Legal Separation, Naturalization, Presumptive Death, Recognition or Acknowledgment of natural children or impugning or denying recognition Guardianship, Civil Interdiction, Artificial Insemination, Separation of Properties, Emancipation of minor. In case of a court decree/order concerning the status of a person, it shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered in the Civil Registrar’s Office where court is functioning within ten(10) days after the decree/order has become final. Administrative Order No. 1, s.1993, Rule 50, p.32

Office or Division:	Batangas City Civil Registrar's Office/ Legal Assistance Division
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	The successful petitioner upon advise of the Clerk of Court. If other persons: civil registrars verifies. (nearest kin of document owner)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original / Certified Photo Copy of Court Decision/ Order		Trial court branches		
2. Original / Certified Photo Copy of Certificate of Finality/ Entry of Judgment		Trial court branches		
3. Certificate of Authenticity from the court		Trial court branches		
4. Other documents which the C/MCR, may consider relevant and necessary for the registration of court decree/ order				
<i>* Original copies must be presented and all documents shall be submitted in two (3) photocopies in a long/ legal sized</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	a. Receives and reviews completeness and accuracy of the requirements required for the registration of court decree/ order	None	10 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/

	b. Provides payment slip and advices client to proceed to City Treasurer's Office (CTO)			Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Annulment of Marriage/ Divorce/ Revocation of Divorce PHP 300.00 Absolute Nullity of Marriage PHP 100.00 Legal Separation PHP100.00 Adoption PHP200.00 Recognition or acknowledgment of natural children or impugning or denying recognition PHP200.00 Judicial determination of affiliation PHP200.00 Custody of minor and guardianship PHP200.00		Personnel on Duty City Treasurer's Office

		Naturalization PHP500.00 Repatriation or voluntary enunciation of citizenship PHP500.00 Correction of entries PHP100.00 other court decrees / orders PHP100.00 Certified Photocopy of legal document PHP50.00 per page Certificate of Authenticity PHP100.00 Certificate of Authenticity from the court PHP 50.00		
3. Presents OR to CCRO staff	a. Accepts OR		30 minutes	Registration Officer IV/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Asks for client contact number for reference and provides claim stub			
	c. Notifies client thru text messages			

4. Receives notification and proceeds to CCRO for endorsement	a. Prepares endorsement		5 minutes	Registration Officer IV BCCRO-LAD At the back of LRDC building beside Police Headquarter (2nd Floor)
	c. Releases 2 sets of documents (personal file/PSA copy			Registration Officer IV BCCRO-LAD At the back of LRDC building beside Police Headquarter (2nd Floor)
	d. Advices client to mail 1 set to PSA, Lipa City and to presents the other set and the OR from LBC after 3 months at window 10-PSA, Lipa City for the release of an annotated copy of the document.			
		Total	45 minutes	

32. Application for annotation of registry document (Court decision not in Batangas City/ Registry document registered at CCRO, Batangas City

Court Decree (CD) is a court order which is registrable. Is has undergone a hearing and the petition was approved by a competent court. There are many registrable court decrees such as Adoption, Annulment, Correction of Gender/Nationality/Legitimacy of Child, Decree of Absolute Nullity of Marriage, Judicial determination of filiations, Legal Separation, Naturalization, Presumptive Death, Recognition or Acknowledgment of natural children or impugning or denying recognition Guardianship, Civil Interdiction, Artificial Insemination, Separation of Properties, Emancipation of minor In case of a court decree/order concerning the status of a person, it shall be the duty of the clerk of court to



advise the successful petitioner to have the decree/order registered in the Civil Registrar’s Office where court is functioning within ten(10) days after the decree/order has become final. Administrative Order No. 1, s.1993, Rule 50, p.32

Office or Division:	Batangas City Civil Registrar's Office/ Legal Assistance Division
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	The successful petitioner upon advise of the Clerk of Court. If other persons: civil registrars verifies. (nearest kin of document owner)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified Photo Copy of Court Decision/ Order		City/ Municipal civil registrar where the court decision was registered		
2. Certified Photo Copy of Certificate of Finality/ Entry of Judgment		City/ Municipal civil registrar where the court decision was registered		
3. Certified Photo Copy of Certificate of Authenticity from the court		City/ Municipal civil registrar where the court decision was registered		
4. Original / Certified Photo Copy of Certificate of Registration and Certificate of Authenticity		City/ Municipal civil registrar where the court decision was registered		
<i>* All signed by the registrar where the court decree was registered and shall be submitted into two (2) sets photocopies</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	a. Receives and reviews documents submitted	None	10 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)- Legal Assistance Division (LAD) At the back of LRDC building beside Police
	b. Provides payment slip and advices client to proceed to CTO			



				Headquarter (2nd Floor)
2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Certified Photocopy of legal document PHP50.00 per page Annotation Fee PHP 100.00 Endorsement Fee 100.00		Personnel on Duty City Treasurer's Office
3. Presents OR to BCCRO staff	a. Accepts OR, ask for client contact number for reference and provides claim stub		30 minutes	Registration Officer IV BCCRO-LAD At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Annotates affected document and prepares endorsement			
4. Receives notification and proceeds to BCCRO for endorsement	a. Releases 2 sets of documents 1 for mailing to NSO, Lipa City & 1 for personal file		5 minutes	Registration Officer IV BCCRO-LAD At the back of LRDC building beside Police Headquarter (2nd Floor)

	b. Advices client to present the personal copy of documents and OR from LBC at window 10, PSA, Lipa City after 3 months			
		Total	45 minutes	

33. Application for change of surname of illegitimate children pursuant to Republic Act No. 9255 (child registered with unknown father)

Republic Act No. 9255 (An Act Allowing Illegitimate Children to Use the Surname of their Father. Amending for the purpose Article 178 of Executive Order No. 209, Otherwise known as the "Family Code of the Philippines" was signed by President Gloria Macapagal Arroyo on 4 February 2004 and took effect on 19 March 2004 fifteen days after its publication in newspaper of general circulation on 04 March 2004. This Revised IRR shall apply to all illegitimate children born on or after 19 March 2004, the effectivity of R. A. No. 9255. This includes all unregistered births and registered births under the surname of the father. *Republic Act No. 9255 and its Implementing Rules and Regulations, Manual of Instructions, p.1*

Illegitimate children born on 3 August 1988 to 18 March 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) for Private Handwritten (PHI), but cannot use the surname of the father under Republic Act No. 9255. However, a petition in court may be filed in order that the child can use the surname of the father

Office or Division:	Batangas City Civil Registrar's Office/ Legal Assistance Division
Classification:	Simple
Types of Transaction:	G2C
Who may avail:	age of the child - 0-6 years of age - Parents of the document owner; 7-17 years of age - the document owner and the parents, 18 years of age - the document owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Both the Latest Philippine Statistics Authority (PSA) copy and Local Civil Registry Office (LCRO) copy of Certificate of Live Birth	PSA Office or any outlets or City/ Municipal Registry Offices
2. Parents of the document owner with any valid ID (bear clear	



photo, full name in print and signature)				
3. If the child was 7 years age and above, bring any valid ID (bear clear photo, full name in print and signature)				
* <i>Must be personally appear at the BCCRO</i>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits complete requirements	a. Receives and reviews documents submitted	None	10 minutes	Registration Officer IV/ Registration Officer II/ Registration Officer I/ Administrative Assistant II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Advices client to wait for the prepared documents for signature			
	c. Prepares the affidavit to Use the Surname of the Father (AUSF) and Affidavit of Admission of Paternity			
	d. Advices client to read, review and sign the prepared documents, have it notarized at Legal Office and to pay fees at the CTO, providing payment slips			



2. Pays required fees by showing the payment slip and return to BCCRO-LAD staff *make sure to secure official receipt (OR) that will be issued payment		Filing Fee R.A. 9255 PHP 300.00 Admission of Paternity PHP 100.00 Legal Instrument PHP 100.00 Annotation Fee PHP 100.00 Endorsement Fee 100.00 Legal document PHP 100.00		Personnel on Duty City Treasurer's Office
4. Proceeds to Legal Office for notarization of petition		Notarial fee (varies)		Any Legal Office
5. Submits the notarized documents and OR to BCCRO staff	a. Receives the documents and OR		5 minutes	Registration Officer I/ Administrative Aide II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Provides applicants with claim stubs, with the date of release indicated			
6. Accepts claim slip	a. Processes the change of surname		30 minutes	Registration Officer I/ Administrative Aide II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
	b. Annotates the affected document			



7. Presents claim slip	a. Releases 2 sets of documents; one (1) for PSA, Lipa City for mailing and another for personal file to be. Instructs client to present at window 10 PSA Lipa City their documents & OR from LBC after 3 months for the issuance of an annotated copy of document		2 minutes	Registration Officer I/ Administrative Aide II/ Batangas City Civil Registrar's Office (BCCRO)-Legal Assistance Division (LAD) At the back of LRDC building beside Police Headquarter (2nd Floor)
		Total	47 minutes	

VI. Feedback and Complaints

The Feedback System of the BCCRO

Service can be improved further by soliciting feedback from the clientele.

1. Soliciting the comments of the transacting clients via a feedback form distributed by the officer of the day.
2. The feedback form shall be dropped by the client at the suggestion/complaint box.
3. Every Friday the officer of the day open the box and submit the feedback forms to the Department Head.
4. The feedback shall be discussed by the Department Head, Asst. Department Head and Division Chiefs during the monthly meeting for possible solutions and actions



**City Council For Youth Affairs
City Youth Development Office**



I. Mandate:

The City Council for Youth Affairs (CCYA) is the umbrella arm of the Office of the City Mayor and the sole policy-making body on youth and sports development, training in leadership and volunteerism and involvement in cultural and other wholesome activities for the youth.

As stated in the Rules and Regulations Implementing Republic Act No. 10742, otherwise known as the “Sangguniang Kabataan Reform Act Of 2015”

Rule IV: The Local Youth Development Office

Section 26 Creation – (a) There shall be in every province, city and municipality a Youth Development Office which shall be headed by a youth development officer with the rank of at least division chief.

II. Vision:

The City Council for Youth Affairs (CCYA) and City Youth Development Office (CYDO) believes that there’s a laundry list of things that can be impacting young people. In back of all these things CCYA/CYDO is an instrument to advocate for change against negative local youth culture trends and trying to help them on how to live a healthy life through different youth sports development program of the city.

III. Mission:

To provides the youth opportunities to be an active partner in nation-building through different youth and sports development programs that will develop and harness their potentials and enable them to be of great service to our city and community.



Service Pledge:

We commit to:

1. To encourage individuals to bear their share of responsibility for the supervision of public authorities and active participation in their decision-making.
2. To get involved in addressing pressing needs and issues in their organization and local community through projects they themselves will propose, plan, and implement.
3. To develop their personal and organizational leadership, level up their skills on project management, project planning and creating youth development plans and establish a network of support for mentorship from our database of professionals and volunteers.
4. To encourage citizens to participate in physical fitness and sports activities in furtherance, mandate of the Philippine Constitution for the State “to promote physical education and sports, foster, self-discipline, teamwork, and excellence for the development of a healthy and alert citizenry.
5. To extend and provide assistance to deserving individuals and organization by conducting activities and projects including participation in higher level of competition.
6. To curb drug abuse and other juvenile delinquencies by channelling the energies of the young and seniors into sports and related activities.
7. Functions of the Local Youth Development Office – The youth development office shall have the following functions: (1) In accordance with Section 24 (d) of these rules, register and verify youth and youth-serving organizations (Subject to the revitalized Youth Organizations’ Registration Program (YORP) guidelines); (2) Provide technical assistance to the LYDC of the concerned LGU in the formulation of the LYDP; (3) Facilitate the election of the LYDC representatives; (4) Serve as secretariat to the LYDC; (5) Conduct the mandatory and continuing training of SK officials and LYDC members, in accordance with the programs jointly designed and implemented by the Commission and the DILG.

The local youth development officer and/or his or her staff shall apply for accreditation from the Commission in order for them to conduct the mandatory and continuing training programs of SK officials and LYDC members. In the absence of a Youth Development Office in the province, city or municipality, the designated existing personnel by the LCE shall apply for accreditation with the Commission in order for said official to conduct the mandatory and continuing training programs of SK officials and LYDC members. (6) Provide technical, logistical and other support in the conduct of the mandatory and continuing training programs, and to such other programs of the Commission and DILG; (7) Coordinate with the Commission, with regard to the youth programs within their jurisdiction; and (8) Perform such other functions as may be prescribed by law, ordinance, or as the LCE, the DILG or the Commission may require.



IV. List of Services

Participation in Sports Development
Program including E-sports Games

Awards and Recognition for Sangguniang
Kabataan Chairman/ Council and
City Youth Development Council Member

Allocation and Distribution of Cash Prizes
and Honorariums in different programs
and activities

Mandatory and Continuing Training of
SK Officials and CYDC Member

Financial/Cash Assistance to the
City Youth Development Council Members

1. Participation in Sports Development Program including E-sports Games

The Sports Development Program of the City Government is a year-round program comprising sports discipline and E-sports games where sports enthusiasts can share their passion in sports and play as a team.

Office or Division:	City Mayor’s Office – City Council for Youth Affairs
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen/ G2B Government to Employee
Who may avail:	Sports Enthusiasts



Checklist of Requirements	Where to Secure
Basketball Midget and Junior Division/Baseball 12 Under and 16 Under Division/E sports Games	
Individual Eligibility Form with Valid ID	CCYA Office
Photo Gallery Form per Team	CCYA Office
Entry Form per Team endorse by SK Chairman and Noted by the Barangay Captain	CCYA Office
Waiver	CCYA Office
Photo Copy of Birth Certificate	City Civil Registrar
Photocopy of Voter’s Registration Record of Parents/Voter’s Lists	COMELEC or Barangay Hall
Two (2) pieces of 2x2 picture	Any Photo Center
Special Power of Attorney in-case the player is living with his/her guardian	Any Legal Office
Basketball Senior Division and Softball Division/E sports Games	
Individual Eligibility Form with Valid ID	CCYA Office
Photo Gallery Form per Team	CCYA Office
Entry Form per Team endorse by SK Chairman and Noted by the Barangay Captain Entry Form per Team	CCYA Office
Waiver	CCYA Office
Photocopy of Voter’s Registration Record/Voter’s Lists	COMELEC or Barangay Hall
Two (2) pieces of 2x2 picture	Any Photo Center

A. External Services

Client Step	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook.	1. Assists the applicants.	None	30 seconds	Officer of the Day



Submits requirements and provides information.	1.1 Calls the applicants; 1.2 Checks requirements; 1.3 Checklists the information and 1.4 Requests applicants to validate information.	Refundable 2,000 for all basketball, baseball and softball divisions 1,000 for all volleyball divisions	30 minutes	Administrative Aide I/ Administrative Aide II/ Administrative Aide I/ Security Guard I/ Administrative Aide I
	Total		30 minutes	

2. Awards and Recognition for Sangguniang Kabataan Chairman/ Council and City Youth Development Council Member

Recognizing the Outstanding performance and achievement of the Sangguniang Kabataan Council and City Youth Development Council Members is but one way of the many ways to encourage them to strive for excellence and to become pro-active members of the community.

Office or Division:	City Mayor’s Office – City Council for Youth Affairs
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Sangguniang Kabataan Council and City Youth Development Council Member who have shown an extraordinary accomplishment in different advocacies.



Checklist of Requirements	Where to Secure
Submit Year End Accomplishment	SK Office in their specific Barangay/Office of different Organization

A. External Services

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook.	1. Assists the applicants.	None	30 seconds	Officer of the Day
Submits requirements and provides information. Signs the acquisition slip.	1.1 Calls the applicant; 1.2 Checks accomplishment;	None	Fifteen (15) minutes	Administrative Aide I/ Administrative Aide II
	Total	none	15 minutes	

3. Allocation and Distribution of Cash Prizes and Honorariums in different programs and activities

Besides from trophies/plaque and certificates, cash prizes/honorarium are provided for the winners as incentives for his/her extra performance as an individual/group showing their teamwork as a team to win and honorarium for the service done as an organizer/committee/judge in different activities.

Office or Division:	City Mayor’s Office – City Council for Youth Affairs
Classification:	Complex
Types of Transaction:	G2C - Government to Citizen



Who may avail:	All official winners and act as the organizer/committees/judge in different activities and programs.
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Checklist of Requirements	Where to Secure
Photocopy of Any Valid Identification Card	School, GSIS, SSS, LTO (Driver’s License), Passport, Postal and Company ID
Personal Data (Judge)	Personal Copy from the Judge

A. External Services

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1. Assists the applicants	None	30 seconds	Officer of the Day
Submits requirements and provides information. Waits for the release of the check.	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Prepares the vouchers; 1.4 Processes the vouchers and obligation request; 1.5 Informs the winners the release of the checks.	None	Fifteen (15) minutes Seven (7) working days	Gliceria B. Clet / Jacqueline L. Panaligan/Jonathan O. Orense
	Total		7 working days & 15 minutes	

4. Mandatory and Continuing Training of SK Officials and CYDC Member

Conduct the mandatory and continuing training of SK officials and CYDC member, in accordance with the programs jointly designed and implemented by the Commission and the DILG. Provide technical, logistical and other support in the conduct of the mandatory and continuing



raining programs, and to such other programs of the Commission and DILG.

Office or Division:	City Mayor’s Office – City Council for Youth Affairs
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	All Youth “Ages 15-30 years old”

Checklist of Requirements	Where to Secure
Letter of Invitation address to the SK Chairman and CYDC Youth Representative Member	City Youth Development Office/DILG

A. External Services

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook.	1. Assists the applicants.	None	30 seconds	Officer of the Day
Submits requirements and provides information. Provide the venue.	1.1 Calls the applicant; 1.2 Checks requirements and 1.3 Schedules the training.	None	Fifteen (15) minutes	Gliceria B. Clet / Jacqueline L. Panaligan / Jessie M. Clet/Jonathan Orense/ Angelica Gonzale



				z/ Eric Guadez
	Total	none	15 minutes	

5. Financial/Cash Assistance to the City Youth Development Council Members

The City Youth Development Office shall incorporate in its annual budget such amount as may be necessary for the program and project of the City Youth Development Council members.

Office or Division:	City Mayor's Office – City Council for Youth Affairs
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	City Youth Development Council Members

Checklist of Requirements	Where to Secure
Program Design	Organization
Signature from the LCE for Approval	Office of the City Mayor

A. External Services

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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Register in the logbook	1. Assists the applicants	None	30 seconds	Officer of the Day
Submits requirements and provides information. Waits for the release of the check.	1.1 Calls the applicant; 1.2 Checks requirements 1.3 Prepares the vouchers; 1.4 Processes the vouchers and obligation reque; 1.5 Informs the winners the release of the checks	None	Fifteen (15) minutes	Angelica V. Gonzale z / Eric A. Guadez /Jessie Clet
	Total	None	15 minutes	

V. Feedback and Complaints

The Feedback System of the CCYA

The programs and activities on youth and sports development program will be sustained and further improved by soliciting feedback from different client serve by our office.

The CCYA email address is **ccyabatangascity@gmail.com** or any complaints.



Business Permit and Licensing Office



1. Business Registration (New Applications)

Business Registration of Newly Started Business Establishments

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements		Where to Secure		
Contract of Lease (if Lessee)		Lessor		
Original Market Clearance (if Market Stallholders)		City Market Office		
Authorization Letter or Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Encodes information; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide I - Receiving Counter

Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour	Revenue Collection Clerk/City Treasurer's Office/BFP Collection Clerk for Payment and Administrative Aide I–BPLO for the Issuance of Business Permit and other permits/clearances
Total:		Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	2 Hours	

**Note: Section 6. City Mayor's Permit (b) 5. Total gross receipts during the preceeding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

2. Business Registration (Renewal)

Business Registration of Renewed Business Establishments

Office or Division:	City Mayor's Office - Business Permits and Licensing Office	
Classification:	Simple	
Types of Transaction:	G2B - Government to Business Owners	
Who may avail:	Business Owners	
Checklist of Requirements		Where to Secure
Original Brgy. Clearance for Business (Integrated at the BOSS)		Batangas City Integrated BOSS
Original Market Clearance (if Market Stallholders)		City Market Office

Income Tax Return/Certification of Gross Receipts (for businesses that have main offices located elsewhere)		Bureau of Internal Revenue (BIR)		
Authorization Letter or Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements ; 1.3 Validates identity and compliance; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide I - Receiving Counter
Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour	Revenue Collection Clerk/City Treasurer's Office/BFP Collection Clerk for Payment and Administrative Aide I–BPLO for the Issuance of Business Permit and other permits/clearances

Total:	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	2 Hours	
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**Note: Section 6. City Mayor’s Permit (b) 5. Total gross receipts during the preceeding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

3. Application for Permit to Operate as Contractor/Sub-Contractor and other related activities

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office			
Classification:	Simple			
Types of Transaction:	G2B - Government to Business Owners			
Who may avail:	Business Owners/Contractors/Sub-Contractors			
Checklist of Requirements		Where to Secure		
Original Brgy. Clearance for Business		Batangas City Integrated BOSS		
DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership		DTI or Securities and Exchange Commission (SEC) Office		
Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Authorization Letter (if applicant is an employee of the business establishment)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine



Provides information	<ul style="list-style-type: none"> a. Calls the applicant b. Check requirements c. Validates identity d. Requests applicant to validate information and affix signature e. Provides queue number 	None	45 minutes	Administrative Aide I - Receiving Counter
Pays computed tax and fees and claims the special permit	<ul style="list-style-type: none"> a. Calls the applicant to pay fees b. Issues Official Receipt c. Releases the permit/clearances 	Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit
Total:		Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees	1 hour	



**Note: Section 6. City Mayor’s Permit (b) 5. Total gross receipts during the preceeding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

4. Application for Mayor’s Clearance

Mayor's Clearance is issued to individuals certifies to be a bonafide resident of the city for local/foreign employment and other legal purposes.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Business Transaction Form		BPLO Receiving Counter		
Original Police/NBI Clearance		Philippine National Police/National Bureau of Investigation		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
Provides information	a. Calls the applicant b. Check requirements c. Validates identity d. Requests applicant to validate information e. Provides queue number	None	15 minutes	Administrative Aide I - Receiving Counter
Pays computed fees and claims the Mayor’s Clearance	a. Calls the applicant to pay fees b. Issues Official Receipt c. Releases Mayor's Clearance	Php 80.00	15 minutes	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I - BPLO for

				the Issuance of Special Permit
Total:		Php 80.00	30 minutes	

5. Application for Permit to Operate Privilege Store (Tiangge) and Other Related Activities

Special Permit is issues to individuals who wants to operate Privilege Store (Tiangge) on a designated area.

Office or Division:	City Mayor's Office - Business Permits and Licensing Office			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Letter of Intent Approved by the City Mayor		City Mayor's Office		
Barangay Clearance (<i>Integrated at the BOSS</i>)		Batangas City Integrated BOSS		
DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership		DTI or Securities and Exchange Commission (SEC) Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
Provides information	a. Calls the applicant b. Checks requirements c. Validates identity d. Provides	None	15 minutes	Administrative Aide I - Receiving Counter



	queue number			
Pays computed fees and claims the Special Permit	a. Calls the applicant to pay fees b. Issues Official Receipt c. Releases Special Permit	Dependent on the number of stalls and duration of the operation (100.00 per day per stall per Batangas City Revenue Code of 2009)	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit
Total:		Dependent on the number of stalls and duration of the operation (100.00 per day per stall per Batangas City Revenue Code of 2009)	30 minutes	



City Legal Office



I. Mandate:

The Office of the City Legal Officer, the chief legal counsel of the City Government is mandated under the Local Government Code to formulate measures for consideration of the Sanggunian Panlungsod and provide legal assistance and support to the City Mayor in carrying out the delivery of basic services and provisions of adequate facilities, develop plans and strategies and upon approval thereof by the City Mayor, implement the same particularly those which have to do with programs and projects related to legal services. In addition to this, the City Legal Officer represents the city government in all civil actions and special proceedings wherein the city or any official thereof, in his official capacity, is a party. When required by the City Mayor or Sangguniang Panlungsod, he drafts ordinances, contracts, bonds, leases and other instruments involving any interest of the city government, and provides comments and recommendations thereon and renders opinion in writing on any question of law. This office is also tasked to investigate of cause to be investigated any city official for administrative neglect or misconduct, or any person, firm or corporation holding any franchise or privilege for failure to comply with any term thereof and recommend appropriate action. It may also initiate and prosecute in the interest of the City Government any civil action on any bond, lease or other contract upon any breach or violation thereof, and may review and submit recommendations on ordinances approved and executive orders issued by the local government unit.

II. Vision:

We envision a department of competent and credible civil servants, with friendly environment ensuring excellent public service and legal assistance inspired by fair leadership.

III. Mission:

The Legal Department is committed to provide quality and professional legal support services promptly, effectively and with utmost courtesy and to ensure that all laws and ordinances are observed and complied with.

IV. Service Pledge:

We, the officers and employees of the Office of the City Legal Officer, do hereby solemnly pledge to render most effective and fair public service to the best of our ability with love, justice and integrity, while fulfilling our commitment in our Citizen’s Charter and upholding the laws of the land.

So help us God.



**External
1 Service
Name**

Availment of Free Legal Advice

Free consultation service on any legal matter or question provided to those who can not afford the services of a private lawyer

Office or Division:	City Legal Office
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen; G2B- Government to Business; G2G- Government to Government
Who may avail:	All

Checklist of Requirements		Where to Secure		
Legal query and supporting documents / paraphernalia		Client’s sources		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Public Assistance & Complaint Desk Officer (PACDO) and state the legal query	1. Acknowledge the query and interview client	None	3 minutes	Administrative Aide II City Legal Office
2. Provide valid proof of identification and contact numbers	2.Refer the client to the City Legal Officer (CLO) or any available lawyer	None	2 minutes	Senior Administrative Asst I City Legal Office
3. Proceed to the CLO/ACLO or any available counsel and state query	3. Render legal advice and cite legal bases	None	15 minutes	City Legal Officer/ Asst City Legal Officer/ Any lawyer on duty City Legal Office
Total:		None	20 minutes	

**External
2 Service Name**

**Availment of Free Written
Legal Opinion**

Legal Opinion provided in writing expressing legal conclusions/analyses about a transaction or matter which is relied on by the addressee of the opinion, to inform him of the legal effect of a transaction or matter and to identify legal risks that the addressee should consider further and evaluate.

Office or Division:	City Legal Office
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen; G2B- Government to Business; G2G-Government to Government
Who may avail:	All

Checklist of Requirements		Where to Secure		
Written letter containing legal query and supporting documents/ paraphernalia		Client's sources		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Public Assistance & Complaint Desk Officer (PACDO) and present written legal query	1. Receive the letter and interview client	None	2 minutes	Administrative Aide II City Legal Office
2. Provide valid proof of identification and contact numbers	2. Receive and stamp the letter and inform client of the schedule of release of the written legal opinion	None	2 minutes	Senior Administrative Asst I City Legal Office
	3. Draft the legal opinion	None	1 day	City Legal Officer or Asst City Legal Officer City Legal Office
3. Come back on the scheduled date of release	4. Release the written legal opinion	None	1 minute	Administrative Aide II City Legal Office
Total:		None	1 day and 5 minutes	

External
3 Service
Name

Notarization of Documents

Service given for notarization of government documents-contracts, oaths, MOA/MOU, employees' SALN

Office or Division:	City Legal Office
Classification:	Simple
Types of Transaction:	G2C-Government to Citizen; G2B- Government to Business; G2G- Government to Government
Who may avail:	All

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Competent Proof of Identity (any government issued I.D. card); 2. Government Documents, Oath, MOA/MOU, employees' SALN (for notarization) printed or xeroxed 		Client's sources		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<ol style="list-style-type: none"> 1. Approach the Public Assistance & Complaint Desk Officer (PACDO), and present the document for notarization 2. Present valid ID 3. Properly fill out and sign the 	<ol style="list-style-type: none"> 1. Receive and check the document, interview client and ask for valid proof of identification 2. Verify client's identity thru ID and explain the contents of the document 3. Guide client in filling out and signing the document 	None	8 minutes	Administrative Aide II City Legal Office



prepare d docume nt				
4. Submit the duly accomp lished	4. Check the duly signed document, place the notarial stamp and prepare for notarization	None	2 minutes	Administrative Asst. I City Legal Office
and signed docume nt				
5. Wait while the docume nt is being notarize d	5. Notarize the document	None	2 minutes	City Legal Officer/ Asst City Legal Officer/ Any notary public on duty City Legal Office
	6. Record the details of the document in the notarial register and then release it	None	3 minutes	Administrative Asst. I City Legal Office
6. Receive the duly notarize d document		None		
Total:			15 minutes	

External # 4 Service Name

Execution of Documents

Service given for the execution of government documents intended for any lawful purpose.

Office or Division:	City Legal Office
Classification:	Complex
Types of Transaction:	G2C-Government to Citizen; G2B- Government to Business; G2G-Government to Government
Who may avail:	All

Checklist of Requirements		Where to Secure		
1. Personal appearance of party/ies to execute the document; 2. Competent Proof of Identity (any government issued I.D. card); 3. Any other document or paraphernalia possessed by client.		Any government office issuing ID		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the Public Assistance & Complaint Desk Officer (PACDO) and state the document needed to be executed 2. Present valid ID	1. Get client’s personal details and ask for valid proof of identification 2. Refer the client to the staff in charge	None	5 minutes	Administrative Aide I or Administrative Aide II City Legal Office
3. State the purpose for executing the document	3. Interview client and discuss pertinent information regarding the document to be executed;	None	10 minutes	Administrative Officer IV / Administrative Officer V / or Supervising Administrative Officer City Legal Office
4. Wait while the document is being drafted	4. Draft the document	None	20 minutes	Administrative Officer IV / Administrative Officer V / or Supervising Administrative Officer City Legal Office

	5. Type or encode the document, then print and hand to client for review and checking	No ne	15 minutes	Administrative Aide II City Legal Office
5. Receive and read the drafted document and state if fully understood or compliant with his need or purpose	6. Review, check and finalize the draft	No ne	5 minutes	Administrative Officer IV / Administrative Officer V / or Supervising Administrative Officer City Legal Office
6. Wait for the document's final printing	7. Print the duly edited and finished final document	No ne	5 minutes	Administrative Aide II City Legal Office
7. Sign the final document	8. Guide the party/client in signing the document	No ne	3 minutes	Administrative Aide I Administrative Assistant II City Legal Office
8. Wait while the duly executed document is being notarized	9. Notarize the document	No ne	2 minutes	City Legal Officer/ Asst City Legal Officer/ Any notary public on duty City Legal Office
	10. Record the details of the document in the notarial register and then release it	No ne	5 minutes	Administrative Asst. I City Legal Office
9. Receive the duly notarized document				
Total:		No ne	1 hour and 10 minutes	



VI. Feedback and Suggestion

FEEDBACK AND SUGGESTION MECHANISM	
How to send feedback and suggestions ?	Answer the client feedback /suggestion form and drop it at the designated Comments and Suggestions Box located at the Office of City Legal Officer, Ground Floor, City Hall, Batangas City. For those requiring answers, client may indicate personal details and contact numbers.
How feedback and suggestion is processed?	<p>At the end of office hours every Friday, the officer in charge opens the Comments and Suggestions Box and compiles and records all feedback / suggestions submitted.</p> <p>Feedback and suggestions requiring answers are forwarded to the employee or party concerned who are required to answer within three (3) days of the receipt of the feedback/suggestion.</p> <p>The client will be notified of the reply or response or advised to call the office at (043) 723-2343/ 722-1731 for further details and any other concern.</p>
Contact Information of City Legal Office	(043) 723-2343/ 722-1731 tadeguito@yahoo.com



Public Employment Service Office



VI. Mandate:

The Public Employment Service Office or PESO is a non-fee charging multi employment service facility or entity established or accredited pursuant to Republic Act No. 8759 otherwise known as the PESO Act of 1999.

VII. Vision:

A well-diversified agro-industrial center and international gate-way, with a tourist friendly and safe environment and quality infrastructure, powered by a globally-competitive citizenry, and inspired by transparent, firm, and fair leadership.

VIII. Mission:

“To improve the quality of life of the citizens through sustained efforts to attain a balanced agro-industrial development; to promote a business-friendly environment; to generate more employment opportunities and to adequately provide the basic infrastructure utilities, facilities and social services necessary for a robust and liveable community.”

IX. Service Pledge:

We commit to:

5. Ensure the prompt, timely and efficient delivery of employment service and provision of information on the other DOLE programs;
6. Provide a venue where people could explore simultaneously various employment options and actually seek assistance they prefer;
7. Serve as referral and information center for the various services and programs of DOLE and other government agencies present in the area;
8. Provide clients with adequate information on employment and labor market situation in the area;
9. Network with other PESOs within the region on employment for job exchange purposes; and
10. To implement PESO policies strictly and fairly.

X. List of Services

Registration of Applicants
Application for Company Accreditation
Application for the Conduct of Recruitment Activity
Application for Job Vacancy Posting
Application for PESO Applicants Referral
Application for Referral Letter
Application for Special Program for Employment of Students
Application for the Conduct of Job Fair



1. REGISTRATION OF APPLICANTS

Applicants registration to PESO Batangas City Job Portal and PESO Employment Information System.

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Jobseekers

Checklist of Requirements		Where to Secure		
PESO Applicants Registration Form		PESO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet.	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I
Secures PESO Applicants Registration Form	2.1 Provides the form; 2.2 Explains to the client the required information needed for registration.	None	3 minutes	Labor and Employment Assistant
Submits the accomplished form and provides information	3.1 Checks the accomplished form; 3.2 Encodes the applicants information to Batangas City Job Portal and PESO Employment Information System; 3.3 Checks the accuracy of the information encoded.	None	5 minutes	Administrative Aide III
Receives the PESO Applicants ID Card	4.1 Calls the applicant; 4.2 Provides information on some solicited job vacancies from employers; 4.3 Issues the PESO Applicants ID Card	None	5 minutes	Labor and Employment Assistant

Total:		15 minutes	
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2. APPLICATION FOR COMPANY ACCREDITATION

Accreditation of Companies (Local and Overseas) for partnership with PESO in providing employment facilitation services such as Local and Special Recruitment Activity and participation to Job Fair.

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Entity
Who may avail:	Company/Employer

Checklist of Requirements		Where to Secure		
Letter of Intent				
Company Profile				
List of Job Vacancy with Qualification				
Mayors Permit				
DTI/SEC Registration		DTI/SEC		
Phil-Jobnet Registration		PHIL-JOBNET		
Certificate of No Pending Case (<i>for Local Company</i>)		DOL E		
POEA License (<i>for Overseas</i>)		POE A		
Approved Job Orders (<i>for Overseas</i>)		POE A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet.	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I
Proceeds to the assigned personnel. Present and	2.1 Receives the documents;	None	8 minutes	Administrative Aide III



submits the requirements for accreditation.	2.2 Checks for the completeness of the submitted forms; 2.3 Endorses the client to the PESO Manager.			
Proceeds to the PESO Manager for approval.	3.1 Validates the documents; 3.2 Approves the application for accreditation.	None	5 minutes	Supervising Labor and Employment Officer
Total:			15 minutes	

3. APPLICATION FOR THE CONDUCT OF RECRUITMENT ACTIVITY (Local and Overseas)

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Entity
Who may avail:	Company/Employer

Checklist of Requirements		Where to Secure		
Letter of Intent				
Company Profile				
List of Job Vacancy with Qualification				
Mayors Permit				
DTI/SEC Registration		DTI/SEC		
Phil-Jobnet Registration		PHIL-JOBNET		
Certificate of No Pending Case (<i>for Local Company</i>)		D OL E		
POEA License (<i>for Overseas</i>)		PO EA		
Approved Job Orders (<i>for Overseas</i>)		PO EA		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet. <i>*For Accredited Company/Agency – Application may be sent thru PESO Batangas City E-mail Address</i>	Assists and refers the client to the assigned focal person.	No ne	2 minu tes	Administrative Aide I
Proceeds to the assigned personnel. Present and submits the requirements	2.1 Receives the documents; 2.2 Checks for the completeness of the submitted forms; 2.4 Settles the schedule and venue of the recruitment activity; 2.3 Endorses the application to the PESO Manager.	No ne	8 minu tes	Labor and Employment Assistant
Proceeds to the PESO Manager for approval. <i>*Receives approval letter thru E-mail</i>	3.1 Validates the documents; 3.2 Approves the application.	No ne	5 minu tes	Supervising Labor an Employment Officer
Total:			15 minu tes	

4. APPLICATION FOR JOB VACANCY POSTING

Job Vacancies from accredited companies were posted to PESO Bulletin Board and PESO Facebook page for the easy access of information of jobseekers/applicants.

Office or Division:	City Mayors Office - Public Employment Service Office	
Classification:	Simple	
Types of Transaction:	G2B – Government to Business Entity	
Who may avail:	Company/Employer	
Checklist of Requirements		Where to Secure
Letter of Intent		
Company Profile		
List of Job Vacancy with Qualification		

Mayors Permit				
DTI/SEC Registration		DTI/SEC		
Phil-Jobnet Registration		PHIL-JOBNET		
Certificate of No Pending Case (<i>for Local Company</i>)		DO LE		
POEA License (<i>for Overseas</i>)		POE A		
Approved Job Orders (<i>for Overseas</i>)		POE A		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet. <i>*For Accredited Company/Agency – Application may be sent thru PESO Batangas City E-mail Address</i>	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I
Proceeds to the assigned personnel. Present and submits the requirements	2.1 Receives the documents; 2.2 Checks for the completeness of the submitted forms; 2.3 Endorses the application to the PESO Manager.	None	5 minutes	Labor and Employment Assistant
Proceeds to the PESO Manager for approval.	3.1 Validates the documents; 3.2 Approves the application.	None	5 minutes	Supervising Labor and Employment Officer
	Posting of Job Vacancies to PESO Bulletin Board and PESO Facebook page.	None	3 minutes	Administrative Aide III



Total:		15 minutes	
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5. APPLICATION FOR PESO APPLICATION REFERRAL

Referral of registered applicants to the accredited companies on their job vacancies.

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Entity
Who may avail:	Company/Employer

Checklist of Requirements		Where to Secure		
Letter of Intent				
Company Profile				
List of Job Vacancy with Qualification				
Mayors Permit				
DTI/SEC Registration		DTI/SEC		
Phil-Jobnet Registration		PHIL-JOBNET		
Certificate of No Pending Case (<i>for Local Company</i>)		DO LE		
POEA License (<i>for Overseas</i>)		PO EA		
Approved Job Orders (<i>for Overseas</i>)		PO EA		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet. <i>*For Accredited Company/Agency – Application may be sent thru PESO</i>	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I

<i>Batangas City E-mail Address</i>				
Proceeds to the assigned personnel.	2.1 Receives the documents; 2.2 Checks for the completeness of the submitted forms; 2.3 Endorses the application to the PESO Manager.	Non e	3 minute s	Labor and Employment Assistant
Presents the job vacancies together with the qualifications of each position.	3.1 Validates the documents; 3.2 Approves the application.	Non e	5 minute s	Supervising Labor and Employment Officer
<i>*Receives PESO Referral thru E-mail</i>	Provides and refers registered applicants information with regards to the needed vacancy qualifications.	Non e	5 minute s	Administrative Aide III
Total:			15 minute s	

6. APPLICATION FOR REFERRAL LETTER

PESO referral of registered applicants to the different accredited companies.

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	JOBSEEKERS

Checklist of Requirements	Where to Secure
Valid ID	
Resume'	

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet.	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I
Proceeds to the assigned personnel.	2.1 Receives the documents; 2.2 Checks and interviews the client; 2.3 Prepares the Referral Letter; 2.4 Forwards the letter to the PESO Officer for signing; 2.5 Releases the Referral Letter	None	8 minutes	Labor and Employment Assistant/ Supervising Labor and Employment Officer
Total:			10 minutes	

7. APPLICATION FOR SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS

This program shall endeavor to provide employment to provide employment to deserving students and out-of-school youths coming from poor families during summer vacation as provided for under the Republic Act No. 7323 and its implementing rules, to enable them to pursue their education.

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming Senior High School, College Students and OSY

Checklist of Requirements	Where to Secure
School ID	
Enrollment Form	School
Copy of Grades	School
Birth Certificate	
Resume' with Picture	

Endorsement Letter				
Certificate of Indigency		Barangay Council		
Certification as OSY (<i>for OSY</i>)		Barangay Council		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet.	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I
Proceeds to the assigned personnel.	2.1 Receives the documents; 2.2 Checks for the completeness of the requirements; 2.3 Evaluates the submitted documents; 2.4 Advises the client with the next procedure of the application process; 2.5 Files the application.	None	8 minutes	Administrative Aide III
Total:			10 minutes	

8. APPLICATION FOR THE CONDU

Office or Division:	City Mayors Office - Public Employment Service Office
Classification:	Simple
Types of Transaction:	G2B – Government to Business Entity
Who may avail:	Company/Employer

Checklist of Requirements	Where to Secure
Letter of Intent	
Company Profile	
List of Job Vacancy with Qualification	
Mayors Permit	
DTI/SEC Registration	DTI/SEC



Phil-Jobnet Registration		PHIL-JOBNET		
Certificate of No Pending Case (<i>for Local Company</i>)		DOLE		
POEA License (<i>for Overseas</i>)		POEA		
Approved Job Orders (<i>for Overseas</i>)		POEA		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approaches the Public Assistance Information Desk Officer for inquiry and signs the Attendance Sheet. <i>*For Accredited Company/Agency – Application may be sent thru PESO Batangas City E-mail Address</i>	Assists and refers the client to the assigned focal person.	None	2 minutes	Administrative Aide I
Proceeds to the assigned personnel. Present and submits the requirements for No Objection Certificate	2.1 Receives the documents; 2.2 Checks for the completeness of the submitted forms; 2.4 Settles the schedule and venue of the recruitment activity; 2.3 Endorses the application to the PESO Manager.	None	8 minutes	Administrative Aide III/ Labor and Employment Assistant
Proceeds to the PESO Manager for approval. <i>*Receives approval letter thru E-mail</i>	3.1 Validates the documents; 3.2 Approves the application.	None	5 minutes	Supervising Labor and Employment Officer
Total:			15 minutes	



Office of the City Market



OFFICE OF THE CITY MARKET

V. Mandate:

The Office of the City Market Administrator is an income generating institution of the city government and charged with the rendition of basic services to the people in becoming bigger and broader not only in terms of building facilities but also on its manpower requirements.

VI. Vision:

The Batangas City Public Market envisions of becoming a center of quality trade of goods and services in terms of employees, facilities and market operations.

It seeks to develop competitive and innovative employees as manifested by their values of honesty, integrity, innovative and responsive public servants as these are their sword to face the challenges of the next millennium.

VII. Mission:

Cognizant to the realization of its vision, the City Public Market shall create an atmosphere of public satisfaction in the operation of its economic activities.

It shall continuously plan for innovative approaches in the City Market and enhance employee competencies in order to motivate them and upgrade their morale.

VIII. Service Pledge:

We commit:

1. To render genuine basic services to the public towards the upliftment of the image of the City Market and the City Government as a whole.
2. To effectively and efficiently implement provisions, rules and regulations regarding the market and slaughterhouse operation.



3. To administer and supervise the three City Public Markets and slaughterhouse, buildings, facilities and equipment and its premises.
4. To inspire and motivate Market Personnel to do their duties and responsibilities as public servants.
5. To coordinate with the different line agencies, Office of the City Government regarding cleanliness and orderliness, construction and repair of the City Market premises and building facilities.

List of Services

Receives Application to Lease Market Stall

Collection of Rental for Fixed Stalls

Issuance of Cash Tickets

Issuance of Certification/ Market Clearance

Release of Apprehended Goods

Acceptance of Complaints

Collection of Calibration Fee

Collection of Electrical Fee



1. Receives Application to Lease Market Stall (External)

Process application to fill in the vacant stalls.

Office or Division:	Office of the City Market
Classification:	Complex
Types of Transaction:	G2C - Government to Citizen
Who may avail:	New Applicants

Checklist of Requirements		Where to Secure		
1 Photocopy of Barangay Clearance		Designated Barangay Hall		
1 Photocopy of Community Tax Certificate		City Treasurer’s Office		
1 Photocopy of 2 valid IDs (Driver’s License, SSS ID, Passport ID, and other valid ID)		Concerned Government Agency		
2 copies of 1” x 1” ID picture		Any Photo Center		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the Market Administrator for application to lease market stall	1.1. Interviews the applicant 1.2. Approves the application 1.3 Provides the application form	None	7 minutes	City Market Administrator Office of the City Market
2. Fill out the application form and pays the application fee	2.1. Assists in filling out the application form 2.2. Receives the payment of the applicant 2.3. Issues official receipt as payment for application fee 2.4. Upon completion of the requirements, advises the applicant to proceed to the City Legal Office or any law office for application form to be notarized	Php 150.00	5 minutes	Admin. Aide I / Admin. Aide VI / Revenue Collection Clerk Office of the City Market
3. Submits notarized application form	Accepts and verifies the documents submitted	None	2 minutes	Admin. Aide I Office of the City Market



4. Secures transmittal letter for paying occupancy fee	4.1. Prepares the transmittal letter 4.2. Signs the transmittal	None	5 minutes	Admin. Aide I / Admin. Aide VI / City Market Administrator Office of the City Market
5. Proceeds to the City Treasurer’s Office for payment of occupancy fee	Receives payment for occupancy fee and issues official receipt	Php 10,000.00 15,000.00 20,000.00 30,000.00 The Batangas City Revenue Code 2009, Section 112.	20 minutes	Revenue Collection Clerk / City Treasurer’s Office
6. Returns to City Market Office to submit photocopy of official receipt of payment for preparation of Contract of Lease	6.1. Accepts and verifies the documents submitted 6.2. Prepares contract of lease 6.3. Explains the terms and conditions embodied in the Contract of Lease	None	12 minutes	Admin. Aide I / Admin. Aide VI / Office of the City Market
7. Signs the Contract of Lease (as Lessee) and waits for document’s release	7.1. Signs the Contract of Lease (as Lessor) 7.2. Informs the client to return after 3 working days for the release of Contract of Lease 7.3. Forwards Contract of Lease to the City Mayor’s Office for signature of City Mayor 7.4. Forwards the Contract of Lease to the City Legal Office to be notarized	None	2 minutes 1 minute 3 days	City Market Administrator Office of the City Market City Mayor Office of the City Mayor
8. Signs in the logbook to claim the approved Contract of Lease	Release the Contract of Lease	None	2 minutes	Admin. Aide I Admin. Aide VI Office of the City Market

Total:		3 days and 56 minutes	
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2. Collection of Rentals for Fixed Stalls (External)

There shall be collected from the lessees of stalls in the City Market as payment of rental for fixed stalls, per square meter or fraction thereof.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Stall Holders

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for payment of rentals for Fixed Stalls	1.1. Verifies monthly rental payment 1.2.Receives payment and issues Official Receipt for market stall rental	Php 8.00x sq.m. x 30 days The Batangas City Revenue Code 2009, Section 109.	4 minutes	Revenue Collection Clerk Office of the City Market
Total:			4 minutes	

3. Issuance of Cash Tickets (External)

Cash tickets shall be issued to an occupant of the market premises or transient vendors. The cash tickets shall pertain only to the person to whom it is issued and shall be good only for the space of the market premises to which he/she is assigned.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Transient Vendor / Temporary Stall Holders

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel	1.1.Assists and assesses tariff/market fee	None	1 minute	Market Inspector Office of the City Market
2. Pays the assessed tariff/market fee and gets the equivalent amount of cash tickets	2.1. Receives payment and issues cash tickets 2.2. Torn in half the cash tickets, one half to be given to the space occupant or vendor and the other to be retained by the market collector 2.3. Thanks the vendor / temporary stall holder.	Corresponding Rates (The Batangas City Revenue Code of 2009, Section 109. Market Sections and Market Fees)	2 minutes	Revenue Collection Clerk Office of the City Market
Total:			3 minutes	

4. Issuance of Certification / Market Clearance (External)

Issue the Certification/Market Clearance requested by the clients for securing/renewing of Mayor's Permit.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Stall Holders

Checklist of Requirements	Where to Secure
1 Photocopy of Official Receipt of Occupancy Fee 1 Photocopy of Mayor's Permit for the previous year	City Treasurer's Office Business Permits and Licensing Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for verification of records	Verifies records	None	2 minutes	Revenue Collection Clerk Office of the City Market
2. Proceeds to the Market Administrator for issuance of routine slip	2.1. Interviews the stall holder 2.2. Provides the routine slip	None	5 minutes	City Market Administrator/ Office of the City Market
3. Pays the amount due and waits for the issuance of certification/market clearance	3.1. Prepares certification/market clearance 3.2. Receives payment for certification fee/market clearance and issues official receipt	Php 80.00	4 minutes	Market Supervisor III / Local Revenue Collection Officer I / Revenue Collection Clerk / Office of the City Market
Total:		Php 80.00	11 minutes	

5. Release of Apprehended Goods (External)

Release the apprehended goods to the ambulant/illegal vendor when the agreement is being settled.

Office or Division:	Office of the City
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Ambulant / Illegal Vendors

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approaches the market security officer who confiscated the goods	Records all the details regarding apprehended/confiscated goods	None	30 minutes	Security Officer II Security Guard Office of the City Market
2. Writes a sworn statement (Sinumpaang Salaysay) stating their compromised agreement	2.1. Accepts the prepared Sworn Statement 2.2. Releases the apprehended/confiscated goods	None	10 minutes	Security Officer II Security Guard Office of the City Market
Total:		None	40 minutes	

6. Acceptance of Complaints (External)

The clients report complaints to the market management.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Report complaint to guard on duty/officer of the day	1.1. Accepts and records the complaint 1.2. Settles the complaint	None	30 minutes	Security Officer II Security Guard Office of the City Market
Total:		None	30 minutes	

7. Collection of Calibration Fee (External)

There shall be collected from the lessees of stalls in the City Market as payment for calibration of weighing scale.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Stall Holders

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for the calibration of weighing scale and payment of Calibration Fee	1.1. Calibrates the stall holder’s weighing scale 1.2. Receives payment and issues Official Receipt for calibration fee	With capacity of 10kg. >Php20.00 With capacity of more than 10 kg. >Php33.00 The Batangas City Revenue Code 2009.	2 minutes	Admin. Aide I Electrician Revenue Collection Clerk Office of the City Market
Total:			2 minutes	

8. Collection of Electrical Fee (External)

There shall be collected from the lessees of stalls in the City Market as payment for electric bill consumption.

Office or Division:	Office of the City Market
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen



Who may avail:	Stall Holders
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Checklist of Requirements		Where to Secure		
Electric Bill		Office of the City Market		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approaches the assigned market personnel for the payment of Electrical Fee	1.1. Verifies electric bill consumption record 1.2. Receives payment and issues Official Receipt for electrical fee	Php14.00 x kilowatt hour	4 minutes	Revenue Collection Clerk Office of the City Market
Total:			4 minutes	

Feedback and Complaints

To supplement this mechanism, the OCMA is making available contact points with different modalities (landline, mobile phone, and email) to serve as complaint hotlines for stall holders and consumers. Clients will be advised to contact Mrs. Amelia P. Reyes, Mrs. Delsa N. Mercado, Mr. Donald G. Dimapilis and Mr. Joel Arvin Q. De Los Reyes at (043) 723-2488; and Mrs. Ma. Victoria D. Dimaano at (043) 702-1296 or email us at citymarketoffice@yahoo.com for any complaints.



Public Information Office



I. Mandate:

To provide information about the City Government and community affairs through the print, broadcast and social media.

II. Vision:

An informed citizenry who has access to the services, programs, projects and activities of the city government through the use of tri-media and social media, is supportive of and participative in local governance, and who is united in working towards a progressive, sustainable and resilient Batangas City.

III. Mission:

1. To give the public a timely and accurate information on the city government’s services, programs, projects and activities and other important events in the locality utilizing print, television, radio and social media.
2. To utilize public information and communication as a catalyst for positive change and development in the community.
3. To serve as a channel of communication between the city government and the citizenry to effectively address public concerns and promote public awareness and understanding.

IV. Service Pledge:

We commit to:

16. To promote public awareness of the services of the different agencies of the city government to widen the people’s access to these services and uplift their welfare and wellbeing
17. To provide an accurate and timely information and fight fake news
18. To galvanize public support and participation in local governance as essential to inclusive and sustainable development
19. To spur positive changes in the community to boost growth and raise the quality of life of the people
20. To serve as a channel of communication between the city government and the citizenry



A. Internal

1. Public Service Announcement

Write, voice over and records the announcements requested by the government and the private sectors for dissemination to the people. The technicians operate the public system installed in the service vehicle that goes around the poblacion and nearby barangay to disseminate the announcement.

Office or Division:	City Mayor’s Office - Public Information Office
Classification:	Simple
Types of Transaction:	Government to Government
Who may avail:	Government

Checklist of Requirements		Where to Secure		
Request letter for the announcement		Self-owned		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach officer of the day	1. Discuss with the officer of the day the details of the announcement. 2. Technicians operate the public system installed in the service vehicle that goes around the poblacion and nearby barangay to disseminate the announcement 3. The	none	5 minutes	Supervising Administrative Officer Administrative Officer V Administrative Officer II Administrative Assistant II Administrative Aide I



	annoucement is also posted on the facebook page of the PIO or broadcast on the radio program of the PIO			
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B. External

1. Dissemination of News Article

Provides news articles and other information materials about the city government and Batangas City to the media personalities, students, researchers and other clients

Office or Division:	City Mayor’s Office - Public Information Office
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Media Personalities, Students, Researchers

Checklist of Requirements		Where to Secure		
Flash drive for media practitioners and researchers to copy the news and other information materials		Self-owned flash drive for soft copy		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

Approaches the officer of the day	1.1 The officer of the day asks the client what news articles or information materials they need and verify if these are available	None	5 minutes	Administrative Officer V
	1.2 A personnel searches the needed materials in the computer files and transfers these to flash drive for the soft copy			Administrative Officer II
	1.3 The officer of the day returns the flash drive to the client.			Photographer II Administrative Assistant I

2. PIO Radio Program

Conducts the radio program of the PIO entitled “PIO, Ang Lingkod Nyo” which is a news and public affairs program over DWAL FM 95.9 every Monday from 9:30 am – 10:30 am. The host discusses current issues with the guest and later reply to the telephone calls of listeners who have queries, complaints and other concern.

Office or Division:	City Mayor's Office – Public Information Office			
Classification:	Simple			
Types of Transaction:	Government to Public			
Who may avail:	Public			
Checklist of Requirements			Where to Secure	
N / A			N / A	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Approach officer of the day	1. Request granted or accommodated	None	20 minutes	Administrative Officer V Administrative Officer II Photographer II Administrative Assistant I
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3. Operation of the Sound System

Set up and operates the sound system requested by government agencies, barangay and private sector

Office or Division:	City Mayor's Office – Public Information Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	ALL			
Checklist of Requirements		Where to Secure		
Request letter to the city Mayor for sound system		Letter to be prepared by requesting client, to be forwarded to the Office of the City Mayor approval		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Bring letter of request to the office of the City Mayor for approval. 2. Bring the approved request to the operator of the sound system in the PIO	1. The operator of the sound system determines if there is no previous commitment that has the same schedule written in the logbook or on board. If the date and time of the event does not coincide with any event, the request is scheduled in the log book.	None	2 minutes	Administrative Assistant II Administrative Aide I
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4. Layouting of Tarpaulin

Lays out the tarp and have it printed

Office or Division:	City Mayor's Office – Public Information Office	
Classification:	Simple	
Types of Transaction:	Government to Citizen	
Who may avail:	General Public	
Checklist of Requirements		Where to Secure
Request letter to the City Mayor for tarp layout and printing		Letter to be prepared by requesting client, to be forwarded to the Office of the City Mayor approval

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request letter to the City Mayor for tarp layout and printing	Approaches the layout artist and states the details to be written on tarp- waiting time depends on the current workload of the layout artist	None	10 minutes	Photographer I Engineering Aide

5. Feedback and Complaints

The Feedback System of the Public Information Office

The news articles, announcements, videos and other information posted on the facebook page of the PIO-Palakat Batangas City- elicit various comments from the citizens. Through these comments, the city government gets to know the pulse of the people, their complaints, problems, criticisms, concerns, suggestions or recommendations. Palakat Batangas City welcomes all the comments, negative or positive, because we respect the freedom of speech of the people. We also get to reply to the queries of the individuals and bring their problems to the attention of the city officials and department heads for action or resolution.



City Social Welfare and Development Office



I. Vision

As the primary Social Welfare and Development Office, we are tasked to maintain a high quality agency committed to uplift the living conditions and quality of life of all sectors of society. We work to uphold social development, for a true-sense of development can only be measured by the quality of life of the people or every client that we are committed to work for. With these in mind and in the heart of each one of us, we believe we work to enhance social justice, the ultimate goal of working for the welfare and comfort of our people.

II. Mission

To provide comprehensive and responsive Social Welfare and Development policies, plans and implementation of programs for the families and community level for them to attain a better quality of life

III. Mandate

The Local Government Unit thru the City Social Welfare and Development Office is committed to the provision of comprehensive and responsive social welfare and development policies, plans and programs for implementation at the community level by the local government units, other government agencies, non – government organization and people’s organization for the:

Care, protection, rehabilitation and upliftment of disadvantaged, individuals, families and communities.

Promotion of psycho – social functioning of this segment of the population who are in socially disabling and dehumanizing conditions.

Promotion of preventive and developmental strategies, intervention and approaches for the disadvantaged groups.

IV. Service Pledge

V. List of Services

1. CHILDREN AND YOUTH WELFARE PROGRAM

This program refers to children and youth below 18 years of age, single and whose family has the least in life and cannot provide opportunities for his/her social and economic development. It also provides opportunities to actualize their potentials and aspirations, experience self-fulfilment, participate in the task of nation building and contribute to the growth of their community.

a. Early Childhood Care And Development Program

Provision of supplemental parental care to two (2) to four (4) years old children who may be neglected, potentially neglected, abused, exploited or abandoned during part of the day when parents cannot attend to their needs due to work or at home performing households.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	Children ages 2 to 4 years old

Checklist of Requirements		Where to Secure		
1. Residence Certificate 2. Birth Certificate of Child and Marriage Contract of Parents 3. Medical and Dental Records 4. ECCD Checklist with different types of information for the development of the child		Barangay Office Philippine Statistics Authority Attending Physician/ Pediatrician of the Child Child Development Worker		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Visit the nearest CDC in your barangay	The Child Development Worker (CDW) will interview you and the child	None	1 hour including assessment of the child	Child Development Worker
Submit the above requirements	Received the required documents and review the records.	None	5 minutes	Child Development Worker
The Child will undergo initial and final interviews for ECCD Checklist completion through their parents and or	Conduct final interview for ECCD Checklist completion	None	1 hour one on one discussion with parents, on line interview	Child Development Worker

on line approach during pandemic period.				
	CDW will advised parents on the admission of the child to the ECCD Program. Conduct Parent Orientation	None	3 hours orientation with other parents	Social Welfare Officer III and the CDW Trained Staff
Attendance of ECCD Parents to Social Development Session such as nutrition feeding, Family Disaster Preparedness Plan, Parent Effectiveness Sessions and other support services for the welfare of child and their families on the duration of stay in the program. Attendance to Alternative Mode of Learning Deliveries during pandemic and other emerging disaster	Daily and weekly sessions in an alternative venues. Monthly small group parents Meeting in an identified alternative venues. Preparation and distribution of Modules to parents for home study/learning of the children Provision of hot meals with cycle menu, fresh milk to low weight and maintain the children nutritional status of the children	None		Social Welfare Officer III and CDW Parents

b. Other Mandatory Services:



a.1. Child Placement Services – refers to the provision of appropriate parental care, whether temporary or permanent, to orphaned, abandoned, abused and those with special needs through various interventions such as adoption, foster care and legal guardianship.

a.2. Early Childhood Care and Development comprises for the basic health, nutrition and safety needs of young children ages 0 to 6 years old and providing for the multidimensional growth of their mental, emotional and social development. This include: Day Care Center, Child Minding Center and Home Based ECCD.

a.3. Peer Group Service – refers to opportunities provided to out-of-school youth (OSY) who are members of the Pag-Asa Youth Association (PYA), a duly constituted organization of the OSY who are clientele of the government. Through PYA, the young persons are provided with opportunities to actualize his potentials and aspirations, experience self-fulfillment, participate in the task of nation building and contribute to the growth of his/ her community. It is provided to OSY who is below 13 to 18 years of age, single, and whose family cannot provide opportunities for his/ her social and economic development and is a member of the PYM.

a.4. Community Based Services for Children in Conflict with the Law (CICL) – refers to provision of interventions and opportunities to prevent CICL from entering the Juvenile Justice System and direct their activities to more gainful and productive ones to enable them to acquire socially acceptable behavior. The service calls for a level of intervention addressed to the community and the law enforcement.

a.5. Supplementary Feeding – refers to the provision of food assistance to moderately and severely underweight pre-school children of families whose monthly income below the food threshold to improve their nutritional status to prevent any permanent physical and mental retardation. (by DSWD).

a.6. Special Drug Education Center (SDEC) is a community-based facility, which serves as a venue for promoting preventive and developmental services for out of school youth and street children. This aims to enable them to cope with the challenges of adolescence particularly their vulnerability to drug and substance abuse (for province only).

2. YOUTH WELFARE PROGRAM

It refers to the provision of opportunities for out of school and needy youth who are also members of the Pag - Asa Youth Association of the Philippines (PYAP) a duly constituted and registered organization of the Out of School Youth. Through PYAP, these young persons are given the opportunities to actualize their potentials and aspirations, experience self-fulfillment, participate in the task of nation building and contribute to the growth of their community. The youth who is 13 to below 18 years of age, single and whose family cannot provide opportunities for his/her social and economic development.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	Out-of-school youth and other needy and at risk youth ages 13 to below 18, single and whose family cannot provide opportunities for his/her psycho social, social and socio economic development.

Checklist of Requirements		Where to Secure		
1. Birth Certificate 2. Barangay Residence Certificate of the Parents, Marriage Certificate for reference 3. Report card of last ECCD Center or school attended for further assistance		Philippine Statistics Authority, City Civil Registrar's Office, Barangay Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Conduct intake interview	None the Government. (User's fee from parents stipulated under RA 10410 or the Early Year Act of 2013	1 to 2 hours after travel of Social Worker to the barangay.	Social Welfare Officers Social Welfare Assistant and other Office Permanent Staff
Office or home based interview	Assessment of the Social Workers	None	Maximum of two days depending on the case presented by the youth	Social Welfare Officers
Register in the PYAP Roster Form	The Social Worker will provide orientation on the following programs that he/she may avail of:	None	10 minutes	Social Welfare Officers
Attendance to series of sessions	a. Self and Social Enhancement and LETRA	None	4 hours for orientation and 2 days for leadership enhancement/training	Social Welfare Officers and other trained permanent staff
Application and conduct family assessment	b. Sulong Dunong in coordination with Batangas City Alay Lakad and other Civil Society Organization	None	2 hours orientation and granting of assistance depending on the number of approved years	Social welfare Officers and other trained permanent staff
Let them submit other documents	c. Sustainable Livelihood Programs for adult skilled	None	Series of sessions for 2 hours	Social Welfare Officers and trained permanent staff

required by the City Finance Committee	youth and their families			
Complete the sessions	d. Population Awareness and Family life Orientation	None	Series of session for 2 hours	Social Welfare Officers and Staff
Attend and complete the sessions	e. Peer Counseling and Training on Positive Lifestyle Promotion	None	Series of session for 2 hours	Social Welfare Officers and staff
	f. Leadership Training	None		

a. Protection Program for Children in Conflict with the Law and Children In need of Special Protection

Assisting the youth whose basic needs have been deliberately unattended to by their parents or guardians or have been victims of any form of child abuse. The CSWDO also assists children aged 18 and below who is alleged or accused of, or adjudged as having committed an offense under Philippine law.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	<ol style="list-style-type: none"> 1. Children at Risk 2. Street Children 3. Abandoned and Neglected Children 4. Physically-abused Children 5. Sexually-abused Children 6. Victims of rape, incest and acts of lasciviousness 7. Emotionally-abused Children

Checklist of Requirements	Where to Secure
<ol style="list-style-type: none"> 1. Barangay Residence Certificate 2. Government issued ID of the Parents 3. Barangay Blotter or Case Report 4. PNP-WCPD Blotter 	<ol style="list-style-type: none"> Barangay Office Barangay Office PNP – VAWC Desk PNP – VAWC Desk CSWD Office Family Court, DOJ

5. Complaint sheet/Written Salaysay 6. Referrals to Pillars of Justice System 7. Court order and Decision				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Parents and minor will report to CSWD Office	Conduct interview and assessment by the Social Worker using the Family Data Sheet, Discernment Tools and other legal documents	None	1 hour	Social Welfare Officers
Handling of the child legal case. Social Case Study Report of the family for presentation to Court Appearance to Court for hearing with their parents with the guidance of the Social Welfare Officers	Dialogue with 5 pillars of justice system.	None	1 hour or it depends on the extent and status of the case	Trained Registered Social Workers on Juvenile Justice System Law The 5 pillars of Justice System such as Department of Justice, Philippine National Police, Batangas Medical Center and City Social Welfare Development Office and Barangay Council
Home Visitation or Office Meeting	Case conferences with parents and guardians	None	1 hour after home visitation from office of RSW	Social Welfare Officers
Review of the Cases	Assessment for acting with discernment and other court orders	None	7 working days	Social welfare Officers
Further Assessment and Case	Treatment planning and formulation of diversion procedure and rehabilitation.	None	1 to 2 hours each court hearing at DOJ-Court	Social Welfare Officers



Conference s	(Community and institution based)			
Administer discernmen t test. Orientation and Counsellin g Program based on the Court Order	CICL compliance to diversion proceedings and follow the Court Order	None	2 hours based on the offense committed by the minor	Social Welfare Officers
Follow the court order, intensive and close coordinatio n with Community and Institution Based. Payments of 2/3 share to government institution during youth stay	Rehabilitation Programs Discharge from institution. Reintegration to family and community	None	6 months and beyond dependin g on the extent of the offense committe d by the minor	LGU Social Welfare Officers and Institution Social Workers
Preparation of Diversion Program per Court Order	Accept and let the offender with their family follow contract of diversion program	None	6 months or based on the Court Order	Social Welfare Officers
Close coordinatio n with the Barangay Officials Submission of daily, weekly or monthly reports of the offenders	Avail of community based intervention programs such as leadership training and value formation for 6 month. For reference of Social Welfare Officer in the Social Case Study Report for	None		Social Welfare Officers

	submission to the court.			
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3. WOMEN WELFARE PROGRAM

A gender fairness and sensitivity program for women and girl children and an advocacy program for women as partners of men in development. It is the provision of self and social skills development, knowledge, ideas and teaching of values to women based on their specific advance opportunities for women to acquire gainful occupation and mobilization program to be able to relate and interact with others.

	Agency Action	Fees to be Paid	Processing Time	
Provision of Support Services such as: a. Self Enhancement Skills and Development b. Productivity Skills Capacity Building c. Community Participation Skills Development d. Violence Against Women and Children Law Orientation e. Maternal and Child Care f. Substitute Home Care for Women in Specially Difficult Circumstances (assisted at Bagong Pag-asa) Gender Responsive Case Management (GRCM) g. Other Social Protection Programs including Sustainable Livelihood Programs	The women are more enhanced and become more participative in the government’s programs and services for the welfare of women including the distress, and belonging to low income families		Series of session to every organized group with 3 hours meetings in every session to be conducted	All trai We and Ger and Res Pro sec

a. Issuance of KALIPI Identification Card

Gender fairness and sensitivity program for women and girl children and an advocacy for women as partners of men of development. The government provides Identification Card as Kalipunan ng Liping Pilipina- KALIPI member in their barangays for their proper identification.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Complex
Types of Transaction:	Government
Who may avail:	Women ages 18 to 59 years old

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. COMELEC Registration or Voter’s ID 3. Proof of membership in the Barangay Women’s Group based on KALIPI Roster Form		Barangay Hall COMELEC		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the Barangay KALIPI Women President and register as member	Firstly, organization of group of above 18 to 59 years old women in the barangay			Social Welfare Officers and other Staff assigned in the Program
Report to CSWD Office or Home Visitation	Conduct Intake Interview by RSW and or assigned Staff using family data sheet.	None	15 minutes	Social Welfare Officer and Staff
Submit the above requirements	Receive the requirements, take photo and prepare the KALIPI ID for signature	None	5 days for verification in the Barangay level	Social Welfare Officers and Staff
Claim the KALIPI Women’s ID	Issue/ release the KALIPI Women’s ID	None	10 minutes	Social Welfare Officers and Staff

b. Assisting Women and other Adults In Especially Difficult Circumstances

Women ages 18 to 59 years old who are disadvantaged or marginalized, victims of illegal recruitment, involuntary prostitution, armed conflict, battering and abuse, as well as women in detention. It is an intervention to assist women and their children when they are harmed by family members and or other individuals.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Women and their children who are victims of: 1. Physical, emotional, social and sexual abuse under RA 9262 – Anti VAWC 2. Rape 3. Involuntary prostitution 4. Trafficking in Person under RA 9208.

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Government issued ID of the Woman victim 3. Barangay Blotter or Case Report 4. PNP-WCPD Blotter 5. Complaint sheet/Written Salaysay 6. Referrals to Pillars of Justice System 7. Results of Psychological Tests if required by the Court 8. Court Order/ and Decision		Barangay Office Barangay Office PNP – VAWC Desk CSWD Office Court		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Woman will report to City Social Welfare and Development Officer after receiving a call, Social Worker to conduct home visitation.	Conduct interview and assessment by the Social Worker using the Family Data Sheet	None	1 hour after travel	Social Welfare Officers



Conduct rescue and referral to hospital if necessary				
Assist in filling of Case	Dialogue with 5 pillars of justice system.	None	1 hour or it depends on the extent and status of the case	Trained Registered Social Workers The 5 pillars such as Department of Justice , Philippine National Police, Batangas Medical Center-hospital, City Social Welfare and Development Office and Barangay Council
Follow up Home Visitation Case conference of pillars	Case conferences either face to face or on line were conducted by pillars to discuss, clarify issues and review barriers and adjust services plans towards goals.	None	1 hour after home visitation from office of RSW	Social Welfare Officers trained on Juvenile Justice and other laws protecting the women
Review of the Case	Assessment for further assistance to provide holistic and integrated services to the victim and their families	None	7 working days or more based on the status of the case	Assigned Social Welfare Officer
Further Assessment and Case Conferences	Treatment planning for rehabilitation program and preparation for integration to family and community.	None	1 to 2 hours each court hearing at DOJ-Court	Assigned Social Welfare Officer
Counselling and Orientation of the assignment given by the court	Woman victim is more enhanced and started to cope with the situation	None	2 hours	Social Welfare Officers

Follow the court order, intensive and close coordination pillars of justice system	Rehabilitation to family and community or when need to stay in the institution for temporary home and for safety reasons	None	6 months and beyond depending on the extent of the case	LGU Social Welfare Officers, Court Social Workers and Institution Social Workers
Preparation of Program based on the Ordered of the court.	Follow thru the legal procedures	None		Social Welfare Officers
Close coordination with the Barangay Officials Rehabilitation Programs	Avail of temporary home for intervention programs to cope with the situation Programs for integration to families and community and other social protection program	None		Social Welfare Officers

4. FAMILY WELFARE ROGRAM

at provides knowledge and skills to parents and other adults involve in child caring, early and development, health care, good parenting rights and duties of each family members.

	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Parent Effective ness Service (PES)	Conduct Session in the barangay level for them to enhance further the family relation.	None	2 to hours whole year round	Assigned Registered Social Workers and Staff
2. Respo nsible Parent hood Servic es (RPS)	Enhanced the parental obligations to their partners and children			Social Welfare Officers trained on Responsible Parenthood and Effective Parenting
3. Marria ge	The marriage to a married couple or established partners to resolve problems in the relationships.			Social Welfare Officers trained on Marriage Counselling and



Counseling	Both attend sessions to discuss specific issues, enrich and maintain good relation.			with DSWD accreditation.
4. Family Casework Counseling	When there are differences in the family relations and members were given counselling program for improvement of relations			
5. Empowerment and Reaffirmation of Paternal Abilities (ERPAT) and Men Oppose Violence Everywhere (MOVE)	The advocacy initiated by MOVE organizations from various agencies and institutions to actively help the community in addressing the violence against women and children			Trained Social Welfare Officers
6. Job Network Services for family members	Referral to intermediaries for the needs of the service users	None	1 to 2 hours connections	Social Welfare Officers

9. Families with concern on Civil Registrations.	Referrals to City Civil Registrar's Office	None		Social Welfare Officers
10. Services to families with members behind bars	Conduct sessions for family welfare	None	2 to 3 hours sessions	Social Welfare Officers
11. Psycho social care and support services for families living with HIV	Referrals to other health facilities	None	1 hour	Trained Social Welfare Officers
12. Services to families with Overseas Filipinos with problem 13. Request for Sustainable Livelihood Program, They	<p>The families were referred to welfare agencies to address the problem in their employment.</p> <p>The office will conduct interview and assess families requesting for help. The office will process the release of funds to qualified applicants.</p>	None	1 hour	Social Welfare Officers

will submit require ments				
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a. Pre-Marriage Counseling Service

Session to couples who are planning to get married and they must be equip with knowledge on how to practice good family life. This program is in coordination with the Population Commission (POPCOM) of the City Health Office. This office issues Pre-marriage Counseling (PMC) Certificate aside from the certificate being provided by other agencies.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Applicants between 18 to 26 years old only are covered by the program

Checklist of Requirements		Where to Secure		
1. Referral from the Civil Registrar’s Office 2. Official Receipt of Payment for Pre Marriage Certificate issued by the City Government		Civil Registrar’s Office Civil Registrar’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Present the CCRO referral	Receive referral letter from the Civil Registrar’s Office	None	5 minutes	Information Desk Personnel
Fill up the application form and to answer marriage expectation inventory	Give the application form and marriage expectation inventory questionnaire	None	30 minutes	Information Desk Personnel
Get schedule of the seminar	Give the schedule of the PMOC seminar base on the availability of the applicants	None	2 minutes	Information Desk Personnel
Attend PMOC training on the	Conduct MPOC sessions and prepare and sign the PMOC Certificate	None	3 hours	Social Welfare Officer / Accredited Marriage Counselor



scheduled date given				
Claim the PMOC certificate	Issue/ release PMOC Certificate	None	30 minutes within the day	Information Desk Personnel

b. Issuance of Solo Parent Identification Card

Provision of special services for parents who are taking the responsibilities of both parents and also provide free Solo Parent ID Card as mandated by RA 8972 otherwise known as the Solo Parent Act.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	<ol style="list-style-type: none"> 1. A woman who gives birth as a result of rape or crimes against chastity, even without a final conviction of the offender. Provided that the mother keeps and raises the child. 2. Parent left solo or alone with the responsibility of parenthood due to death of spouse. 3. Parent left solo or alone with the responsibility of parenthood while the spouse is detained, or is serving sentence for a criminal conviction for at least one (1) year; the law applies to the spouses of prisoners whether or not a final judgment has been rendered, provided they are in detention for a minimum period of one (1) year. 4. Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner. 5. Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto separation from the spouse for at least one (1) year; Provided, that he or she is entrusted with the custody of the children. 6. Parent left solo or alone with responsibility of parenthood due to declaration of nullity or annulment of marriage as decreed by a court or by a church: Provided that he/ she is entrusted with the custody of the children; 7. Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year. 8. Unmarried mother/father who has preferred to keep and rear his/her child/children instead of having others care for them or give them up to a welfare institution. 9. Any other person who solely provides parental care and support to a child or children provided he/she is duly licensed as a foster parent by the DSWD or duly appointed legal guardian by the court.



	10. Any family member who assumes the responsibility of head of family as a result of the death, abandonment, disappearance or prolonged absence of the parent or solo parent; Provided, that such abandonment, disappearance or absence lasts for least one (1) year
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Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Photocopy of Death Certificate of Deceased Spouse 2. Photocopy of Birth Certificate of the Applicant and the Minor Child/Children 3. Barangay Residence Certificate and or Government issued ID 4. Comelec registration or voter’s ID 5. Court decision if legally separated or annulled or incarcerated. 6. Affidavit of two disinterested persons if the case is defacto separation 7. Certificate of Barangay Official of being Single, Separated, Widow indicating the number of years of separation and has no or not living with a partner for the said period of time 8. Medical Certificate and Psychiatric Evaluation results if Mentally Challenge 9. Certificate and or Proof of Employment 		<p>Civil Registrar’s Office</p> <p>Philippine Statistics Authority</p> <p>Barangay Office</p> <p>COMELEC</p> <p>Court</p> <p>Private Lawyer</p> <p>Barangay Office</p> <p>Batangas Medical Center and other Health Institution</p>		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Office Interview and assessment by the Social Worker using family data sheet	None	30 minutes	Information Desk Personnel and Social Welfare Officer

	The Social Worker will undertake Home Visitation	None	2 hours after the travel of the RSW	Social Welfare Officer
Submit the above requirements	Receive the requirements, take photo and prepare the Solo Parent ID for signature	None	5 days	Social Welfare Officers and Staff
Claim Solo Parent ID Card as scheduled	Issue/ release the Solo Parent ID	None	10 minutes	CSWDO Staff

5. PERSONS WITH DISABILITY WELFARE PROGRAM

This program aims to help disabled persons improve their physical, residual capacities to facilitate integration to families and communities, assist them on the attitude of self-acceptance, facilitate self – image, provide opportunities for socialization, membership in organization, creates expression and active participation to community life.

a. Assistance for the Physical Restoration of Persons With Disability

Helping the persons with disability to attain maximum improvement of their physical residual capacities for integration to family and community life. This is implemented through resource mobilization; referral and resolution of psychological barriers related to medical interventions (i.e. cataract, operation clef/lip palate); and use of technical aids (prosthesis, wheelchair, etc). This also includes those suffering from restriction of different abilities as a result of a mental, physical or sensory impairment to perform an activity in the manner or within the range considered normal for a human being.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Persons with Disability in Batangas City

Checklist of Requirements	Where to Secure
1. Barangay Residence Certification	Barangay Office
2. Medical Certificate	Attending Medical Doctor
3. Barangay Midwife Endorsement and certified by City Health Office Medical Doctor	City Health Office
4. Latest Certification from the Medical Doctor stating the need for assistive devices (eg.	Attending Medical Doctor

wheelchair, prosthesis, hearing aid) 5. One (1) whole body picture for office reference 6. 1 x 1 photo for ID card				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and assessment by Social Welfare Officer using Family Data Sheet	None	20 minutes	Social Welfare Officer and Staff
	The Staff will undertake home visitation	None	2 hours	Social Welfare Officer
Submit the above requirements	Review and file the required documents for reference. Prepared Social Case Study Report	None	15 minutes	Social Welfare Officer
Assessment of the records and requirements submitted check availability of physical devices stocks. Release the requested device.	The PWD received the Physical Restoration assistance of the government	None	5 days - to consider the availability of stock of physical devices	Social Welfare Officers and assigned staff
Claim the Assistive Device		None	20 minutes	Social welfare Officer and staff
NOTE: There are instances that the office has no stock due funds limitation or the Purchase Order is being processed. Further, the city rank priority to client with emergency needs of physical aide				

b. Provision of Identification Card to Persons With Disability

Based on RA 7277 and Ra 9442 otherwise known as Magna Carta for Disabled Person

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
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Classification:	Simple
Types of Transaction:	Government
Who may avail:	Persons with Disability in Batangas City

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certification 2. Birth Certificate 3. Medical Certificate stating the type of Disability		Barangay Hall Philippine Statistics Authority Medical Doctor		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and Assessment by the Social Worker using Family Data Sheet	None	5-10 minutes	Social Welfare Officer and Staff
Submit the above requirements	Assess and file the documents in for reference. The Staff will undertake home visitation.	None	2 hours	Social Welfare Officers
	Take photo and prepare the ID card for signature	None	5 days	Social Welfare Officers, Computer Encoder
Claim PWD Identification Card as scheduled	Issue and release the PWD Identification Card	None	10 minutes	CSWDO Staff

c. Provision of Free Movie Booklet for Persons With Disability

Provision of free movie booklet to Persons With Disability to allow them to avail of free movies once a week in an accredited movie houses in Batangas City on week days. This is one of the Private Public Partnership Program of the City Government for the benefits of the Older Persons and Persons with Disability

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Persons with Disability in Batangas City

Checklist of Requirements		Where to Secure		
1. Persons With Disability ID 2. 1x1 photo		CSWD Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	For inquiry and information of the person who come for help	None	1 minute	Social Welfare Officer and Staff
Submit requirements	You will be interview upon submission of all the documents	None	10 minutes	Social Welfare Officer
	The Staff will prepare and fill up the booklet for new applicant and will validate the booklet every year	None	10 minutes	Social Welfare Officers
Claim booklet for free movie	Issue or release the booklet for free movie	None	5 minutes	Social Welfare Officer and OSCA staff

6. ELDERLY WELFARE PROGRAM

This program provides social services for older persons who are physically, socially and economically well-off but do not have the opportunity to share their time, talent and treasure. It also assist them to avail opportunities to contribute to community development.

	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Self and Social Enhancement Services	The elderlies can share their experiences to the young and the latter gets benefits from them	None	Thru community assembly meetings – 2 to 3 hours	Assigned Staff
Information Dissemination on Disability Prevention	For them to free any harm, and live safely		3 hours through assembly meetings or on line approach	Social Welfare Officers
DSWD Social Pensioners	Funds from national government		1 hour per schedule by national government	Social Welfare Officers of Local and

				National Agencies
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a. Provision of Basic Food Commodities to Senior Citizen 90 Years Old and Above

Provision of food commodities as supplement for 90 years old and above senior citizen to promote a better quality of life through proper nutrition.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Senior Citizen 90 years old and above and those who are frail, sick and bedridden

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> Barangay Resident Certificate Senior Citizen ID Birth Certificate, any document as proof his/her age if birth certificate is not available Special Power of Attorney issued to immediate relative if client cannot claim the goods personally to the office. 		Barangay Office Philippine Statistics Authority Lawyer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and Assessment by the staff using Family Data Sheet	None	20 minutes	Social Welfare Officer and Staff
Submit the requirements	The staff will conduct home visitation	None	2 hours after travel of the government personnel	
	Concern individuals will be advised when to get the assistance	None	10 minutes	Social Welfare Officers and staff
Claim the Food Assistance as scheduled after	The Senior Citizen will be provided with food for	None	5 minutes	Social Welfare Officers and other assigned staff

approval of the request	augmentation to her food needs			
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b. Assistance for Physical Restoration of Elderly

Helping the elderly to attain maximum improvement of their physical residual capacities for integration to family and community life. This is implemented through resource mobilization; referral and resolution of psychological barriers related to medical interventions and use of technical aids

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Elderlies

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Barangay Residence Certification 2. Medical Certificate 3. Barangay Midwife Endorsement and certified by City Health Office Medical Doctor 4. Latest Certification from the Medical Doctor indicating the need for assistive devices (eg. wheelchair, prosthesis, hearing aid) 5. One (1) whole body picture for office reference 6. 1 x 1 photo for ID card 		Barangay Office Attending Physician City Health Office Attending Physician		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and assessment by Social Welfare Officer using Family Data Sheet	None	20 minutes	Social Welfare Officer and Staff
	The Staff will undertake home visitation.	None	2 hours	Social Welfare Officer and or permanent staff
Submit the requirements	Assess and file the submitted documents for reference Prepared Social Case Study Report	None	15 minutes	Social Welfare Officers and staff

The Elderly will be advised to wait for at least 10 days to receive the device after the approval of the request. Client will be notified thru telephone and or letter	The office will process the release of funds and purchase order of the devices.	None	15 days to consider the availability of stock	Social Welfare Officer and staff
Claim the Assistive Device requested NOTE: There are instances that the office has no stock when the office is processing the release of funds.	The office will ready the forms to be accomplished and signed by the individuals prior to the release of the equipment. The office consider the exigency of need of the individual and grant the requested equipment.	None	20 minutes	Social Welfare Officer and staff

c. Protection of Senior Citizens against violence.

The state shall protect women senior citizens from neglect, abandonment, domestic violence, abuse, exploitation and discrimination. Toward this end, the State shall ensure special protective mechanisms and support services against violence, sexual abuse, exploitation and discrimination of older women.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	60 years old and above

Checklist of Requirements		Where to Secure		
1. Barangay Resident Certificate		Barangay Office		
2. Senior Citizen ID		Barangay Office		
3. Barangay Blotter or Report		Barangay Office		
4. Complaint Sheet/Written Salaysay		Barangay Office		
5. Referrals to Justice System		Barangay Office		
6. Court Order/Decision		City Court		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

Approach the information desk officer and register in the log book	Undergo assessment and home visitation by Social Worker	None	3 hours including travel of the Social Worker	Social Welfare Officers and other permanent staff
Conduct session focus on laws for elderlies	Case conference and counselling session	None	Base on the nature of case	Social Welfare Officer and other permanent staff
Assess the case and provide support services	Referral to institution if necessary	None	1 hour	Social Welfare Officers and permanent staff

7. EMERGENCY WELFARE PROGRAM

It is the provision of timely and appropriate assistance to help alleviate the condition, solution of disturbed, displaced individuals or families and those who are victims of disasters, who are in need of food, clothing, temporary shelter and other emergency needs.

a. Assistance to Individual and Families in Crisis Situation

Families living below the poverty level and with limited or no access to life’s basic needs such as food, clothing, shelter, health services, facilities, educational services and livelihood opportunities. They are also hampered to function normally because of psycho social and socio economic difficulties.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Individual or Families from low income or in distressful situation

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Barangay Incident Report 3. Police Report and Certification 4. BFP Report and Certification 5. Government issued ID		Barangay Office Philippine National Police Bureau of Fire Protection		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and	Undergo Intake Interview by the Social Worker using Family Data Sheet	None	10 minutes	Social Welfare Officer



register in the log book				
Interview and assess the case of the individual and families	The Social Worker conducts home visitation		2 hours after travel to Barangay	Social Welfare Officers
Family case conference for further assessment	Study and assess the case and review of existing records		1 hour	Social Welfare Officers and permanent staff
Individual or family submit documents and other requirements	Preparation of necessary documents such as social case study report, medical records		30 minutes	Social Welfare Officer and permanent staff
Process the case for support services	Submission to Finance Committee of the documents		30 minutes	Social Welfare Officer and permanent
	Processing of check with the Budget Office, Treasurer’s Office, City Accounting Officer, Office of the Mayor		It takes about 2 weeks to process thru Finance Committee	CSWDO and City Treasurer’s Office
The financial assistance is available after processing at the Finance Office of the government	Individual and family claim the check Follow up visit either face to face or virtual approach			City Treasurer’s Office

b. Provision of Medical Assistance thru Referral System to Hospitals

Provision of Referral Letter to the hospitals and other medical institution for medical assistance in the form of medical bill discount, promissory note before discharge and other bills needing Medical Social Services intervention.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent and other needy families of Batangas City

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Barangay Resident Certificate 2. Barangay Certificate of Indigency 3. Request forms such as laboratory examinations, 4. Prescription of medicines. 5. Copy of Latest Hospital bills 		Barangay Office Barangay Office Attending Physician Hospital		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview and Assessment of the Social working Family Data Sheet	None	10 minutes	Social Welfare Officers
Client ready for interview by the assigned Social Welfare Officer	The Social Worker will conduct home visitation or will review client’s existing family record. She will prepare referral letter for discount on fees.		1 hour after travel of case worker	Emergency Welfare Program Staff
The referral letter with documents to be needed is available	The letter is ready for release Provision of support services when needed		2 minutes	Social Welfare Officer

c. Provision of Medical Assistance with Social Case Study Report

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
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Classification:	Simple
Types of Transaction:	Government
Who may avail:	Families with sick member and could not afford to shoulder the medical needs due to limited income

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Barangay Residence Certificate 2. Barangay Certificate of Indigency 3. Medical Abstract or Certification from the Hospital Record Section 4. Property tax certification issued by City Assessor’s Office. 5. Referral Letter to the hospital where client is confined 6. Latest Statement of hospital bill 		Barangay Office Barangay Office Hospital City Assessor’s Office Government and Private Hospitals		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Conduct interview and guide the individuals who come for help	None	30 minutes	Social Welfare Officers
Submit all the above requirements	Undergo Interview and Assessment by the Social Worker	None	10 minutes	Social Welfare Officers
The client will ready for the schedule of interview	The Social Worker will conduct home visitation		2 hours after travel of the SW	Social Welfare Officer
	Review client’s existing record		15 minutes	Social Welfare Officers
Claim Social Case study report	The Social Case Study Report is available for submission to the hospital and other medical institutions Follow up visit to clients		After 2 days or earlier based on the schedule given by the recipient	Social Welfare Officers and other permanent

d. Provision of Food Assistance to Needy Individuals and their Families

Provision of food assistance to families or clients who are economically in difficult situation and cannot afford to sustain their basic needs for food.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent families and other needy individuals in crisis situation

Checklist of Requirements		Where to Secure		
Government issued ID				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview by the Social Worker using Family Data Sheet	None	10 minutes	Social Welfare Officer
	The Social Worker will review client’s existing records		5 minutes	
Avail the food commodities/goods	The client availed of assistance that can alleviate the food needs		5 minutes	

e. Provision of Balik Probinsya Program

Provision of financial and/or material assistance to support the planned and purposive return to the place of birth or origin of disaster victims, distressed and displaced individual/families where the opportunities to improve their well – being are available.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Local migrants -indigent families who has just arrived in the city or has been staying for quite sometimes but not registered in the Barangay they stay



	Those families who are natives of other towns but temporarily stay in the city and decided to go back home due to calamity and other situations valid to go back home.
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Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate if applicable 2. Any government issued ID		Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo Intake Interview by the Social Worker using Family Data Sheet	None	10 minutes	Social Welfare Officer
Individual or family member disclosed his situation and need	The Social Worker will conduct office or virtual interview and or home visitation		2 hours after travel to Barangay	Social Workers and permanent staff assigned
Individual will provide vital information relative to his or her case for referral and support services	Coordinate with the province, city or municipality where the family will return to ensure that they will stay and live permanently		3 days to 15 days depending on the distance of the LGU in the country	Social Welfare Officers
The financial assistance will be processed by the Finance Office.	Processing of check with the Budget Office, Treasurer’s Office, City Accounting Office		The processing of financial assistance is 2 weeks	City Treasurer’s Office

The individual will receive advice when assistance is ready	The check is claimed		5 minutes	City Treasurer's Office
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f. Provision of Emergency Shelter Assistance - fund from the City Calamity Fund

Provision of available financial and materials assistance to help families construct /repair their houses, which are partially or totally destroyed by natural or man-made disasters.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent families, victims of any calamities

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Barangay Incident Report 3. Police Report and Certification 4. BFP Report and Certification 5. Government issued ID		Barangay Office Philippine National Police Bureau of Fire Protection		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undertake Intake Interview and Assessment by the Social Worker using Family Data Sheet	None	15 minutes	Social Welfare Officer
Affected individual or family ready the requirements for	The Social Worker will conduct home visitation	None	2 hours including travel to Barangay	Social Welfare Officers and assigned personnel

assessment and assistance.				
Submission of requirements to process the assistance.	Preparation of necessary documents (social case study report, incident report, photos of affected house, identification card of the responders, PNP and BFP report)	None	2 hours to prepare documents including Project Proposals	Social Welfare Officers
Individuals will receive advice from the office when assistance is available.	Processing of Check at the Budget Office, Treasurer's Office and City Accounting.		It takes 2 weeks to process the check at the Finance Committee	City Treasurer's Office
The check for assistance will be processed	The check is claimed		5 minutes	City Treasurer's Office

g. Provision of Funeral Assistance

Kalinga Para Sa Namayapa, a social amelioration assistance to the indigent family of deceased member.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	Indigent families of the city

Checklist of Requirements		Where to Secure		
1. Death Certificate Duly Registered with the Civil Registrar's Office 2. Funeral Service Contract 3. Barangay Residence Certificate 4. Government Valid ID of the claimant		Barangay Office Batangas City Government		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

The relative or member of the family of the deceased will register in the logbook	Undergo Interview and Assessment	None	10 minutes	Social Welfare Officer and Staff
Individual is ready for interview	The Social Worker will conduct home visitation or review the old records available		2 hours after travel of SW	Social Welfare Officer
Avail referral for discount on fees for funeral services	Social Case Study Report and documents for assistance		2 hours	Social Welfare Officer
Individual will wait for the release of assistance	Submit to Finance Committee the documents		After 21 weeks	Social Welfare Officer. City Treasurer's Office
The check for assistance is processed	The assistance is granted		5 minutes	City Treasurer's Office

h. Issuance of Certificate of Indigency

Issuance of Certificates of Eligibility to needy families requesting for assistance who are requesting for discount on fees on:

1. Civil Registration such as Birth Registration under RA 9255; Acknowledgement of Paternity, Clerical Error under RA 9048
2. Free legal assistance to families with legal cases
3. Requesting Medical Assistance
4. Claims of Solo Parents with minor child/children from GSIS benefits upon death of spouse
5. Availment of Educational Assistance
6. Availment of other Social Services needing said certification

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple

Types of Transaction:	Government
Who may avail:	Low income families and other families in socio-economic crisis situation

Checklist of Requirements		Where to Secure		
1. Barangay Residence Certificate 2. Barangay Certificate of Indigency 3. Pertinent documents to be used for the issuance of Certification needed		Barangay Hall City Government		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Approach the information desk officer and register in the log book	Undergo office interview and assessment by the Social worker using Family Data Sheet		20 minutes	Social Welfare Officer
Submit the Barangay certificate of Indigency and Residency	The Social Worker will conduct home visitation for further assessment if record is not available on the masterlist of indigent families		2 hour after travel of RSW from office for new entry	Social Welfare Officers
Submitted the Certificate of Indigency to the office	For provision of support services		10 minutes	

8. COMMUNITY WELFARE AND DEVELOPMENT PROGRAM

This is the process of assisting the community to experience the process of consciousness and awareness of problems, situations, analysis, and formulation of goals and action plans, implementation of plans, monitoring and evaluation collectively. This office has 20 Barangays having this kind of programs and services. These barangays are those with high incidence of poverty, disaster prone, with large family size, with informal settlers and other social concerns and issues affecting majority of the residents.

Assisting the community in the formulation of goals and actions plans and its implementation, monitoring and evaluating the outputs collectively as one community vis a vis the Social Protection Development Programs of the National Government.



Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	<ol style="list-style-type: none"> 1. The first 30 low income barangays with high incidence of poverty 2. With Relocation Sites 3. Indigenous People temporary residing 4. Community People with Special Needs 5. Local Migrants

Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Thickly Populated Barangay 2. Disaster Prone Areas 3. Barangay with Prevalence of Under Weight Children and Pre – School Children. 4. Residents of Island and other Inland Barangays with Limited Resources 5. Barangays with High Incidence of Poverty 				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Coordinate with your barangay officials regarding your concern	Set the standard operational procedure on Community welfare program		30 minutes	Social Welfare Officers and Barangay Council
Attend assembly meetings that will be called for the purpose	All sector of society and members are called for a general meeting and they will work together for the community welfare and development:		1 hour to be conducted once a month in every brgy.	Social Welfare Officers assigned
	Identification of the problem Community meetings and help create different committees who assist the Barangay Officials.		1 hour each meeting thru series of Barangay Assemblies	Barangay Council and Volunteers



Families and community members follow the set meetings of the leaders for community projects.	Assessment of the situation of the community Help families formulate plans for projects Recommend for funds support		2 hours every scheduled meetings	Social Welfare Officers and Barangay Council
	Identification of resources, coordination with stakeholders and partners		1 hour	Social Welfare Officers and Community Workers
Perform task given by the leaders	Formation of different committees and assignment of tasks		30 minutes	Social Welfare Officers and Community
Identify volunteers who will assist the leaders	Preparation of work plan, financial plan project proposals.			Social Welfare Officers
Community leaders and members met the goals	Request funds for support services Implementation of community projects based on plan and provision of social services.		2 hours in every community whole year rounds	National government Offices provided support services and technical assistance.
People are more enhanced and participative	The community project will be subjected to monitoring and evaluation to ensure its successful implementation		monthly for the year	Social Welfare Officers and staff
	The group will continuously be provided with social services and other support services			Social Welfare Officers

a. Barangay Meeting/ Community Assembly

Regular meeting being conducted by the Social Workers to the sectoral groups organized by the office such Barangay Association of Child Development Workers Youth, Women, PWD and Elderly.

Office or Division:	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Classification:	Simple
Types of Transaction:	Government
Who may avail:	All community residents

Checklist of Requirements		Where to Secure		
1. The different sectors with their sets of Officers 2. Members are listed in the Rooster form				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
	To schedule assembly meeting together with Barangay Sectoral Presidents and Barangay Chairmen		10 minutes	Social Welfare Officers
	Actual meeting and assembly in the barangay		3 hours including travel time	Social Welfare Officers and Barangay Leaders

NOTE: This office has included in the Devolution Transition Plan which may take effect by 2022 the following additional roles and functions:

1. Expansion of City Bagong Pagasa Transition Home.
2. Establishment of Special Drug Education Center.
3. Establishment of Youth Home for Children at Risk and in Need of Special Protection.
4. Establishment of Centers for sectoral group needing temporary or permanent home.

V. Feedback and Complaints:

1. The office has available box for complaints and feedback of client/s. The Senior Staff will open the box and will read the concerns for appropriate actions and formulate future plans.
2. There are also complaints received from the national government offices and all are acted upon accordingly.



Civil Engineer's Office



I. Mandate:

Prepares plan designs, program costs, estimated and specification of all infrastructure projects. Take charge of the construction, repair, improvement and rehabilitation of all city infrastructure projects. Implement maintenance activities, such as repairs of road/building/canal/streetlights, spring development, waterworks system within the city government. Implement National Building Code and other referral codes. Inspection of Mechanical and Electrical installation of all public buildings, industrial, commercial and institutional building. Maintains personnel administrative functions. Maintains light and heavy equipment.

II. Vision:

The City Engineer’s Office, with its high technology expertise, thru the use of its state of the art instruments, gadgets and equipments and in partnership with city government envisions a highly sustainable and competitive city in terms of infrastructure development and sports made possible through its accessible farm to market roads, enough water supply and electricity even in the most remote barangays and a sports arena engineered to perfection.

III. Mission:

The City Engineer’s Office exists to provide Professional Engineering services that are appropriate, innovative and economical in order to transform Batangas City into a more progressive metropolis in terms of infrastructures and sustainable development. Our mission is to provide cost effective solutions that will meet the present and future requirements of the City. To accomplish this, we shall study all reasonable options through new technologies in order to offer excellence in the design and delivery of engineering services.

IV. Service Pledge:

We, at the City Engineer’s Office, do hereby pledge to:

1. Serve the citizen of Batangas City with utmost honesty, integrity and transparency;
2. Streamline our system to make our services easier and less time - consuming;
3. Treat our clientele with due respect and sincerity



CEO
ADMINISTRATIVE DIVISION

A. External Services

1. Receiving of Incoming Communication

The Administrative Division of the City Engineers Office acknowledge receipt of all incoming communication such as letters of request, written queries, legal matters, memoranda, executive orders, resolutions, etc.

Office or Division:	Administrative Division
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	Constituents, Barangay Officials, Contractors, Individuals, Companies, Students, etc.

Checklist of Requirements		Where to Secure		
Letters, Memoranda, Written Queries		Company, Agency, Institution, Individual		
Resolutions, etc.				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit communication	1.1 Acknowledge receipt of communication and advise client to follow – up after 1-2 days	None	1 minute	Receiving Clerk
	1.2 Record communication			
	1.3 Prepare routing/ order slip and forward it to City Engineer for signature	None	5-10 minutes	Receiving Clerk
	1.4 Fill out routing/ order slip for assignment to concerned personnel/ engineers for action	None	5 minutes	City Engineer
	1.5 Disseminate routing/ order slip to concerned personnel	None	5 minutes	Clerk I
		None	5 minutes	



				Clerk I
2. Follow – up after 1 – 2 working days	2.1 Monitor status of request from concerned personnel	None	1 – 2 working days	Clerk I
Total:		None	2 working days 26 minutes	

2. Accommodating Work Immersion/ On-the-Job Training (OJT)

The City Engineers Office provides accommodation to College/ University Students for their on the job training and to Senior High School Students for Work immersion program to give them a feel of real life situations in the workplace

Workplace				
Office or Division:	Administrative Division			
Classification:	Complex			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	College/ University/ Senior High School Students			
Checklist of Requirements		Where to Secure		
1. Letter of request		OJT Coordinator of School		
2. Notarized Waiver/ Consent of Parents				
3. Time Frame				
4. Resume		Applicant		
5. DTR		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submit requirements	1.1 Check as to completeness of requirements	None	1 hour and 20 minutes	Admin. Assistant Supvg. Admin. Officer
	1.2 Assign date of orientation			
	1.3 Orient students as to policies, rules and regulations of office prior to training			
	1.4 Assign students to division office relative to their line of discipline			
2. Submit DTR at end of training	5.1 Check and evaluate daily time record of OJT/ Work Immersion	None	15 minutes	Admin. Aide IV (Clerk II)
3. Claim certificate	6.1 Issue certification	None	3 minutes	Admin. Aide III (Clerk I)
Total:		None	1 hour 53 minutes	

B. Internal Services

1. Leave Management

Assists employee in the application for leave of absences such as Vacation Leave, Sick Leave, Compensatory Time Offset, Privilege Leave, Emergency Leave, Maternity/ Paternity and Force Leave

Office or Division:	Administrative Division
Classification:	Complex
Types of Transaction:	G2G - Government to Government
Who may avail:	All Regular Employees of CEO

Checklist of Requirements			Where to Secure	
Leave Form			CEO Administrative Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out leave form as to what kind of leave the client wants to avail	1.1 Check the leave form as to accuracy and completeness of data	None	1 minute	Admin. Assistant/ Admin. Officer II
		None	3 minutes	
	1.2 Record the date of filing and date of consumption of leave	None	30 seconds	Admin. Assistant/ Admin. Officer II
		None	1 – 3 hours	Dept Head/ Supvg. Admin. Officer
	1.3 Have the form signed by Department head or Supervising Admini	None	10-15 working days	Liaison Officer
		None	1 – 3 hours	HRMDO



	strative Officer			Liaison
	1.4 Liaise the applicat ion forms to the HRMD O			
	1.5 Process leave applicat ion			
	1.6 Pick – up leave docume nts from HRMD O			
2. Get copy approved leave application	2.1 Release one (1) copy of approved leave to applicant	None	3 minutes	Admin. Assistant/ Admin. Officer II
Total:	None	15 days 6 hours 7 minutes		

2. Facilitation of Application for Retirement

Assist employees applying for retirement whether mandatory, early or optional

Office or Division:	Administrative Division
Classification:	Complex
Types of Transaction:	G2G - Government to Government
Who may avail:	CEO Employees
Checklist of Requirements	Where to Secure
1. If less than 65 years old, letter of intent addressed to the Mayor thru	Individual Employee



Ms. Aurea R Castillo and noted by the City Engineer				
2. Leave form for terminal leave		CEO Office		
3. Property Clearance form		HRMDO		
4. Administrative Clearance Form		Legal Office		
5. Fiscal Clearance Form		Bulwagan ng Katarungan		
6. Updated Statement of Assets, Liabilities and Net worth (SALN)		Individual Employee		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. If less than 65 years old, submit letter of intent to the City Engineer to be noted. If 65 years old no need for letter of intent	1.1 Affix signature on the letter 1.2 Record date of retirement and get one (1) copy for filing	None	1 minute 3 minutes	City Engineer Admin. Aide III (Clerk I)
2. Secure clearance forms from respective offices as stated on the checklist above		None	1 hour	HRMDO City Legal Office Bulwagan ng Katarungan
3. Accomplish all clearances		None	1 hour and 30 minutes	HRMDO Legal Office Bulwagan

4. Accomplish SALN	4.1 Assists retiree in accomplishing SALN	None	20 minutes	City Engineers Office Admin. Aide IV (Clerk II)
5. Fill out terminal leave	5.1 Record terminal leave 5.2 Forward accomplished terminal leave application to HRMD O	None None	10 minutes 30 minutes	Admin. Asst./ Admin Officer II Liaison Officer
6. Fill out exit interview questionnaire	6.1 File accomplished interview questionnaire	None	30 minutes	Admin Aide III (Clerk I)
Total:		None	4 hours 4 minutes	

3. Facilitation of Loan Application of Employees

Facilitates loan application of employees of CEO to different lending institutions
Accredited by the Batangas City Local Government

Office or Division:	Administrative Division
Classification:	Complex
Types of Transaction:	G2G - Government to Government
Who may avail:	CEO Regular Employees
Checklist of Requirements	Where to Secure
1. Pag ibig Multi Purpose Loan Application	
a. Multi Purpose Loan Application Form	Pag-ibig Office

b. Photocopy of at least two (2) Valid ID's			Applicant	
c. Proof of Income - Payroll			Accounting Office	
d. Certification of non-cancellation/ stopping loan deduction			Administrative Division	
2. Philippine Veterans Bank				
a. Loan Form			Veterans Bank	
b. Cert of Employment (Borrower/ Co-Maker)			HRMDO	
c. Notice of Salary Adjustment (Borrower/ Co – Maker)			HRMDO	
d. Service record (Borrower/ Co – Maker)			HRMDO	
e. Latest Payroll (Borrower/ Co-Maker)			Accounting Office	
f. 2 Valid ID's			Loan Applicant/ Co - Maker	
g. 1 x 1 id picture			Loan Applicant/ Co - Maker	
3. Landbank of the Philippines				
a. Information sheet			Administrative Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure certificate of non-cancellation/ stopping of deduction	1.1 Check the details of loan deductions	None	10 minutes	Admin Aide IV (Clerk II)
		None	5 minutes	Admin Aide IV (Clerk II)
	1.2 Inquire from Payroll Clerk	None	2 minutes	Admin Aide IV (Clerk II) Supvg. Admin. Officer
	1.3 Sign Certification of non-cancellation of deduction	None	3 minutes	Admin Aide IV (Clerk II)

	1.4 Issue certification			
2. Secure forms and other needed requirements by the loan agency	2.1 Check, collate, and attach the requirements	None	5 minutes	Admin Aide IV (Clerk II)
3. Submit the application forms and required documents	3.1 Checking and for signature	None	15 minutes	HRMDO
4. Submit the application forms and required documents approved by the HRMDO to the loan agency	5.1 Pick up the loan applications and required documents and forward to the loan agency	None	15 minutes	Loan Applicant
Total:	None	1 hour		

4. Preparation of Payroll

The Administrative Division is the responsible in preparing the payroll of both regular and job order employees

Office or Division:

Administrative Division



Classification:		Simple		
Types of Transaction:		G2G - Government to Government		
Who may avail:		Employees, HRMDO, Accounting Office		
Checklist of Requirements		Where to Secure		
1. Daily Time Record (DTR)		E-mail from HRMDO		
2. Approved Leave application if any		HRMDO		
3. Other Attachments: travel order, certificate of appearance		CEO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for payroll thru phone or personal	1.1 E-mail PDF file of DTR to Admin	None	10 seconds	HRMDO
	1.2 Print DTR file	None	2 hours	Admin. Aide IV (Clerk II)
		None	2 hours	Admin. Asst. II/ Admin. Officer II
	1.3 Tally DTR with time sheet and attendance to flag ceremony	None	2 hours	Admin. Asst. II/ Admin. Officer II
	1.4 Check DTR for leave of absence	None	30 minutes	Liaison Officer
	1.5 Pick up approved application for leave of absence	None	45 minutes	Admin. Asst. II/ Admin. Officer II
		None	1 day	Admin. Asst. II/ Admin. Officer II
	1.6 Distribute DTR to respective employees for signature			Admin. Asst. II/ Admin. Officer II
	1.7 Attach necessary documents to the DTR such as approved leave, travel	None	10 minutes	
		None	2 hours	CEO Employees



	order, certificate of appearance and justification	None	2 hours	Admin. Asst. II/ Admin. Officer II
	1.8 Submit DTR to Admin. Office	None	2 hours	
	1.9 Review DTR for completeness of attachments	None	1 hour	Supvg Admin Officer
	1.10 Initial the DTR	None	1 hour	City Engineer
	1.11 Sign DTR	None	3 hours	Payroll Clerk
	1.12 Check and review loans of employees	None	10 minutes	Payroll Clerk
	1.13 Coordinate with accounting about billing statements of GSIS and Pag-ibig			City Engineer
	1.14 Prepare and encode payroll			
	1. Sign payroll			
Total:	None	2 days 6 hours 35 minutes 10 seconds		





CEO
BUILDING PERMIT DIVISION



1. Building Permit

A. Application of Building Permit for projects with total floor area not more than 1,500 square meters of the following:

- a. Single dwelling residential of not more than three (3) storeys
- b. Commercial buildings of not more than two (2) storeys
- c. Renovation within a building with issued building permit
- d. Warehouse not more than two (2) storeys high and storing non-hazardous substance

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
1. Four (4) copies of properly filled up and notarized Unified Application Form for Building Permit, Locational Clearance and Fire Safety Evaluation clearance	OSCP
2. Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT) covering the subject lot and, in cases where the applicant is not the registered owner of the said lot, a duly notarized copy of Contract of Lease, or Deed of Absolute Sale or, in lieu of the certified true copy of OCT/ TCT, a lot location plan thru the Parcel Verification Service of the Land Registration Authority (LRA), original or updated real property tax payments, duly notarized secretary certification of the board resolution authorizing the signatory/ies (if corporation)	OSCP
3. Two (2) sets of survey plans, design plans and other documents prepared, signed and sealed over the printed names of duly licensed and registered professionals, as stipulated under Section 302 (3) of the IRR of the National Building Code of the Philippines: <ol style="list-style-type: none"> a. Architectural Documents b. Civil/ Structural Documents (if applicable) c. Electrical Documents d. Mechanical Documents (if applicable) 	Applicant
<ol style="list-style-type: none"> e. Sanitary Documents f. Plumbing Documents (if applicable) g. Electronics Documents (if applicable) h. Geodetic Documents (if applicable) i. Fire Protection Plan (if applicable) j. Fire Safety Compliance Report 	
4. Four (4) photocopies of valid licenses of all involved professionals	Applicant



5. Estimated value of the building or structure (bill of materials and labor cost) to be erected as declared by the owner or applicant and duly notarized	Applicant
6. One (1) set of Technical Specification signed and sealed by the professional in-charge of plans and specifications	Applicant
NBCP & Unified Application Forms	OSCP
Unified Checklist	OSCP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application forms with all the requirements @ OSCP	Accept & Check completeness of requirements based on checklist. If Complete (Backroom Operations) Return application with list of lacking documents (If Incomplete) Encodes, numbers the application and issue (AFS) Acknowledgement / Follow Up Slip & indicate the date of follow up if approve @ OSCP [Backroom Operations] Verify correctness of Tax Declaration to Assessor,	Based on the National Building Code (NBC) Schedule of Fees	30 minutes	BPD Receiving Clerk Marilou Antenor Mary Ann Banaag
	b) Collate the forms and Building Plans and other supporting Doc. To Zoning, BFP, ENRO, OCVAS (if agricultural) & OBO. For OBO: Conduct inspection of BPD inspectors & evaluation.		15 minutes	Elvie De Castro Assessors Personnel



	<p>If ok, Assess the Permit Fees If not ok Issue Notice of Disapproval.</p> <p>Prepares Order of Payment</p> <p>1.6 Consolidates releases of Certificates of different Offices of OSCP including the Building Permit (Approved)</p>		<p>Within 2 days 6 hr 50 min. (simple application)</p> <p>Within 6 days 6 hrs. 50 min. (Complex Application)</p> <p>Within 19 days 6hrs 50 min. (Highly Technical Application)</p>	<p>Marilou Antenor</p> <p>BPD Personnel</p>
2. Get Order of Payment & pay building fees at CTO-OSCP.	2.1 Receive payment and issuance of Official Receipt		10 minutes	Revenue Collecting Officer City Treasurers Office
3. Claim the approved Permit at Releasing Clerk	<p>3.1 Release the approved Building Permit together with all the Certificates/ Clearances issued by the offices of OSCP.</p> <p>3.2 Transmit to CEO-BPD file copies</p>		10 minutes	<p>BPD-Releasing Clerk</p> <p>Renn Joseph Blay</p>
Total		Based on the National Building Code (NBC) Schedule of Fees	<p>Simple- 3days</p> <p>Complex – 7 days</p> <p>Highly Technical – 20 days</p>	

B.. Application of Building Permit (more than three (3) storeys, factories, mall, etc.)



Office or Division:	Building Permit Division
Classification:	Highly Technical
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
1. Four (4) copies of properly filled up and notarized Unified Application Form for Building Permit, Locational Clearance and Fire Safety Evaluation clearance	OSCP
2. Certified true copy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT) covering the subject lot and, in cases where the applicant is not the registered owner of the said lot, a duly notarized copy of Contract of Lease, or Deed of Absolute Sale or, in lieu of the certified true copy of OCT/ TCT, a lot location plan thru the Parcel Verification Service of the Land Registration Authority (LRA), original or updated real property tax payments, duly notarized secretary certification of the board resolution authorizing the signatory/ies (if corporation)	OSCP
3. Two (2) sets of survey plans, design plans and other documents prepared, signed and sealed over the printed names of duly licensed and registered professionals, as stipulated under Section 302 (3) of the IRR of the National Building Code of the Philippines: <ul style="list-style-type: none"> a. Architectural Documents b. Civil/ Structural Documents (if applicable) c. Electrical Documents d. Mechanical Documents (if applicable) e. Sanitary Documents f. Plumbing Documents (if applicable) g. Electronics Documents (if applicable) h. Geodetic Documents (if applicable) i. Fire Protection Plan (if applicable) j. Fire Safety Compliance Report 	Applicant
4. Four (4) photocopies of valid licenses of all involved professionals	Applicant
5. Estimated value of the building or structure (bill of materials and labor cost) to be erected as declared by the owner or applicant and duly notarized	Applicant
6. One (1) set of Technical Specification signed and sealed by the professional in-charge of plans and specifications	Applicant
7. For three (3) structures or 7.50 meters high and more: <ul style="list-style-type: none"> a. Geotechnical Report/ Soil Boring Test Certification b. Structural Analyses and Design Computations 	Applicant



8. For four (4) storey structures or 12 meter high and more: a. Fire Suppression System Plan, computations and specifications;	Applicant
b. Elevator System plan, specifications and computations;	
9. For structures 50 meters high, or 10,000 sq m. or more; hospitals (50 beds or more); or schools (20 classrooms and 3 storeys or more): a. Application for installation of accelerogram, with baseline parameters and seismic analyses	Applicant
10. For structures 75 meters high or more: a. Structural Design Peer Review	Applicant

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Accept & Check completeness of requirements based on checklist. If Complete (Backroom Operations)	Based on the National Building Code (NBC) Schedule of Fees	30 minutes	BPD Receiving Clerk
	1.2 Return application with list of lacking documents (If Incomplete)			Marilou Antenor
	1.3 Encodes, numbers the application and issue (AFS) Acknowledgement / Follow Up Slip & indicate the date of follow up if approve @ OSCP			Mary Ann Banaag
	[Backroom Operations]			Elvie De Castro
	a) Verify correctness of Tax Declaration to Assessor,			Assessors Personnel



	<p>b) Collate the forms and Building Plans and other supporting Doc. To Zoning, BFP, ENRO, OCVAS (if agricultural) & OBO.</p> <p>For OBO:</p> <p>1.4 Conduct inspection of BPD inspectors & evaluation.</p> <p>If ok, Assess the Permit Fees</p> <p>If not ok Issue Notice of Disapproval.</p> <p>1.5 Prepares Order of Payment</p> <p>1.6 Consolidates releases of Certificates of different Offices of OSCP including the Building Permit (Approved)</p>		<p>Within 20 Days (Highly Technical)</p>	<p>Marilou Antenor</p> <p>BPD Personnel</p>
2. Get Order of Payment & pay building fees at CTO-OSCP.	2.1 Receive payment and issuance of Official Receipt		10 minutes	Revenue Collecting Officer City Treasurers Office
3. Claim the approved Permit at Releasing Clerk	<p>3.1 Release the approved Building Permit</p> <p>3.2. Transmit to CEO-BPD file copies</p>		10 minutes	<p>BPD-Releasing Clerk</p> <p>Renn Joseph Blay</p>
Total	Based on the National Building Code (NBC) Schedule of Fees		<p>Simple- 3days</p> <p>Complex – 7 days</p> <p>Highly Technical – 20 days</p>	

2. CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

Requirement by Meralco for the Electrical connection

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements		Where to Secure		
Electrical Permit with Business Permit (BP) and Certificate of Occupancy (CO)				
1. Original Certificate Permit Form (4) Copies- Completely Filled up Electrical Plan		Building Permit Division - CEO		
2. Photocopy of Building Permit (BP)		Applicant		
3. If not owned, provide original notarized letter of consent from the lot owner		Lot Owner		
4. Photocopy of PTR and PRC ID of Electrical Professionals with three (3) Specimen Signature		Applicant		
5. Photo of Site		Applicant		
6. Provide Duplicate Copy of all Requirements		Applicant		
Electrical Permit without Business Permit (BP) and Certificate of Occupancy (CO)				
1. Original Electrical Form (4 copies) , completely filled up		Building Permit Division - CEO		
2. Original Electrical Layout		Applicant		
3. Photocopy of PTR and PRC ID of Electrical Professionals with three (3) Specimen Signature		Applicant		
4. Photo of Site		Applicant		
5. Provide Duplicate Copy of all Requirements		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements	Based on the National Building Code (NBC)	15 minutes	CEO-BPD Clerk

Require ments	<p>1.1.2. Accept, check and assess the completeness of the requirements</p> <p>1.1.2.1. If incomplete, return application with list of deficiencies and lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned</p> <p>1.1.2.2 For complete application, assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit</p> <p>[Backroom Operations]</p>	Schedule of Fees		
			Within 7 Days (Comp lex)	CEO- BPD Clerk
2. Get Order of Paymen t & pay buildin g fees at CTO- OSCP.	2.1 2.1 Receive payment and issuance of Official Receipt		10 minute s	BPD – CEO City Treas urers Offic e
3. 3. Claim the approve d CFEI at Releasi	3.1 Require the copy of the Official Receipt and Release the approved CFEI		10 minute s	Relea sing Clerk BPD - CEO

ng Clerk				
Total:		Based on the National Building Code (NBC) Schedule of Fees	Complex 7 days 35 minutes	

3. CERTIFICATE OF OCCUPANCY

Certification that the constructed building/structures (Residential, Commercial, Industrial & Institutional) are fit for occupancy.

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
1. Unified Application Form	OSCP
2. Three (3) copies of the Certificate of Completion (duly notarized, signed by the owner/ applicant, signed and sealed by the (duly licensed Architect or Civil Engineer in-charge of construction together with approved plan and specifications)	OSCP
3. One (1) copy of the construction logbook	Applicant
4. One (1) photocopy of the valid licenses of all involved professionals	Applicant
5. Photograph of the completed structure showing front, sides and rear areas	Applicant
6.Filled up application form for Tax Declaration	Applicant
7. Fire Safety Inspection Certificate (FSIC)	BFP



8. Fire Safety Compliance and Commissioning Report (FSCCR)	BFP
9. NBCP Forms	OSCP
10. Unified Checklist for Occupancy	OSCP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application on forms with all the requirements @ OSCP	1.1 Accept & Check completeness of requirements	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	BPD Receiving Clerk
	1.2 Returns application with list of lacking documents (If Incomplete)		30 minutes	Lamberto Maruquez -do-
	1.3 Encodes, numbers the application and issue (AFS) Acknowledgement/ Follow Up Slip & indicate the date of follow up if approve @ OSCP		Within 2 days 6 hr 50 min. (simple application)	Marilou Antenor
	[Backroom Operations]		Within 6 days 6 hrs. 50 min. (Complex Application)	
	Collates the application for Occupancy to Zoning for Zoning Permit for Occupancy, BFP for FSIC and OBO for Certificate of Occupancy if complete .issue claim stub of each offices at OSCP		Within 19 days 6hrs 50 min. (Highly Technical Application)	BPD Personnel



	<p>together with the AFS to receiving clerk.</p> <p>For OBO:</p> <p>1.4 Conducts Final Inspection as for compliance with the approved Plans</p> <p>If Ok, Assess the Occupancy Fees.</p> <p>If not ok, Issue NOD to Applicant.</p> <p>1.5 Prepares Order of Payment</p> <p>1.6 Consolidate releases of Certificates of each offices of ZPO, FSIC and Certificate of Occupancy with CFEI.</p>			
2. Get Order of Payment & pay fees at CTO-OSCP.	2.1 Accept payment and issue Official Receipt		10 minutes	Revenue Collecting Officer City Treasurers Office
3. Claim the approved Certificate of Occupancy @ Releasing Clerk	<p>3.2 Release the approved Certificate of Occupancy</p> <p>3.3 Transmit to CEO-BPD file copies</p>		10 minutes	<p>BPD Releasing Clerk</p> <p>Renn Joseph Blay</p>

Total:	Based on the National Building Code (NBC) Schedule of Fees	Simple – 3days Complex 7 days Highly Technical 20 days-	
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4. CERTIFICATE OF USE/ OCCUPANCY (BUSINESS)

Certification that portion of the building where business is conducted is structurally stable and safe for tenant/lessee’s use.

Office or Division:	Building Permit Division
Classification:	Highly Technical
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
1. Unified Application Form	OSCP
2. Three (3) copies of the Certificate of Completion (duly notarized, signed by the owner/ applicant, signed and sealed by the (duly licensed Architect or Civil Engineer in-charge of construction together with approved plan and specifications)	OSCP
3. One (1) copy of the construction logbook	Applicant
4. One (1) photocopy of the valid licenses of all involved professionals	Applicant
5. Photograph of the completed structure showing front, sides and rear areas	Applicant
6.Filled up application form for Tax Declaration	Applicant
7. Fire Safety Inspection Certificate (FSIC)	BFP
8. Fire Safety Compliance and Commissioning Report (FSCCR)	BFP
NBCP Forms	OSCP
Checklist of Requirements of Occupancy-Business	OSCP
Request for Inspection & Location Map	OSCP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	<p>1.1 Accept & Check completeness of requirements</p> <p>1.2 Return application with list of deficiencies & lacking documents (If Incomplete)</p> <p>1.3 Issue (AFS) Acknowledgement / Follow Up Slip & indicate the date of return of applicant to pay the building fees & claim the permit (If Complete)</p> <p>(Backroom Operation)</p> <p>1.4 Inspection of Site and Submit reports.</p> <p>1.5 Assess and prepare order of Payment.</p>	Based on the National Building Code (NBC) Schedule of Fees	<p>30 minutes</p> <p>4days</p>	<p>BPD Receiving Clerk</p> <p>BPD Personnel</p> <p>BPD Personnel</p> <p>BPD Personnel</p>
2. Get Order of Payment & pay fees at CTO-OSCP.	2.1 Accept payment and issue Official Receipt		20 minutes	Revenue Collecting Officer City Treasurers Office
3.Claim the approved Certificate at Releasing Clerk	<p>3.2 Release the approved Certificate of Use / Occupancy (Business)</p> <p>3.3 Transmit to CEO-BPD file copies</p>		10 minutes	<p>BPD Releasing Clerk</p> <p>Jocelyn Contreras</p>
Total:		Based on the National Building	4 Days and 50 Minutes	

	Code (NBC) Schedule of Fees		
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5. APPLICATION FOR MECHANICAL PERMIT

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements	Where to Secure
Notarized Authorization Letter and Contact Number	For Applicants Representative
Application Forms for Mechanical Permit, signed and sealed by duly licensed professionals and signed by the owners	OSCP
Clear photocopies of valid PRC IDs and current PTRs with dry seal and 3 original specimen signatures	Applicant
Sets of complete mechanical plans, details and computations signed and sealed by duly licensed professionals and signed by the owners	Applicant
Bill of materials with sign and seal of professional	Applicant
Fire Safety Clearance	BFP

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Requirements	1.1 Receive and Assessment 1.1.1 Issuance of Unified Application Form and explain checklist of requirements 1.1.2. Accept, check and assess the completeness of the requirements 1.1.2.1. If incomplete , return application with list of deficiencies and	Based on the National Building Code (NBC) Schedule of Fees	20 minutes	CEO-BPD Clerk

	<p>lacking documents for compliance together with notice slip indicating the reason for non-processing, time received and time returned</p> <p>1.1.2.2 For complete application, assign a unique identification number and issue an Acknowledgement Receipt indicating the date of return of applicant to pay the building fees and claim the permit</p> <p>[Backroom Operations]</p>		<p>Within 7 Days (Complex)</p>	<p>CEO-BPD Clerk</p>
2. Get Order of Payment & pay fees at CTO-OSCP.	3.1 Accept payment and issue Official Receipt		<p>10 minutes</p>	<p>BPD – CEO</p> <p>City Treasurers Office</p>
3. Claim the approved Mechanical Permit at Releasing Clerk	3.2 Require the copy of the Official Receipt and Release the approved Mechanical Permit		<p>10 minutes</p>	<p>Releasing Clerk</p>
Total:		<p>Based on the National Building Code (NBC) Schedule of Fees</p>	<p>Complex – 7 days 40 minutes</p>	

6. CERTIFICATIONS

- | | |
|-----------------------|---|
| Office or Division: | Building Permit Division |
| Classification: | Simple |
| Types of Transaction: | G2C –Government to Citizen |
| Who may avail: | Building Owners (Lessors) / Business Owners (Lessees) |

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				CEO- BPD Clerk
2. Get Order of Payment & pay the fees at CTO.	2.1 Accept payment and issue Official Receipt		10 minutes	BPD – CEO City Treasurers Office
3. Claim the approved Certification	3.1 Require the copy of the Official Receipt and Release the Certification		10 minutes	BPD- Releasing Clerk
Total:		Based on the National Building Code (NBC) Schedule of Fees	5 days 35 minutes	

4. ANNUAL INSPECTION CERTIFICATE

Certifying the structural integrity & safety of building/structure in yearly basis

Office or Division:	Building Permit Division
Classification:	Complex
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners (Lessors)

Checklist of Requirements		Where to Secure		
Annual Inspection Checklist		OSCP		
Location Map/Sketch		OSCP		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application forms with all the requirements	1.1 Accept & Check submitted requirements		15 minutes	BPD Receiving Clerk
	1.2 Return application with list of deficiencies & lacking documents (If Incomplete)			
	1.3 Issue (AFS) Acknowledgement / Follow Up Slip & indicate the date of return of applicant to pay the building fees & claim the permit (If Complete) [Backroom Operations]		Within 6 Days 23 hours 15 minutes (Complex)	BPD Personnel



2. Get Order of Payment & pay inspection fees at CTO.	2.1 Accept payment and issue Official Receipt		20 minutes	Revenue Collecting Officer City Treasurers Office
3.Claim the approved AIC @ Releasing Clerk	3.1 Require the copy of the Official Receipt and Release the approved Certificate of Annual Inspection		10 minutes	BPD-Releasing Clerk
Total:		Based on the National Building Code (NBC) Schedule of Fees	7 Days	



CEO
CONSTRUCTION DIVISION

1. Implementation of the Construction Protocols of Bidded Infrastructure Projects

Ensures construction procedures are followed with respect to plans and specification

Office or Division:	City Engineers Office - Construction Division
Classification:	Highly Technical
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Contractor / Winning Bidder

Checklist of Requirements		Where to Secure		
Bid Documents		BAC Secretariat		
Certifications		Construction Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Request for Pre-Construction Inspection	1.1 Schedule the pre-construction inspection	None	4 hours	Division Head
	1.2 Conduct joint pre-construction of project inspection		4 hours	Division Head, Project Engineer, Project Inspector, MQC, Safety
	1.3 Discuss the scope of work, specification and plan		4 hours	Division Head, Project Engineer, Project Inspector, MQC, Safety
	1.4 Project monitoring and inspection		Depends on the contract time	Project Engineer, Project Inspector, MQC, Safety

A. Road / Drainage / Pathway / Bridge / Spillway / Riprap				
1. Request for FDT	1.1 Witness the FDT procedure	None	3 Hours	Project Engineer, MQC
2. Submission of FDT result	2.1 Check and approve the result		1 Hour	Head of MQC
3. Request for pouring	3.1 Inspection of site, base preparation and compaction		Depends on the location	Project Engineer, MQC
	3.2 Issuance of pouring slip		15 minutes	Head of MQC
4. Breaking of concrete sample	4.1 Witness the breaking of beam sample		4 hours	Project Engineer, Head of MQC
B. Building				
1. Request for pouring	1.1 Inspection of site	None	Depends on the location	Project Engineer, MQC
	1.2 Issuance of pouring slip		15 minutes	Head of MQC
2 Breaking of concrete sample	2.1 Witness the breaking of cylinder sample	None	4 hours	Project Engineer, MQC
2. Request of Material quality certification	2.1 Inspection of materials as per specification	None	4 hours	MQC
	2.2 Approval and issuance of certification		15 minutes	Head of MQC
3. Provide PPE and follow Safety Policy and Health Program	3.1 Checking of Personal Protective Equipment (PPE) and warning signs	None	Depends on the Contract time	Safety Officer

Other Related Documents (if necessary)				
4. Submit request letters to admin office for recording and routine.	4.1 Receive request letters for routine		4 hours	Admin. Staff
5. Request letter for Time Extension / Suspension / Resumption Order	5.1 Receive letters with routine slip	None	4 hours	Division Head ,Project Engineer
	5.2 Prepare letter of approval		4 hours	Project Engineer
6. Request for Additional Work Order	6.1 Receive letters with routine slip	None	4 hours	Division Head , Project Engineer
	6.2 Prepare estimate and plan for additional work order upon approval		3 Days	Project Engineer
7. Request for Change / Variation Order	7.1 Receive letters with routine slip	None	4 hours	Division Head ,Project Engineer
	7.2 Prepare estimate and plan for change / Variation Order		3 Days	Project Engineer
8. Request for final inspection and final billing	8.1 Schedule of final inspection	None	10 minutes.	Division Head
	8.2 Preparation of SWA and all certifications		1 Day	Project Engineer
	8.3 Signing of SWA and all certifications		1 Day	Division Head, Project Engineer, Head of MQC, Head



				of Safety, City Engineer
9. Submit all approved original copy of contract documents	9.1 Receive and record documents submitted	None	1 Day	Receiving Clerk
	9.2 Secure copies of contract documents for office file		1 Day	Receiving Clerk
Total:		None	16 days 55 minutes * Depends on the Contract time	



CEO

ELECTRICAL AND MECHANICAL SAFETY DIVISION

A. External Services

1. Preparations of Plan and Program of Works prior to the request of the General Public/ Barangay Officials/ Public Schools

Assisting the general public, barangay officials, public schools servants in the preparations of plan and program of works related to electrical services.

Office or Division:	City Engineer’s Office – Electrical Mechanical Safety Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government
Who may avail:	Government Employees/Government Officials/ Government Sector/Public School Principals/Public Teachers

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall		
Letter of Request		Public School Principals/Teachers		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Submit request to the personnel in-charge who records and submits the same to the City Engineer	1.1 Receive Letter of Request	None	30 min	Administrative Staff/ Department Head
	1.2 Facilitation City Engineer endorses the request to the Electrical Mechanical Safety Division Head and/or Staff Electrical Engineer			City Engineer
	1.3 Evaluation and Assessment Electrical Engineer (EE) evaluates and assesses the request			Electrical Engineer

	1.4 Site Inspection and Investigation EE coordinates with the personnel in-charge/Barangay/ Government Officials concerned and conducts site inspection	None	1 day	Electrical Engineer
	1.5 Preparation of Material Requisition/ Canvass Slip EE prepares Materials Requisition/ Canvass Slip to be endorsed to GSD Canvassing Officer	None	30 min	Electrical Engineer
	1.6 Preparation of Program of Works EE prepares Plans (if needed), Program of Works including Bill of Materials with Prices of materials as canvassed by GSD Canvassing Officer	None	2 days	Electrical Engineer
	1.7 Checking and Recommendation of Program of Works Division Head checks and evaluates the Program of Works	None	2 days	Division Head/ Professional Electrical Engineer
	1.8 Approval of Program of Works City Engineer approves the Program of Works	None		City Engineer
	1.9 Endorsement of Program of Works to the Client EE endorses approved Program of Works to the corresponding Barangay/ Government Officials/Principal/Public Teachers to be endorsed to GSD for procurements	None		Electrical Engineer/ Engineering Assistant

	1.10.1 If no bidding is required	None	3 to 5 days	Purchaser
	1.10.2 If bidding is required	None	maximum of 20 days	
2. Confirmation of Materials Delivery Client shall inform EE regarding delivery of electrical materials to the site	2.1 Scheduling of Project Execution	None	5 min	Purchaser Division Head/ Electrical Engineer
	2.2 Installation / Implementation / Verification of the Requested Project (by request) Upon procurement, bidding, and delivery of the requested electrical materials	None	1-3 days (depending on the scope of work)	Electrical Engineer/ Electricians
Total:	None	No bidding – 11 days 1 hour and 5 minutes With bidding – 25 days 1 hour and 5 minutes		

2. Request for Certificate of Clearance

Clearance for the Installation of Electrical Facilities

Office or Division:	City Engineer's Office – Electrical Mechanical Safety Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government
Who may avail:	Government Employees/Government Officials/ Government Sector/Public School Principals/Public Teachers

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall		
Letter of Request (for commercial/residential)		Meralco		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Submit request to the personnel in-charge who records and submits the same to the City Engineer	1.1 Receive Letter of Request	None	2 days	Administrative Staff/ Department Head
	1.2 Facilitation City Engineer endorses the request to the Electrical Mechanical Safety Division Head and/or Staff Electrical Engineer			City Engineer
	1.3 Evaluation and Assessment Electrical Engineer (EE) evaluates and assesses the request			Electrical Engineer
	1.4 Site Inspection and Investigation EE coordinates with the personnel in-charge/ Government Officials/ Citizens of Batangas City concerned and conducts site inspection			Electrical Engineer

	1.5 Preparation of Certificate of Clearance EE prepares Certificate of Clearance for the installation of electrical facilities	None	1 day	Electrical Engineer/ Clerk
	1.6 Preparation of Order of Payment Assessment of Electrical Permit and Excavation Fees	None		Electrical Engineer/ Clerk
2. Claiming / Payment of Order of Payment Claim Order of Payment at City Engineer's Office - Building Permit Division	2.1 Releasing of Order of Payment	None	5 min	Electrical Engineer/ Clerk
3. Proceed to City Treasurer's Office for the payment of fees	3.1 Payment of Fees	Refer to Order of Payment	5 min	Revenue Collecting Officer City Treasurer Office-
	3.2 Approval of Certificate of Clearance City Engineer evaluates and approves the Certificate of Clearance	None	5 min	City Engineer
4. Claiming of Certificate Claim the requested Certificate of Clearance for the installation of electrical facilities	Releasing of Certificate	None	5 min	Electrical Engineer/ Clerk
Total:			3 days 20 minutes	

3.Request for Certificate of Clearance

Clearance for the Installation of Electrical Facilities

Office or Division:	City Engineer’s Office – Electrical Mechanical Safety Division
Classification:	Highly Technical
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Residential/Commercial Owners

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall		
Letter of Request (for commercial/residential)		Meralco		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Submit request to the personnel in-charge who records and submits the same to the City Engineer	1.1 Receive Letter of Request	None	2 days	Administrative Staff/ Department Head
	1.2 Facilitation City Engineer endorses the request to the Electrical Mechanical Safety Division Head and/or Staff Electrical Engineer			City Engineer
	1.3 Evaluation and Assessment Electrical Engineer (EE) evaluates and assesses the request			Electrical Engineer

	1.4 Site Inspection and Investigation EE coordinates with the personnel in-charge/ Government Officials/ Citizens of Batangas City concerned and conducts site inspection			Electrical Engineer
	1.5 Preparation of Certificate of Clearance EE prepares Certificate of Clearance for the installation of electrical facilities	None	1 day	Electrical Engineer/ Clerk
	1.6 Preparation of Order of Payment Assessment of Electrical Permit and Excavation Fees	None		Electrical Engineer/ Clerk
2. Claiming / Payment of Order of Payment	2.1 Releasing of	None	5 min	Electrical Engineer/ Clerk



Claim Order of Payment at City Engineer's Office - Building Permit Division	Order of Payment			
3. Proceed to City Treasurer's Office for the payment of fees	3.1 Payment of Fees	Refer to Order of Payment	5 min	Revenue Collecting Officer City Treasurer Office
	3.2 Approval of Certificate of Clearance City Engineer evaluates and approves the Certificate of Clearance	None	5 min	City Engineer
Claiming of Certificate Claim the requested Certificate of Clearance for the installation of electrical facilities	Releasing of Certificate	None	5 min	Electrical Engineer/ Clerk
Total:			3 days 20 minutes	



CEO
MAINTENANCE DIVISION

A. External Service

1. Repair and Maintenance of Roads, Bridges, Schools and Other Public Infrastructure

Assist the general public, barangay, public school servants, government offices and other public infrastructure upon request for repair and maintenance

Office or Division:	City Engineers Office - Maintenance Division
Classification:	Complex
Types of Transaction:	G2B - Government to Government
Who may avail:	Barangay, Government Offices, Public School

Checklist of Requirements		Where to Secure		
Letter of Request/ Barangay Resolution		Barangay Hall, Govt. Offices, Public School		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Letter of Request -submit request to the CEO office or to personnel-in charge Admin Staff	1.1 Received request for record and endorsement to the head of office/CE	None	5 minutes	Administrative Staff/ Department Head
	1.2 Maintenance Engineer and staff evaluate, discuss and schedule the request for site inspection	None	1 Hour	Maintenance Engineer
2. Accompany the inspectors for the inspection of their request	2.1 Site Inspection and Investigation - Maintenance Engineer coordinates with the personnel in-charge/ Government Offices/ Barangay official, Public School Principal concerned, and conducts site inspection, and gather data for preparation of Bill	None	1 day	Maintenance Engineer

	of Materials and Program of Works			
3. Pick up the approved program of work and endorse to the government agency for budget allocation	3.1 Submit program of work to the civil engineer for signature, notify the client upon approval of program of work	None	1 day	client
4. Client to inform the maintenance engineer regarding the availability of materials	4.1 Schedule the execution of project	None	2-7 days depending on the scope of work	Maintenance Engineer
TOTAL		None	9 days 1 hour 5 minutes	

2. REQUEST FOR ASSISTANCE FOR CLEARING OBSTRUCTION

Office or Division:	Maintenance Division
Classification:	Simple
Types of Transaction:	G2C –Government to Citizen
Who may avail:	Building Owners

Checklist of Requirements		Where to Secure		
Letter Request		Applicant		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submission of Request	1.1 Receive and Assessment 1.1.1 Received request for record and endorsement to	None	5 minutes	Administrative Staff/ Department Head

	<p>the head of office/CE and explain checklist of requirements</p> <p>1.1.2. Maintenance Engineer and staff evaluate, discuss and schedule the request for clearing obstruction</p>		15 minutes	Maintenance Engineer
2 Site Inspection Assistance	<p>3.1 Site Inspection and data gathering for clearing obstruction</p> <p>3.2 Schedule the execution of project</p>	None	1 day	Maintenance Engineer
3. Supervise the clearing obstruction	3.2 Actual work for clearing obstruction	None	2 days	Maintenance/ Motorpool Division
Total:			Simple 3 days 35 minutes	



CEO
MOTORPOOL DIVISION



A. External Services

1. Issuance of Certification of Road Worthiness of Tricycle Franchise

Motor Inspection for Tricycle Road Worthiness

Office or Division:	City Engineer’s Office- Motorpool
Classification:	SIMPLE
Type of Transaction:	G2B – Government to Business entity
Who may avail:	Franchise Owners of Tricycle operating in Batangas City

Checklist of Requirements		Where to Secure		
RENEWAL	Notarized application Form	TRANSPORTATION DEVELOPMENT REGULATORY OFFICE (TDRO)		
	Official Receipt			
	Certificate of Registration (Original Copy)			
	Barangay Clearance			
	Insurance of Tricycle			
	OR-Payment of the Renewal of Registration of Tricycle			
CHANGE MOTOR	Notarized application Form	TRANSPORTATION DEVELOPMENT REGULATORY OFFICE (TDRO)		
	Official Receipt			
	Certificate of Registration (Original Copy)			
	Barangay Clearance			
	Insurance of Tricycle			
	OR-Payment of the Renewal of Registration of Tricycle			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements	1.1 Check all requirements Incomplete Documents- NO Inspection	None	1 minute	Clerk
2. Present tricycle for inspection	2.1 Inspect tricycle for road worthiness as per items on checklist	None	15 minutes	Mechanical Personnel or Engineer



3. Claim your certificate	3.1 Encode inspection result 3.2 Sign certification for approval 3.3 Release certificate of Road Worthiness to the requesting party leaving a copy for CEO as reference	None	15 minutes	Clerk
Total:		None	31 minutes	

2. Issuance of Certification of Pre Inspection of Service Vehicle

Inspection of Service Vehicles Before Repair

Office or Division:	City Engineer’s Office- Motorpool
Classification:	SIMPLE
Types of Transaction:	G2G - Government to Government
Who may avail:	Barangay and Departments of the City Government using Government Service Vehicles

Checklist of Requirements		Where to Secure		
Letter of Request addressed to the City Engineer		Barangay Hall / Department Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request	1.1 Read letter of request 1.2 Attach order slip from City Engineer then proceed to next step	None	3 minute	Admin personnel
2. Present vehicle for inspection	2.1 The mechanical personnel will conduct initial inspection If a repair is needed, advise the client for repairs to be done	None	15 minutes	Mechanical Personnel or Engineer
3. Claim your certificate	3.1 Encode inspection result 3.2 Sign certification for approval 3.3 Release certificate of pre inspection to the requesting client leaving a copy for CEO as reference	None	20 minute	Clerk



Total:	None	38 minute s	
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3. Issuance of Certification of Post Inspection of Service Vehicle

Inspection of Service Vehicles After Repair

Office or Division:	City Engineer’s Office- Motorpool
Classification:	SIMPLE
Types of Transaction:	G2G - Government to Government
Who may avail:	Barangay and Departments of the City Government using Government Service Vehicles

Checklist of Requirements		Where to Secure		
Letter of Request addressed to the City Engineer		Barangay Hall / Department Office		
Price quotation of spare parts installed bearing the vehicle’s plate number		Servicing repair shop		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request	1.1 Read letter of request 1.2 Attach order slip from City Engineer then proceed to next step	None	3 minute	Admin personnel
2. Present vehicle for inspection	2.1 The mechanical personnel will check if all spare parts are properly installed	None	15 minute s	Mechanical Personnel or Engineer
3. Claim your certificate	3.1 Encode inspection result 3.2 Sign certification for approval 3.3 Release certificate of post inspection to the requesting client leaving a copy for CEO as reference	None	20 minute	Clerk
Total:		None	38 minute s	



CEO
WATERWORKS DIVISION

A. External Services

1. Repair of Artesian Wells, Jetmatic Pumps & Waterworks System

Repair of Artesian Wells, Jetmatic Pumps & Waterworks System in various barangays/RWSAs

Description of Service: Repair Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Complex
Types of Transaction:	G2C - Clients are transacting public
Who May Avail:	Barangays/RWSAs

Checklist of Requirements		Where to Secure		
Request for repair		The concerned barangay or RWSA must submit their written request for repair to the City Engineer		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request	1.1 Receives Job Order/Routine Slip and letter of request for repair	None	5 min.	Clerk
	1.2 Schedules inspection of proposed repair works	None	10 min.	Division Chief
	1.3 Conduct inspection of proposed repair works	None	1 to 4 hrs.	Engineers / Well Driller / Plumber
	1.4 Prepares Materials Requisition, Slip/Bill of Materials & Cost Estimates & Program of Works	None	1 to 4 hrs.	Engineer

	1.5 Sign Materials Requisition, Slip/Bill of Materials & Cost Estimates & Program of Works	None	10 min.	Division Chief / Engineer
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2. Claim of repair materials	2.1 Schedules repair works	None	10 min.	Division chief
	2.2 Repair artesian wells and jetmatic pumps	None	4 to 8 hrs.	Well Drillers / Plumbers
	2.3 Repair waterworks systems	None	4 to 16 hrs.	Well Drillers / Plumbers
Total:		None	4 days 35 mins	

2. Repair of Water & Sanitary Lines

Repair of Water & Sanitary Lines at Various Government Buildings

Description of Service: Repair Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Complex
Types of Transaction:	G2G - Client is another Government Agency, Government Employee/Official
Who May Avail:	Various Government Offices

Checklist of Requirements	Where to Secure
Request for repair	The concerned office must submit their written or verbal request for repair to the City Engineer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for repair	1.1 Receives Job Order/Routine Slip and request for repair	None	5 min.	Clerk
	1.2 Schedules inspection of proposed repair works	None	10 min.	Division Chief
	1.3 Conduct inspection of proposed repair works	None	1 to 4 hrs.	Engineers / Well Driller / Plumber
	1.4 Prepares Materials Requisition, Slip/Bill of Materials & Cost Estimates & Program of Works	None	1 to 4 hrs.	Engineer
	1.5 Sign Materials Requisition, Slip/Bill of Materials & Cost, Estimates & Program of Works	None	10 min.	Division Chief / Engineer
2. Claim of repair materials	2.1 Schedules repair works	None	10 min.	Division chief
	2.2 Repair water and sanitary lines	None	4 to 16 hrs.	Well Drillers / Plumbers
Total:		None	3 days 35 mins	

3. Preparation of Program of Works, Bill of Materials & Cost Estimates, Design, Plans, and Specifications

Preparation of Program of Works, Bill of Materials & Cost Estimates, Design, Plans, and Specifications

Description of Service: Engineering Works



Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Highly Technical
Types of Transaction:	G2C - Client is the transacting public
Who May Avail:	Barangays/RWSAs

Checklist of Requirements	Where to Secure
Request for inspection & POW	The concerned barangay or RWSA must provide a written request for inspection and preparation of POW, BOM, plans & specifications to the City Engineer

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request for inspection and preparation of POW, BOM, plans and specifications	1.1 Receives Job Order/Routine Slip and request for repair	None	5 min.	Clerk
	1.2 Schedules inspection works	None	10 min.	Division Chief
	1.3 Conduct inspection works	None	4 to 6 hrs.	Engineers
	1.4 Designs proposed waterworks project	None	4 to 6 hrs.	Engineer
	1.5 Drafts plan of proposed waterworks	None	4 to 24 hrs.	Draftsman (Autocad)
	1.6 Prepares Materials Requisition, Slip/Bill of Materials & Cost, Estimates & Program of Works	None	4 to 24 hrs.	Engineer
	1.7 Sign Materials Requisition, Slip/Bill of Materials & Cost,	None	30 min.	Division Chief / Engineer



	Estimates & Program of Works			
2. Obtain copy of POW, BOM, plans and specifications	2.1 Submits all documents to the City Engineer for signing and release	None	10 min.	Clerk
Total:		None	7days 4 hours 55 mins	

4. Implementation of Government Projects

Monitoring/supervision of all city and barangay funded waterworks projects

Description of Service: Engineering Works

Office or Division:	City Engineer's Office - Waterworks Division
Classification:	Highly Technical
Types of Transaction:	G2B - Client is a business entity
Who May Avail:	Contractor

Checklist of Requirements	Where to Secure
Bid Documents	BAC Secretariat
Request for final inspection	Contractor
Contract documents	Contractor

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Bid Documents	1.1 Receives Job Order/Routine Slip and Bid Documents	None	5 min.	Clerk
	1.2 Checks the completion of the documents	None	30 min.	Division Chief



2. Attend pre-construction meeting	2.1 Distribute and discuss the details of the project with the project engineer, safety engineer, materials engineer and the contractor	None	1 to 3 hrs.	Division Chief / Engineers
	2.2 Monitor/inspect the on going project until its accomplishment	None	4 hrs. / day	Division Chief/ Engineers
3. Submit written request for final inspection	3.1 Receives Job Order/Routine Slip and request	None	5 min.	Clerk
	3.2 Schedules final inspection	None	10 min.	Division Chief
	3.3 Conduct final inspection	None	4 to 6 hrs.	Division Chief / Engineers
4. Submit contract documents	3.4 Receives contract documents	None	5 min.	Clerk
	4.1 Prepares documents for collection	None	4 to 6 hrs.	Engineer
	4.2 Sign documents for collection	None	20 min.	Division Chief / Engineer
Total:		None	2 days 4 hours 15 mins	



Feedbacks and Complaints Mechanism

Our office will accept feedback and complaint fairly and squarely.

Feedbacks whether positive or negative will be given attention and make them our basis for improving our services.

Complaints will be analyzed and responded to at the soonest time possible. However, complainants must reveal identity and state their complaints clearly and with legal basis.

For your feedbacks and complaints, please feel free to contact the following numbers:

Administrative Division	–	043 – 723 – 6882
Building Permit Division	–	043 – 723 – 6883
Construction Division	-	043 – 723 – 3023
Electrical and Mechanical		
Safety Division	-	043 – 702 – 2502
Maintenance Division	-	043 – 723 – 2197
Motorpool Division	-	043 – 723 - 2187
Planning and Programming		
Division	-	043 – 723 – 2153
Waterworks Division	-	043 – 723 – 1306
ARTA	-	complaints@arta.gov.ph
		1 – ARTA (2782)
PCC	-	8888
CCB	-	0908 – 881 – 6565 (sms)



City Disaster Risk Reduction and Management Office

REQUEST FOR ASSISTANCE DURING EMERGENCY CASES				
Services provided for the general public in case for emergency catering adjunct initial emergency medical treatment on site.				
Office or Division:	CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
Checklist of Requirements			Where to Secure	
Received phone call/ distressed radio message/ social media reports from concerned client				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Client call	1.1 Receive calls	No fees required wait	0-1 min	Disaster Operation Center Dispatch
2. Provide initial information	2.1 Check and verify the caller's identity. 2.2 Check and verify the authenticity of the report			
3. Anticipate the arrival of the emergency response team	3.1 Dispatch Emergency Response Team needed. 3.2 Provide necessary first aid to patient. 3.3 Coordinate with the immediate		2-9 mins	



	family members			
	3.4 Transport patient to health care facility accordingly.			
	Total:		2-10 minutes	

REQUEST FOR THE CONDUCTION OF DRILLS (EARTHQUAKE DRILL OR FIRE DRILL)

Services provided for the general public as part of Disaster Preparedness in order to raise the level of awareness towards natural and human-induced disaster.

Office or Division:	CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
Checklist of Requirements		Where to Secure		
Duly filled request letter addressed to CDRRMC Chairperson				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit to request letter to City Mayors Office	1.1 Receive request letter		0-1 min	
2. Provide initial information	1.2 Assessment of filled request letter			

3. Wait for approval	1.3 Coordination with the council member 1.4 Sends reply for the request letter through follow up via phone call for scheduling.	No fees required	4 hours	CDRRM0 Planning Section
Total:			4 hours	

REQUEST FOR THE CONDUCTION OF CAPACITY BUILDING ACTIVITIES

Services provided for the public as part of Disaster Preparedness in order to raise the level of awareness towards natural and human-induced disasters.

Office or Division:	CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
Checklist of Requirements		Where to Secure		
Duly filled request letter addressed to CDRRMC Chairperson				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit to request letter to City Mayors Office	1.1 Receive request letter		0-1 min	
2. Provide initial information	2.1 Assessment of filled request letter			



3. Wait for approval	3.1 Coordination with the council member 3.2 Sends reply for the request letter through follow via phone call for scheduling.	No fees required	4 hours	CDRRMO Administrative and Training Section
Total:			4 hours	

REQUEST FOR TREE MANAGEMENT SERVICES

Services provided to public in order to mitigate the impact of Natural Hazards.

Office or Division:	CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE			
Classification:	SIMPLE			
Types of Transaction:				
Who may avail:	GENERAL PUBLIC			
Checklist of Requirements		Where to Secure		
1. Duly filled request letter addressed to CDRRMC Chairperson.				
2. Assessment of hazards duly attested by BDRRMC Chairperson				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit to request letter to City Mayors Office	1.1 Receive request letter	No fees required	0-1 min	CDRRMO Planning Section under Risk Assessment
2. Provide initial information	2.1 Assessment of filled request letter			



3. Wait for approval	3.1 Coordinate concerned client for schedule of tree service		2-3 mins	
Total:			2-3 minutes	

CHECKING AND UPDATING OF PLANS

Services provided to public in order assist in the checking and updating of their plans (Barangay Disaster Risk Reduction and Management Plans and Contingency Plans for the Worst Case Scenario of Event)

Office or Division:	CITY MAYORS OFFICE- CITY DISASTER RISK REDUCTION OF MANAGEMENT OFFICE
Classification:	SIMPLE
Types of Transaction:	
Who may avail:	GENERAL PUBLIC

Checklist of Requirements		Where to Secure		
1. Appointment schedule with the CDRRMO Research and Planning Section				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Create and appointment schedule via phone call or via social media	1.1 Receive and approve the appointment	No fees required	0-4 min	CDRRMO Planning Section under Risk Assessment
2. Provide the data needed and the previous plan for checking and updating	1.2 Check and analyze the data provided		30 minutes to 1 hour and 30 minutes	
	1.3 Coordinate with the concerned barangay regarding the changes to be done with their plan			



Total:		30 minutes to 1 hour and 30 minutes	
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City Tourism Office



DESCRIPTION OF THE SERVICE

- A 7-hour trip where tourists/visitors are guided to explore the ancestral houses and other remarkable attractions in the City, with the aid of Tourism personnel

Office of Division:	City Tourism Office / Museo Puntong Batangan
Location:	Museo Puntong Batangan (behind the City Library) City Hall Complex, Batangas City
Classification:	Complex
Types of Transaction:	Request for a Tour of Batangas City
Who may avail:	Lakbay-Aral Groups, Tourists (Local and Foreign), Students

Checklist of Requirement/s	Where to Secure
Letter of Request	Museo Puntong Batangan (behind the City Library), City Hall Complex, Batangas City

STEP NO.	CLIENT STEP	AGENCY/LGU ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1	Submit letter of request addressed to the City Mayor and thru the City Tourism Officer by Email at: tourismbatangascity@gmail.com Hand Mail to: Museo Puntong Batangan	<ul style="list-style-type: none"> • Accepts the letter and inform the bearer personally or by telephone or by Email or Fax Message to follow up if the request has been approved after 3 days • Informs the client/s about the fees to be paid 		10 minutes	Tourism Office
2	Register in the logbook to record the purpose of visit	Give the logbook to the client		3 minutes	Tourism Office
3	Pay the prescribed “City Tour Fees” to the Museum Personnel	<ul style="list-style-type: none"> • Remits payment to the City Treasurer’s Office • Gives the Official Receipt to the client 		15 minutes	Tourism Office
4	Start of City Tour	Welcomes the guests and start the City Tour		6 hours	Tourism Office
5	End of City Tour	Thank the clients for the visit and invite them to visit once again		5 minutes	Tourism Office



DESCRIPTION OF THE SERVICE

- A museum sightsee that allows tourists/visitors to witness and reminisce the history and ways of life of Batangueños, with the aid of Museum personnel

Office of Division:	City Tourism Office / Museo Puntong Batangan
Location:	Museo Puntong Batangan (behind the City Library) City Hall Complex, Batangas City
Classification:	Complex
Types of Transaction:	Request for a Tour at Museo Puntong Batangan
Who may avail:	Lakbay-Aral Groups, Tourists (Local and Foreign), Students, Walk-in Visitors

Checklist of Requirement/s	Where to Secure
Letter of Request	Museo Puntong Batangan (behind the City Library), City Hall Complex, Batangas City

STEP NO.	CLIENT STEP	AGENCY/LGU ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1	Submit letter of request addressed to the City Mayor and thru the City Tourism Officer by Email at: tourismbatangascity@gmail.com Hand Mail to: Museo Puntong Batangan	<ul style="list-style-type: none"> • Accepts the letter and inform the bearer personally or by telephone or by Email or Fax • Message to follow up if the request has been approved after 3 days • Informs the client/s about the fees to be paid 	<ul style="list-style-type: none"> • Regular Fee: Php 20 • Student : Php 10 	10 minutes	Tourism Office
2	Register in the logbook to record the purpose of visit	Give the logbook to the client		3 minutes	Tourism Office
3	Pay the prescribed “City Tour Fees” to the Museum Personnel	<ul style="list-style-type: none"> • Remits payment to the City Treasurer’s Office • Gives the Official Receipt to the client 		15 minutes	Tourism Office
4	Start of Museum Tour	Welcomes the guests and start the City Tour		1 hour	Tourism Office
5	End of Museum Tour	Thank the clients for the		5 minutes	Tourism Office



		visit and invite them to visit once again			
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DESCRIPTION OF THE SERVICE

- The delivery/turning over of Batangas City Tourism data to tourists, students, and other organizational groups that in need of related information/s.

Office of Division:	City Tourism Office / Museo Puntong Batangan
Location:	Museo Puntong Batangan (behind the City Library) City Hall Complex, Batangas City
Classification:	Complex
Types of Transaction:	Request for Tourism Data
Who may avail:	Lakbay-Aral Groups, Tourists (Local and Foreign), Students

Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> • Letter of Request • Identification Card 	Museo Puntong Batangan (behind the City Library), City Hall Complex, Batangas City

STEP NO.	CLIENT STEP	AGENCY/LGU ACTION	FEES TO BE PAID	PROCESSING TIME	OFFICE RESPONSIBLE
1	Submit letter of request	<ul style="list-style-type: none"> • Accepts and checks the letter • Check availability of requested materials • Informs clients about the status of materials 		6 minutes 5 minutes 10 minutes	Tourism Office
2	Register in the logbook to record the purpose of visit	Gives the logbook to the client		3 minutes	Tourism Office
3	Applicants will have the materials requested photocopied outside	If material/s is/are available and need/s to be photocopied outside, request applicant to submit an I.D.		15 minutes	Tourism Office
4	Return the material and claim the I.D	Checks if the materials returned are complete and gives back the I.D. of the client		10 minutes	Tourism Office





Transportation Development and Regulatory Office



I. Mandate:

The Transportation Development and Regulatory Office is bounded by the Batangas City Traffic Ordinance of 2000 and Batangas City Tricycle Franchising Ordinance to supervise and administer the operation and maintenance of all public land transportation vehicles.

II. Vision:

A sustainable transportation system adequate for the city and its level of urbanization, responsive not only to the current but also to the projected mobilization demand of the goods and people..

III. Mission:

To regulate the operation of various modes of transport, ensure the implementation of traffic rules and provide efficient transport management schemes that will ease up congestion, shorten travel time, and minimize the cost of travel along any road sections of the city, promote the safety and well-being of the people, property and goods at all times.

IV. Service Pledge:

We commit to:

1. To devote ourselves, our knowledge and skills, time and abilities to render genuine public service.
2. To be prompt, polite, courteous and honest in serving every constituent / client.
3. To give high regards to the dignity, honor and importance to all our clients.
4. To deliver unequivocal public service for the welfare of the general public.
5. To promote efficiency and proficiency in the rendering services
6. To implement Batangas City Traffic Ordinance and other local and national transport related ordinances and laws strictly and fairly.

V. List of Services



Inspection of Motorized Tricycle for
Application of Mayor’s Permit

Inspection of Public Utility Jeepney for
Application of Mayor’s Permit

Issuance of Mayor’s Permit for Motorized
Tricycle

Issuance of Mayor’s Permit for Public Utility
Jeepney

Issuance of Mayor’s Permit for Public Utility
Bus

Renewal of Motorized Tricycle Operator’s Permit

Application for Motorized Tricycle Operator’s Permit -
Change Motor

Application for Motorized Tricycle Operator’s Permit -
Transfer of Ownership

Request for route maps for applicants of Burial, Motorcade,
Procession, Parade, Fun Run and other related activities

Request for information regarding transport and traffic
management such as traffic surveys and other transport
related data



Releasing of confiscated license due to traffic violation &
cancellation of records

Releasing of impounded vehicle

Issuance of Mayor's Permit and Sticker to Delivery Vehicles

Issuance of Mayor's Permit and Sticker to School Service
Vehicles and Shuttle Buses

EXTERNAL

1. Inspection of Motorized Tricycle for Application of Mayor’s Permit

Inspection of Motorized Tricycle with Franchise is conducted annually from October to December by the TDRO for the issuance of Mayor’s Permit to operators.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Motorized Tricycle Operators

Checklist of Requirements		Where to Secure		
Unit (MTC)		Operator / Owner		
Valid Motorized Tricycle Operators Permit (MTOP) /Franchise		Operator / Owner		
Photocopy of OR and Certificate of Registration		Operator / Owner		
TDRO ID		Transportation Dev’t and Regulatory Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the unit and the requirements for inspection and validation	1.1 Inspector checks the unit, validity and legality of the franchise and OR/CR 1.2 Checks the group code, receptacle, back plate 1.3 Assesses the fees and prepares payment slip 1.4 Issues the inspection slip and order of payment indicating the date of payment and issuance of Mayor’s Permit 1.5 Advises the client to pay the appropriate fees on the scheduled pay period (January of the succeeding year)	None	30 minutes	Transportation Regulation Officer II - TDRO Traffic Aide I (TDRO) Administrative Aide I - TDRO
	Total:	None	30 minutes	

2. Inspection of Public Utility Jeepney for Application of Mayor’s Permit

Inspection of Public Utility Jeepney with Franchise is conducted annually from October to December by the TDRO for the issuance of Mayor’s Permit to operators.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office
Classification:	Simple
Types of Transaction:	Government to Client
Who may avail:	Public Utility Jeepney Operators

Checklist of Requirements		Where to Secure		
Unit (PUJ)		Operator / Owner		
Certificate of Public Convenience (CPC)		LTFRB / Operator / Owner		
Photocopy of LTFRB Decision		LTFRB / Operator / Owner		
Photocopy of OR and Certificate of Registration		Land Transportation Office / Operator / Owner		
TDRO ID		TDRO / Operator / Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the unit and the requirements for inspection and validation	1.1 Inspector checks the unit, validity and legality of the CPC, LTFRB Decision and OR/CR 1.2 Checks the Plate no., Body No., Panel Route, No Smoking Sticker, Receptacle and Seat Belt as specified in the BCTO 1.3 Assesses the fees and prepares payment slip 1.4 Issues the inspection slip and order of payment indicating the date of payment and issuance of Mayor’s Permit 1.5 Advises the client to pay the appropriate fees on the scheduled pay period (January of the succeeding year)	None	30 minutes	Transportation Regulation Officer II (TDRO) Administrative Aide IV (TDRO) Traffic Aide I (TDRO)
Total:		None	30 minutes	

3. Issuance of Mayor’s Permit (MP) for Motorized Tricycle (MTC)

The Mayor’s Permit is being issued annually from January to December by the City Mayor to operators of MTC before he could operate within the City of Batangas.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Operators of Motorized Tricycle (MTC)			
Checklist of Requirements		Where to Secure		
Inspection Slip		TDRO / Operator / Owner		
Official Receipt		City Treasurer’s Office		
Community Tax Certificate (Cedula) for the current year		City Treasurer’s Office		
TDRO ID		TDRO / Operator / Owner / Driver		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Inspection Slip, official receipt from the City Treasurer’s Office, Community Tax Certificate (CTC) of the current year, TDRO ID and waits for the release of the Mayor’s Permit	1.1 Checks the validity of the TDRO ID, inspection slip and Official Receipt	Mayor’s Permit P 300.00 Sticker 500.00 TDRO ID 50.00 ID Validation 20.00 No Smoking 50.00 Sticker Surcharge (50%) 250.00 Note: Additional fees (Surcharge) shall be added to the total fee if payment is made after January 31)	1 hour	Transportation Regulation Officer II - TDRO Traffic Aide I - TDRO
	1.2 Updates data in the masterlist 1.3 Records the complete data in a logbook 1.4 Prepares the Mayor’s Permit, validates the old TDRO ID, and attaches the Mayor’s Permit Sticker 1.5 Officer-in-charge affixes signature at the Mayor’s Permit 1.6 Releases the Mayor’s Permit, Sticker and validated TDRO ID			
Total:		Dependent on the assessed	1 hour	

	fees during inspection		
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4. Issuance of Mayor’s Permit (MP) for Public Utility Jeepney (PUJ)

The Mayor’s Permit is being issued annually from January to December by the City Mayor thru TDRO to operators of PUJs with approved franchise from LTFRB before he could operate within the City of Batangas.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Operators of Public Utility Buses (PUBs)			
Checklist of Requirements		Where to Secure		
Certificate of Public Convenience		TDRO / Operator / Owner		
Official Receipt		City Treasurer’s Office		
Community Tax Certificate (Cedula) for the current year		City Treasurer’s Office		
TDRO ID		TDRO / Operator / Owner / Driver		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Inspection Slip, official receipt from the City Treasurer’s Office, Community Tax Certificate (CTC) of the current year, TDRO ID and waits for the release of the Mayor’s Permit & new/ validated TDRO ID	1.1 Checks inspection slip and Official Receipt 1.2 Updates data in the masterlist 1.3 Records the complete data in a logbook 1.4 Prepares the Mayor’s Permit, validates the old TDRO ID, and attaches the Mayor’s Permit and Sticker 1.5 Officer-in-charge affixes signature at the Mayor’s Permit	Mayor’s Permit P500.00 Sticker 500.00 TDRO ID 50.00 ID Validation 20.00 No Smoking 50.00 Sticker Surcharge (50%) 250.00 Penalty (25%) 125.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31)	1 hour	Transportation Regulation Officer II - TDRO Administrative Aide IV (TDRO)



	1.6 Releases the Mayor's Permit, Sticker and validated TDRO ID			
	Total:	Dependent on the assessed fees during inspection	1 hour	

5. Issuance of Mayor's Permit (MP) for Public Utility BUS (PUB)

The Mayor's Permit is being issued annually by the City Mayor thru TDRO to operators/drivers of PUBs before he could operate within the City of Batangas.

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office			
Classification:	Complex			
Types of Transaction:	Government to Client			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Certificate of Public Convenience		Land Transportation Franchising and Regulatory Board (LTFRB)		
Photocopy of OR and Certificate of Registration		Operator / Owner		
Official Receipt		City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

Presents the Certificate of Public Convenience (CPC) and photocopy of OR and Certificate of Registration	1.1 Checks the validity of OR/CR issued by LTO 1.2 Checks the Motor No., Chassis No., Franchise No., Plate No. per Bus, per company indicated at the Certificate of Public Convenience (CPC) issued by LTFRB 1.3 Prepares order of payment 1.4 Issues the order of payment	None	3 days	Supervising Transportation Regulation Officer - TDRO Senior Transportation Regulation Officer - TDRO
Proceeds to City Treasurer’s Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Mayor’s Permit P1000.00 Sticker 500.00 Surcharge (50%) 500.00 Penalty (25%) 250.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31) *Computation is per unit	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	Receives and Verifies the Official receipt, prepares the mayor’s permit for signature of the City Mayor and advises the client to return after 5 working days	None	2 days	Supervising Transportation Regulation Officer - TDRO
Receives the Mayor’s permit	1.1 Releases the Mayor’s Permit 1.2 Advises the client that sticker will be affixed to the Public Utility Bus (PUB) at the Grand Terminal	None	10 minutes	City Government Assistant Department Head I - TDRO

None	Affixes the Mayor's Permit stickers per unit (PUB) at Grand Terminal	None	5 minutes / bus	Traffic Aide I - TDRO
Total:		Dependent on the assessed fees based of no. of buses applied for Mayor's Permit	5 days and 25 minutes	

6. Renewal of Motorized Tricycle Operator's Permit

Motorized Tricycle Operators Permit is the franchise issued to qualified operators who have complied with the requirements to operate a tricycle for hire over areas or zones specified therein.

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Operators of Motorized Tricycle (MTC), Bonafide Resident of Batangas City			
Checklist of Requirements		Where to Secure		
Unit (Tricycle)		Operator / Owner		
MTOP Application Form		Transportation Development and Regulatory Office (TDRO)		
Original copy of Motorized Tricycle Operators Permit (MTOP) /Franchise		Transportation Development and Regulatory Office (TDRO) / Operator / Owner		
O. R. and Certificate of Registration (Photocopy)		Land Transportation Office (LTO) /Operator / Owner		
Original Barangay Clearance (Operator)		Designated Barangay Hall		
Insurance Policy of motor vehicle (Photocopy)		Operator / Owner		
Voter's ID or VRR		Commission on Elections (Comelec)		
Certificate of Road Worthiness		City Engineer's Office (CEO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Requests for MTOP Application form	1.1 Asks for the Original copy of the Motorized Tricycle	Filling Fee P350.00 Legal Research 50.00	30 minutes	Traffic Aide I - TDRO

	<p>Operator's Permit (MTOP) and checks the validity</p> <p>1.2 Inspects the unit (tricycle)</p> <p>1.3 Assesses the fees to be paid</p> <p>1.4 Issues the requirements to be accomplished together with the corresponding fee</p> <p>1.5 Advises the applicant to fill out the application form and have it notarized, pay the appropriate fees at the City Treasurer's Office and proceed to City Engineer's Office for inspection of unit</p>	<p>Fund Inspection and 150.00 Certificate of Road Worthiness Administrative Fee 50.00</p> <p>Penalty 300.00</p> <p>Note: Penalty shall be added to the total MTOP renewal fee if paid after prescribed validity of franchise.</p>		
Fills out the application form and have it notarized	Client accomplishes form	<i>Fees dependent on amount charged by private law firm</i>	1 day	Private law firm
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer's Office collects appropriate fees	<p>Php 600.00 (Without Penalty)</p> <p>Php 900.00 (With Penalty)</p>	10 minutes	Revenue Collection Clerk - City Treasurer's Office



Proceeds to City Engineer’s Office, presents the unit for inspection and secures Certificate of road worthiness	City Engineer’s Office conducts inspection	None	3 hours	City Engineer’s Office Staff
Returns to TDRO and submits the accomplished application form and complete requirements.	1.1 Receives and verifies all requirements 1.2 Advises the applicant to return after 2 days for the release of the MTOP	None	10 minutes	Traffic Aide I - TDRO
None	1.1 Prepares the Motorized Tricycle Operator’s Permit (MTOP) 1.2 Submits the document to the Tricycle Franchising and Regulatory Committee (TFRC) Chairman for signature 1.3 Updates the MTC Masterlist	None	1 day	Traffic Aide I - TDRO
Returns after 2 days and receives the Motorized Tricycle Operator's Permit (MTOP)	Releases the copy of the approved MTOP	None	5 minutes	Traffic Aide I - TDRO
Total:		Php 600.00 (Without Penalty) Php 900.00 (With Penalty)	2 days, 3 hours and 55 minutes	

7. Application for Motorized Tricycle Operator’s Permit (MTOP) - Change Motor

Motorized Tricycle Operators Permit – Change Motor is being processed by the TDRO issued to qualified operators who have complied with the requirements to operate a tricycle for hire over areas or zones specified therein.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Complex			
Types of Transaction:	Government to Client			
Who may avail:	Operators of Motorized Tricycle (MTC), Bonafide Resident of Batangas City			
Checklist of Requirements		Where to Secure		
Change of Motor Application Form		Transportation Development and Regulatory Office (TDRO)		
Original copy of Motorized Tricycle Operators Permit (MTOP) /Franchise		Transportation Development and Regulatory Office (TDRO)		
O. R. and Certificate of Registration of Old and New Motor (Photocopy)		Land Transportation Office (LTO)		
Insurance Policy of motor vehicle (Photocopy)		Operator / Owner		
Certificate of Road Worthiness (New Unit)		City Engineer’s Office		
Certificate of Road unworthiness (Old Unit)		City Engineer’s Office		
Original Barangay Clearance (Operator)		Designated Barangay Hall		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Requests for application for change motor and List of requirements	1.1 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTOP) and checks the validity 1.2 Issues the Dropping Form for Change Motor 1.3 Advises the applicant to fill out the Dropping form and have it	None	30 minutes	Traffic Aide I - TDRO Administrative Aide IV - TDRO

	notarized, upon accomplishment, return and submit to TDRO with a copy of OR & Certificate of Registration of the Old and New Motor			
Returns to TDRO with accomplished Dropping form for change motor and OR/CR of old and new motor	1.1 Prepares Dropping order for change motor 1.2 Dropping order for Signature by the TFRC Committee 1.3 Releases one (1) copy of dropping order and advises the applicant to proceed to LTO and submit the dropping order.	None	1 day	Traffic Aide I - TDRO
Proceeds to LTO and submits dropping order to drop the Old Motor	Process c/o Land Transportation Office (LTO)	None	1 day	Land Transportati on Office
Returns to TDRO with the Old Motor's OR/CR changed to Private	1.1 Receives and verifies the OR/CR 1.2 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTOP) and checks the validity 1.2 Inspects the unit (tricycle) 1.3 Assesses the fees to be paid 1.4 Issues the requirements to be accomplished together with the corresponding fee	Filling Fee P350.00 Legal Research 50.00 Fund Inspection and 150.00 Certificate of Road Worthiness Administrative Fee 50.00	30 minutes	Traffic Aide I - TDRO

	1.5 Advises the applicant to fill out the application form and have it notarized, pay the appropriate fees at the City Treasurer’s Office and proceed to City Engineer’s Office for inspection of unit			
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	P600.00	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Proceeds to City Engineer’s Office, presents the unit for inspection and secures Certificate of road worthiness	City Engineer’s Office conducts inspection	None	3 hours	City Engineer’s Office
Returns to TDRO and submits the accomplished application form and complete requirements	1.1 Receives and verifies all requirements 1.2 Advises the applicant to return after 2 days for the release of the MTOP	None	10 minutes	Traffic Aide I - TDRO
None	1.1 Prepares the Motorized Tricycle Operator’s Permit (MTOP) 1.2 Submits the document to the Tricycle Franchising and Regulatory Committee (TFRC) Chairman for signature	None	1 day	Traffic Aide I - TDRO

Returns after 2 days and receives the Motorized Tricycle Operator's Permit (MTOP)	1.1 Releases one (1) copy of the approved MTOP 1.2 Advises the applicant to return to LTO to apply the new motor as for hire	None	5 minutes	Traffic Aide I - TDRO
Proceeds to LTO and applies the new motor as for hire	Process c/o Land Transportation Office (LTO)	None	2 days	Land Transportation Office
Returns to TDRO and presents the new motor's registration as "for hire"	Receives and verifies the new motor's registration	None	5 minutes	Traffic Aide I - TDRO
Receives the MTOP	1.1 Releases 3 original MTOP to applicant 1.2 Inspects the unit for issuance of stickers	None	5 minutes	Traffic Aide I - TDRO TDRO Staff
Total:		Php 600.00	6 days, 3 hours & 35 minutes	

8. Application for Motorized Tricycle Operator's Permit (MTOP) – Transfer of Ownership

Motorized Tricycle Operators Permit is the franchise document or license to operate issued to a natural person allowing him to operate a tricycle for hire over areas or zones specified therein.

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office
Classification:	Complex
Types of Transaction:	Government to Client
Who may avail:	Operators of Motorized Tricycle (MTC), Bonafide Resident of Batangas City
<div>Checklist of Requirements</div> <div>Where to Secure</div>	



Transfer of Ownership Application Form		Transportation Development and Regulatory Office (TDRO)		
Original copy of Motorized Tricycle Operators Permit (MTOP) /Franchise		Transportation Development and Regulatory Office (TDRO)		
O. R. and Certificate of Registration of Old and New Motor (Photocopy)		Land Transportation Office (LTO)		
Insurance Policy of motor vehicle (Photocopy)		Operator / Owner		
Certificate of Road Worthiness (New Unit)		City Engineer’s Office		
Certificate of Road unworthiness (Old Unit)		City Engineer’s Office		
Original Barangay Clearance (Operator)		Designated Barangay Hall		
Birth Certificate		Civil Registrar’s Office		
Voter’s ID or VRR		Commission on Elections (Comelec)		
Deed of Sale		Operator / Owner		
Waiver of rights		Operator / Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Requests for application form for transfer of ownership and List of requirements	1.1 Asks for the Original copy of the Motorized Tricycle Operator's Permit (MTOP) and checks the validity 1.2 Issues Petition for Dropping form to be signed by the old owner 1.3 Issues MTOP Application form to be signed by the new owner	Filling Fee P350.00 Legal Research 50.00 Fund Inspection and 150.00 Certificate of Road Worthiness Administrative Fee 50.00	30 minutes	Traffic Aide I - TDRO
Fill out and have the application form notarized.	Advises the applicant to fill out the application forms and have it notarized, pay the appropriate fees at the City Treasurer’s Office and proceed to City Engineer’s Office for inspection of unit	None	1 day	Private law firm



Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer's Office collects appropriate fees	P600.00	10 minutes	Revenue Collection Clerk - City Treasurer's Office
Proceeds to City Engineer's Office, presents the unit for inspection and secures Certificate of road worthiness	City Engineer's Office conducts inspection	None	3 hours	City Engineer's Office
Returns to TDRO after one (1) day	Releases one (1) copy of MTOP & Order and advises client to submit the documents to LTO to transfer OR/CR of the unit to the new owner	None	10 minutes	Traffic Aide I - TDRO
Proceeds to LTO and processes the transfer of ownership	Process c/o Land Transportation Office (LTO)	None	3 days	Land Transportation Office
Returns to TDRO and submits the OR/CR transferred to new owner	1.1 Receives and verifies all requirements 1.2 Releases three (3) original copy of MTOP	None	10 minutes	Senior Transportation Regulation Officer - TDRO Traffic Aide I - TDRO

None	1.3 Prepares the Motorized Tricycle Operator's Permit (MTOP) 1.4 Submits the document to the Tricycle Franchising and Regulatory Committee (TFRC) Chairman for signature	None	1 day	Traffic Aide I - TDRO
Returns after 2 days and receives the Motorized Tricycle Operator's Permit (MTOP)	Releases the copy of the approved MTOP	None	5 minutes	Traffic Aide I - TDRO
Total:		Php 600.00	5 days, 4 hours & 5 minutes	

9. Request for route maps for applicants of Burial, Motorcade, Procession, Parade, Fun run and other related activities

Office or Division:	City Mayor's Office - Transportation Development and Regulatory Office	
Classification:	Simple	
Types of Transaction:	Government to Client	
Who may avail:	General Public	
Checklist of Requirements		Where to Secure
For Motorcade / Parade / Fun Run: Letter of Request addressed to the City Mayor		Provided by the client
For Procession: Schedule (Date and Time)		Provided by the client
For Burial / Funeral Cortège: Schedule (Date and Time) of burial		Provided by the client



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>(For Motorcade / Parade / Fun Run) Follows up the request letter/ endorsement letter</p> <p>(For Procession) Proceeds to TDRO and provides the Date and Time of Procession</p> <p>(For Burial / Funeral Cortege) Proceeds to TDRO and provides the Date and Time of Burial</p>	<p>1.1 Checks the approved letter of request from the City Mayor’s Office</p> <p>1.2 Checks the availability of the desired date and time</p> <p>1.3 Issues order of payment</p> <p>1.4 Advises the client to proceed to City Treasurer's Office (CTO) for payment</p> <p>1.5 Releases the Permit slip with the requested route map and payment</p>	None	5 minutes	<p>Senior Transportation Regulation Officer - TDRO</p> <p>Transportation Regulation Officer II - TDRO</p> <p>Transportation Regulation Officer I - TDRO</p> <p>Administrative Aide IV</p> <p>Traffic Aide I</p>
Proceeds to City Treasurer's Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	P500.00	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	<p>1.1 Receives and verifies all the official receipt</p> <p>1.2 Prepares the Route Map requested</p> <p>1.3 Records the details of permit requested in the logbook</p>	None	5 minutes	<p>Senior Transportation Regulation Officer - TDRO</p> <p>Traffic Aide I - TDRO</p>
Receives the permit slip and route map	Releases the Permit slip and route map.	None	1 minute	<p>Administrative Aide IV</p> <p>Traffic Aide I</p>
Total:		P500.00	21 minutes	

10. Request for information regarding transport and traffic management such as traffic surveys and other transport related data

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Letter of Request addressed to the City Mayor		Provided by the client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Proceeds to TDRO and follows up the approved letter of request	1.1 Checks the approved letter of request from the City Mayor’s Office	None	20 minutes	Senior Transportation Regulation Officer - TDRO
	1.2 If approved, Officer checks the availability of the information or data requested			Transportation Regulation Officer II - TDRO
	1.3 Prepares the information or data requested			Transportation Regulation Officer I - TDRO
	1.4 Records the details of permit requested in the logbook			
Logs at the log book and receives the data requested	Releases the documents	None	10 minutes	Transportation Regulation Officer I - TDRO
Total:		None	30 minutes	

11. Releasing of confiscated license due to traffic violation & cancellation of records

TDRO is implementing traffic rules and regulations. Violation of such rules corresponds to certain penalties. Driver’s license is confiscated and Traffic Citation Ticket (TCT) is issued which shall be valid for 72 hours.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office
Classification:	Simple

Types of Transaction:	Government to Client			
Who may avail:	All Traffic Violators			
Checklist of Requirements		Where to Secure		
Driver's copy of Traffic Citation Ticket (TCT)		Issued by the Traffic Enforcer upon apprehension		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Traffic Citation Ticket (TCT) at TDRO Office	1.1 Verifies TCT and checks record of the Driver 1.2 Informs the driver of the penalty to be settled and issues order of payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for cancellation of record	<i>*fees depend on traffic violation/s</i>	10 minutes	Transportation Regulation Officer II - TDRO Traffic Aide II - TDRO Administrative Aide IV - TDRO
Proceeds to Treasurer's Office for payment of fees	City Treasurer's Office collects appropriate fees	<i>*fees depend on traffic violation/s</i>	10 minutes	Revenue Collection Clerk - City Treasurer's Office
Returns to TDRO, presents the TCT and Official receipt as proof of payment and waits for the release of Driver's License & cancellation of record	1.1 Receives and verifies the Traffic Citation Ticket (TCT) and Official Receipt 1.2 Records the OR No. and cancels the record of the driver in the database 1.3 Releases the Driver's License together with the Official Receipt	None	10 minutes	Transportation Regulation Officer II - TDRO Traffic Aide II - TDRO Administrative Aide IV - TDRO
Total:		Dependent on traffic violation/s committed	30 minutes	

12. Releasing of impounded vehicle

TDRO is implementing traffic rules and regulations. Violation of such rules corresponds to certain penalties. Vehicles of apprehended violator's who failed to present/ does not have a valid driver's license / driven by an unlicensed driver shall be impounded at the TDRO impounding area.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	All Traffic Violators			
Checklist of Requirements		Where to Secure		
Impounding Slip		Issued by apprehending traffic enforcer to the violator		
Valid Non-Professional / Professional Driver's License		Land Transportation Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents Impounding slip and valid Driver's License at TDRO Office	1.1 Verifies the impounding slip and driver's license presented 1.2 Informs the driver of the penalty to be settled and issues order of payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for cancellation of record	<i>*fees depend on traffic violation/s</i>	10 minutes	Traffic Aide II - TDRO
Proceeds to Treasurer’s Office for payment of fees	City Treasurer’s Office collects appropriate fees	<i>*fees depend on traffic violation/s</i>	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to TDRO, presents the TCT and Official receipt as proof of payment and waits for the release of Driver's License & cancellation of record	1.1 Receives and verifies the Traffic Citation Ticket (TCT) and Official Receipt 1.2 Records the OR No. and cancels the record of the driver in the database 1.3 Releases the Driver’s License together with the Official Receipt	None	10 minutes	Traffic Aide II - TDRO



Proceeds to Grand Terminal (TDRO Office) and presents the impounding slip and official receipt as proof of payment and waits for the release of the vehicle	Verifies the OR, checks record of impounded vehicle and advises the TDRO personnel at impounding area to release the impounded vehicle	None	1 hour	Traffic Aide I – TDRO Administrative Aide I - TDRO
Total:		Dependent on traffic violation/s committed	1 hour & 30 minutes	

13. Issuance of Mayor’s Permit and Sticker to Delivery Vehicles

The Mayor’s Permit is being issued annually from January to December by the City Mayor thru TDRO to School Service Vehicles with approved franchise from LTFRB before he could operate within the City of Batangas. Delivery Sticker is issued on or before January 31 of each year.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Owner / Operator of Delivery Vehicle			
Checklist of Requirements		Where to Secure		
Approved Franchise		LTFRB / Operator / Owner		
Photocopy of OR and Certificate of Registration		Land Transportation Office / Operator / Owner		
Business Permit		Business Permits and Licensing Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Approved Franchise from LTFRB, Photocopy of OR/CR of the vehicle & Business Permit from BPLO	1.1 Checks the validity of the Franchise, OR/CR and Business Permit 1.2 Prepares Order of Payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for issuance of sticker	None	15 minutes	Senior Transportation Regulation Officer - TDRO
Proceeds to City Treasurer’s Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Mayor’s Permit P1000.00 Sticker 550.00 Surcharge (50%) 500.00 Penalty (25%) 250.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31) *Computation is per unit	10 minutes	Revenue Collection Clerk - City Treasurer’s Office
Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	Receives and Verifies the Official receipt, prepares the stickers and release the sticker to the client	None	15 minutes	Supervising Transportation Regulation Officer - TDRO
Total:		Dependent on the assessed fees based	40 minutes	

	of no. of units applied for Mayor’s Permit		
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14. Issuance of Mayor’s Permit and Sticker to School Service Vehicles and Shuttle Buses

The Mayor’s Permit is being issued annually from January to December by the City Mayor thru TDRO to School Service Vehicles with approved franchise from LTFRB before he could operate within the City of Batangas. Delivery Sticker is issued on or before January 31 of each year.

Office or Division:	City Mayor’s Office - Transportation Development and Regulatory Office			
Classification:	Simple			
Types of Transaction:	Government to Client			
Who may avail:	Owner / Operator of School Service Vehicle and Shuttle Buses			
Checklist of Requirements		Where to Secure		
Approved Franchise		LTFRB / Operator / Owner		
Photocopy of OR and Certificate of Registration		Land Transportation Office / Operator / Owner		
Business Permit		Business Permits and Licensing Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Presents the Approved Franchise from LTFRB, Photocopy of OR/CR of the vehicle & Business Permit from BPLO	1.1 Checks the validity of the Franchise, OR/CR and Business Permit 1.2 Prepares Order of Payment 1.3 Advises to pay at the City Treasurer's Office and return to TDRO for issuance of sticker	None	15 minutes	Senior Transportation Regulation Officer - TDRO
Proceeds to City Treasurer’s Office and pays the appropriate fees	City Treasurer’s Office collects appropriate fees	Mayor’s Permit P500.00 Sticker 500.00 Surcharge (50%) 250.00 Penalty (25%) 125.00 Note: Additional fees (Surcharge & Penalty) shall be added to the total fee if payment is made after January 31) *Computation is per unit	10 minutes	Revenue Collection Clerk - City Treasurer’s Office



Returns to Transportation Development and Regulatory Office (TDRO) and presents the official receipt from CTO	Receives and Verifies the Official receipt, prepares the stickers and release the sticker to the client	None	15 minutes	Supervising Transportation Regulation Officer - TDRO
Total:		Dependent on the assessed fees based of no. of units applied for Mayor’s Permit	40 minutes	

VI. Feedback and Complaints

The Feedback System of the TDRO

The transactions processed and services rendered will be sustained and further improved by soliciting feedback from clients.

Implementing the feedback system of the TDRO will entangle the following elements:

- 1) Soliciting the feedbacks of clients (whether satisfied or dissatisfied of the service rendered) thru “dropping” of chips to corresponding boxes.
- 2) To supplement the above-stated mechanism, the TDRO is providing landline number and email address to serve as complaint hotline. Clients will be advised to contact Dimpy Matienzo at (043) 723-4112 and tdrobatangascity@yahoo.com for any concerns.
- 3) Processing the information gathered from clients and submitting the findings to the City Mayor as attested by the chief of TDRO.
- 4) Implementation of process enhancements upon the recommendation of the TDRO Head, subject to the approval of the City Mayor



Public Affairs and Assistance Division



I. Mandate:

The Public Affairs and Assistance Division prepares maintain and preserve record of Barangay and SK Officials. The Creation, Conversion, of some Barangay’s and Masterlist of all Barangay Officials are properly recorded and filed.

II. Vision:

Rendering a public service to the people of Batangas City with selfless dedication, honor and integrity. Uplift the quality of service to the people under a transparent government with the end view of having productive, supportive, progressive and law abiding citizenry.

III. Mission:

Providing quality service to all Barangay Officials especially those living in far-flung Barangay that need documents in transacting their projects in City Government.

IV. Service Pledge:

We commit to:

1. To continue scanning and encoding Masterlist from the beginning to present in order to prevent them from mutilating.
2. To promote goodwill and rapport between the Barangay and the Government by proper coordination to different offices about the implementation of laws and decrees and giving the people better understanding of the objectives, policies and purpose of City Government.
3. To create paperless communication in disseminating information regarding meetings, seminar and in claiming their documents.
4. To serve efficiently and ensure the satisfaction of client.

V. List of Service:

Request for Certification of Service	Page 4 & 5
Appointment of Barangay Official	Page 6 & 7

1. Request for Certification of Service

Certification of Incumbency, Educational benefits, Civil Service Eligibility & Provincial Service Incentives for Sangguniang Barangay and Sangguniang Kabataan Officials

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizens
Who may avail:	Former and Incumbent Sangguniang Barangay and Kabataan Official

Checklist of Requirements		Where to Secure		
Written or Verbal Request				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Sign at the logbook.	1.1 Accepts and Review Request.	None	2 minutes	Paad Personnel Assigned
Submit written /verbal request.	1.2 Puts into records his contact number.			
Proceed to Assigned Personnel.	2.1 Verifies names in the Masterlist of Officials in the record book. 2.2 Advice to pay certification fee.	None	5 minutes	Paad Personnel Assigned
Proceed to City Treasurer's Office-Quadrangle to pay appropriate fees.		Php 80.00	5 minutes	City Treasurer
Return to Public Affairs Office and present official receipt	3.1 Prepares certificate and attached receipt to the certification.	None	1 minute	Paad Personnel assigned
	3.2 Signs and Approve Certification.		1 minute	Community Affairs Officer IV
	3.3 Forwards signed certificate to City Mayor for approval	None	1 hour to 1 day (depends upon availability of City Mayor)	Paad Personnel Assigned City Mayor
Claims the document.	4.1 Issues the Certificate.	None	1 minute	Paad personnel Assigned



Sign at the receiving logbook and accomplish Customer Satisfaction feedback Form.				
Total:		Php 80.00	1 day and 15 minutes	

2. Appointment of Barangay Officials

Filling-up Vacated Position of Barangay Officials

Office or Division:	City Mayor's Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C - Government to Citizens
Who may avail:	Barangay and Sangguniang Kabataan Officials

Checklist of Requirements		Where to Secure		
Resignation letter duly approved by the Punong Barangay				
Barangay Resolution duly approved by the Council				
Clearance of Resigning Officials		Public Affairs and Assistance Division		
Community Tax Certificate		City Treasurer's Office		
I.D pictures 3 (1x1) 2 (2x2) photo				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1.1 Interview and advice to fill up request form	None	2 minutes	Paad personnel Assigned
Present written or verbal request	2.1 Accepts and review his request.	None	5 minutes	Community Affairs Officer IV
	2.2 Checks his document presented to validate his inquiries			
Proceed to assigned personnel and submit all requirements	3.1 Checks the completeness of requirements required.	None	5 minutes	Paad Personnel Assigned
	3.2. Provide forms to be filled-up; a). Bio-data b). Statement of Assets and Liabilities		3 minutes	Paad Personnel Assigned
Fill-up forms	4.1 Checks data and prepare the following: a). Oath of office	None	20 minutes	Paad Personnel Assigned



(Bio-data & Statement of Assets and Liabilities)	b). Assumption of Office c). Appointment d). Specimen Card. e). Identification Card			
Sign the document prepared by the personnel assigned (oath of office, specimen signature and ID)	5.1 Checks the signed documents of the official 5.2 Advice on the schedule of oathtaking	None	10 minutes	Community Affairs Officer IV
Oath Taking Ceremony with the City Mayor	6.1 Assist officials on the oath taking ceremony at City Mayor's office 6.2 Puts on dry seal to the oath of office	None	30 minutes	Community Affairs Officer IV City Mayor Paad Personnel Assigned
Claims the personal copies accomplish customer satisfaction feedback form	7.1 Issues copies to: a) Barangay Official b). Dilg Office c). Office File	None	10 minutes	Paad Personnel Assigned
Total:		None	1 hour and 25 minutes	

3. Request for Barangay Officials Masterlist

Availment of Masterlist of Barangay Officials with completed term of office qualified for Civil Service Eligibility

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizens
Who may avail:	Barangay Officials who Completed term of Office

Checklist of Requirements		Where to Secure		
Written or Verbal Request				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1.1 Accept and review the request	None	3 minutes	PAAD Personnel Assigned
Present written or Verbal Request	1.2 Interview the client and put into records			
Proceed to assigned personnel	2.1 Check the names in the Masterlist submitted to CSC office, prepared by the Community Affairs Officer duly signed & certified by	None	4 minutes	Community Affairs Officer IV



	Comelec Officer, DILG Officer and City Mayor			
Claim the masterlist and accomplish the customer satisfaction feedback form	3.1 Issue the photocopy of the Masterlist and certified photocopy of the oath of office	None	3 minutes	PAAD Personnel Assigned
Total:		None	10 minutes	

4. Processing Documents for Newly Elected / Appointed Barangay Officials

Newly Elected and Appointed Officials Documents are prepared for their Oath Taking and Assumption of Office

Office or Division:	City Mayor’s Office – Public Affairs and Assistance Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizens
Who may avail:	Sangguniang Barangay Officials

Checklist of Requirements		Where to Secure		
Election Returns		Comelec		
Current Community Tax		City Treasurer Office		
3 (1x1) Photo and 1 (2x2) Photo				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Register in the logbook	1.1 Accept and review the request	None	5 minutes	PAAD Personnel Assigned
Present written or verbal request.	1.2 Interview the client and put into records			
Submit all the requirements	2.1 Accept all the requirements and check the name listed on Election Returns.	None	3 minutes	Community Affairs Officer IV
	2.2 Advice to proceed to the assigned personnel		2 minutes	PAAD Personnel Assigned
Proceed to Assigned Personnel	3.1 Provides Bio-data and SALN form	None	2 minutes	PAAD Personnel Assigned
Fill-up forms (Bio-data & SALN)	4.1 Check the data and advice to bring the SALN to City Legal Office for notarization	None	10 minutes	PAAD personnel Assigned
	4.2 Prepare the document of appointment.			
Sign the document prepared by the assigned personnel (oath of office,	5.1 Check the documents and request the client to validate information before affixing signature.	None	2 minutes	Community Affairs Officer IV



specimen signature card and ID.				
Oath Taking Ceremony with the City Mayor	6.1 Attend and provide copies of oath of office. 6.2 Forward all the copies to the City Mayor for signing; a) (Oath of office) of Punong Barangay, Sang Kabataan Officials,Barangay Secretary and Treasurer b) Appointment of Secretary & Treasurer c) (Assumption of office) Barangay Kagawad, Secretary, Treasurer and SK Officials	None	4 hours 10 minutes as scheduled	PAAD Personnel Assigned PAAD Personnel Assigned City Mayor Punong Barangay Punong Barangay
Claim the personal copies and accomplish the customer satisfaction feedback form	7.1 Issues copies to; a) Barangay Officials b) DILG Office c) PAAD file	None	10 minutes	PAAD Personnel Assigned
Total:		None	4 hours and 44 minutes	

VI. Feedback and Complaints

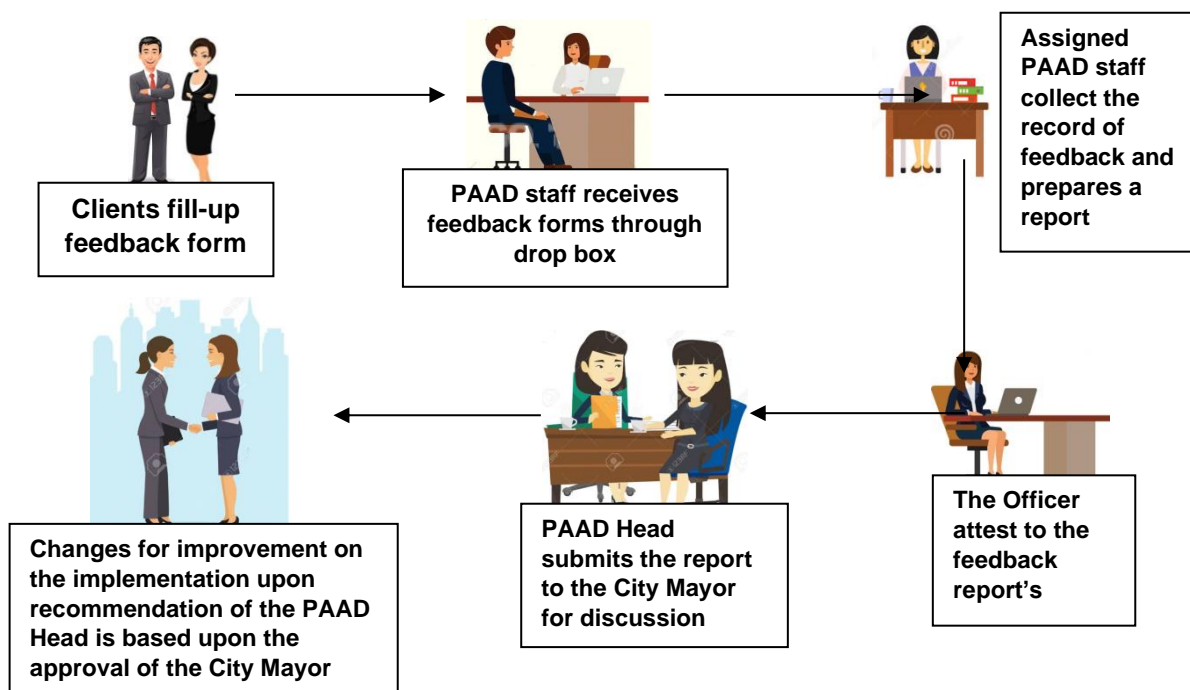
The Feedback System of the PAAD enhances the efficiency of worker to deliver services on time.

Implementing feedback system of PAAD

1. All clients upon registration is given feedback forms.
2. The officer of the day receives filled up feedback form after his transactions.
3. All filled-up forms or information from the drop box were gathered and studied.
4. Information gathered from the clients were submitted to City Mayor for discussion by the Head of PAAD.
5. Changes for improvement on the implementation is based upon recommendation of the PAAD Head (per discretion of the City Mayor)

The PAAD is making available contact number to serve as complaints hotlines. Clients will be advised to contact Evelyn D. Alcantara at (043) 726-1982 for any complaints.

Batangas City PAAD Feedback System





**LOCAL ECONOMIC AND INVESTMENTS OFFICE
(LEIPO)**



LOCAL ECONOMIC AND INVESTMENTS OFFICE (LEIPO)

1. Availment of the Local Investment Incentives

Client Action	Agency Action	Fee/s	Processing Time	Person Responsible
Step 1. Submit the accomplished and notarized application form together with all the documentary requirements	Step 1. Receive and Assess Before processing the application, the following shall be done by the receiving personnel of LEIPO: Step 1.1 Evaluate and check the completeness of the application form Step 1.2 Log the application in the Registration Application Logbook and mark the form as “received” Step 1.3 Assess the clients’ category for its filing fee and issue an Order of Payment. However, applicants falling under “micro enterprises” are exempted for filing fee. Step. 1.4 Inform the applicant to provide the office a copy of the receipt.	None	5 minutes	Administrative Officers of LEIPO
Step 2. Payment Step 2.1 Pays the filing fee at the Cashier located at the City Treasurer’s Office		Php2,000.00 (non-refundable)	5 minutes	Revenue Collection Clerks of the City Treasurer’s Office
Step 3. Publish the application in the newspaper of general circulation in the province	Step 3.1 Receive the copy of the receipt of payment Step 3.2 Provide the applicant the template format for the publication in the newspaper of general circulation Step 3.3 Inform the applicant that falls under the Micro Enterprise to post the fact of application using the provided template in the provincial hall, city hall or barangay hall where	Applicant’s own expense	5 minutes	Administrative Officers of LEIPO

	the registered place of business is located			
Step 4. Receives a letter stating the result of the evaluation	Step 4.1 Evaluate the proposed project Step 4.2 Conduct an ocular inspection at the premise of the business Step 4.3 Provide the results and recommendations of the evaluation to the Local Investment and Incentives Board (LIIB) which will be included in the agenda for the immediately succeeding meeting Step 4.4 Inform the applicant through a letter of the Boards action on its application together with the terms and conditions of the approval/registration	None	For Local Registrants: 60 Calendar Days from the Date of Official Acceptance For Registered Under An Incentive Law: 60 Days from the Date of Official Acceptance	Adm. Officers of LEIPO/ Local Investment and Incentives Board (LIIB)
Step 5. Claim the Certificate of Registration	Step 5.1 Issue a Certificate of Registration to the applicant Step 5.2 Record in the Registration Book the fact of issuance of the Certificate of Registration for record purposes	None	5 minutes	Administrative Officers of LEIPO
TOTAL		Php 2,000.00 (non-refundable)	For Local Registrants: 60 Calendar Days and 20 minutes For Registered Under An Incentive Law: 60 Days and 20 minutes	

2. Request for available data and records for the purpose of Research and Development

Client Action	Agency Action	Fee/s	Processing Time	Person Responsible
Step 1. Submits approved letter of request to the LEIPO Office	Step 1.1 Receive the letter of request and marks as “Received” Step 1.2 Process the request	None	15 minutes	Admin Clerks of LEIPO



Step 2. Claims the hard copy data	Step 2.1 Release the requested data Step 2.2 Record in the logbook	None	5 minutes	Admin Clerks of LEIPO
TOTAL		None	20 minutes	



**Office of the City Veterinary And Agricultural Services
(OCVAS)**



OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES

I. Mandate

The Office of the City Veterinary and Agricultural Services prepares and implements an integrated agriculture development plan for the city, promotes appropriate agricultural technology to maximize utilization and production of agricultural areas.

II. Vision

A modern agricultural and fishing community that is dynamic, technologically advanced and internationally competitive whose transformation is guided by the sound practice of resource sustainability, unassailable principles of social justice and zealous participation of the private sector.

III. Mission

To empower the farming and fishing communities and the private sector to produce sufficient, accessible and affordable food for every Batangueño and provide them with competitive livelihood that will generate a decent income for all.

IV. Service Pledge

We, in the Office of the City Veterinary and Agricultural Services are committed to provide the highest possible service performance and pledge to achieve the services offered to the citizen.

AGRICULTURAL ENGINEERING DIVISION

1. AVAILMENT OF FARM TRACTOR SERVICES FOR LAND PREPARATION

The Agricultural Engineering Division of OCVAS provides assistance to the use of farm tractors for land preparation. The services include plowing, harrowing, furrowing and planting with the use of mechanized corn planter. Under the Yellow Corn Sufficiency Program and Eggplant Production, availing of farm tractor services is free.

Office or Division:	OCVAS / AGRICULTURAL ENGINEERING DIVISION
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds directly to Ag. Eng. Division	1.1 Receives inquiry and asks relevant data: name, barangay, size of farm, farm location, implement needed, and contact no.	None	5 minutes	Agricultural Technician I Agricultural Engineer IV
	1.2 Provides temporary schedule of land preparation (depending upon the weather, soil condition and volume of requests) <i>*The farmer may wait several days before he/she receives tractor services</i>	None	5 minutes	Agricultural Engineer IV Agricultural Technician I
	1.3 Informs the final schedule thru telephone call 1 day prior to schedule	None	3 minutes	Agricultural Technician I Agricultural Engineer IV
2. Waits for the given schedule at the area of operation	2.1 Farm tractor operator cultivates the land and records the duration of the operation	None	Plow: 3-4 hours per hectare Harrow: 1-2 hours per hectare	Heavy Equipment Operator I Farm Worker I



3. Pays the rental fee for tractor services acquired <i>*Rental fee will only be collected to those whose farm areas were not planted after land preparation</i>	3.1 Checks the farmer's record and computes the rental fee	P450.00 per hour of tractor operation	5 minutes	Agricultural Engineer IV Agricultural Technician I
	3.2 Prepares the Order of Payment to be given to the farmer	None	3 minutes	Agricultural Engineer IV Agricultural Technician I
	Total		6 hours and 16 minutes	

2.AVAILMENT OF POST – HARVEST FACILITY

Office or Division:	OCVAS / AGRICULTURAL ENGINEERING DIVISION
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceeds directly to Agricultural Engineering Division	Receives inquiry and asks relevant data: name, barangay, no. of sacks of harvested corn, etc.	None	2 minutes	Agricultural Engineer IV Agricultural Technician I
2. Requests corn sheller	Provides list of barangay coordinators and contact numbers to whom he/she may avail corn sheller	None	2 minutes	Agricultural Technician I
3. Requests corn dryer	3.1 Gives temporary schedule on corn drying depending on the date of harvest and volume of prior requests. <i>*The farmer shall not shell his/her corn without official schedule of drying.</i>	None	2 minutes	Agricultural Engineer IV Agricultural Technician I

	3.2 Receives shelled corn and loads to automated corn dryer	None	60 minutes	Engineering Aide I
	3.3 Operates the corn dryer until corn moisture content reaches to 11%	None	16-20 hours	Engineering Aide I
	3.4 Unloads dried corn and issues Gate Pass	None	60 minutes	Engineering Aide I
Total:			22 hours, 6 minutes	

Another assistance of the Yellow Corn Sufficiency Program is the provision of post-harvest facilities and equipment like automatic corn driers and moisture meters. The barangays covered by the YCSP are divided into clusters and each cluster appoints a cluster leader.

COOPERATIVE DIVISION

1. ASSISTANCE IN DOCUMENTATION AND REGISTRATION OF COOPERATIVES COOPERATIVE DEVELOPMENT AUTHORITY (CDA) AND OTHER LICENSING AGENCIES

The Cooperative Division facilitates the documentation and registration of cooperatives in the CDA based on the group's request and their need to be registered.

Office or Division:	Office of the City Veterinary and Agricultural Services – Cooperative Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
Accomplished By-Laws and Articles of Cooperation	www.cda.gov.ph
Accomplished Economic Survey	www.cda.gov.ph
Name Verification	www.cda.gov.ph
Core Management Team	www.cda.gov.ph
Treasurer's Affidavit	www.cda.gov.ph
Chairman's Certificate of the Availability of Service or business of the Cooperative	Requesting Cooperative



Certification from OCVAS- Cooperative Division for PMES attendance		Cooperative Division		
Have undergone Pre-Coop Operation for at least six (6) months to one (1) year		Cooperative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Cooperative Division	Receives and asks the client about the purpose of the visit	None	5 minutes	Supervising Cooperative Development Specialist
2.Submits all the registration requirements	Checks the completeness, correctness and authenticity of the documents	None	25 minutes	Cooperative Development Specialist II
3.Submits corrected/ completed documents	3.1 Conducts final checking of documents submitted. 3.2 Submits documents to CDA personnel 3.3 Advice the client for approval	None	30 minutes	Supervising Cooperative Development Specialist Cooperative Development Specialist II
Total:		None	60 minutes	

1. PROVISION OF ORIENTATION AND MANDATORY SEMINAR TO COOPERATIVES

Office or Division:	Office of the City Veterinary and Agricultural Services – Cooperative Division
Classification :	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Letter of Request addressed to Department Head		Requesting Cooperative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Cooperative Division	Asks the Client about the purpose of the visit	None	5 minutes	Supervising Cooperative Development Specialist Cooperative Development Specialist II
2.Submits Letter of Request	2.1 Receives the letter 2.2 Conducts interview/ discusses and replies to the queries of the client 2.3 Sets the schedule of requested seminar	None	30 minutes	Supervising Cooperative Development Specialist / Cooperative Development Specialist II
3. Invite participants, prepare the venue and	Conducts orientation seminar	None	4 hours	Cooperative Development Specialist II

other training materials needed in the training				
Total:		None	4 hours & 35 minutes	

The Cooperative Division provides technical assistance in cooperative strengthening based on the priority needs and requests of the cooperative which includes Membership Seminar, Capability Building Seminar, Tutorials on Bookkeeping, Establishment of Book of Accounts, Conduct Pre-Audit Services, Preparation of Financial Statements and Preparation of Project Proposals.

AVAILMENT OF FINANCIAL ASSISTANCE (COOPERATIVES AND ORGANIZATION)

Financial Assistance is being provided by the government to cooperatives for them to be able to sustain their business operation and to finance their other livelihood projects.

Office or Division:	Office of the City Veterinary and Agricultural Services – Cooperative Division
Classification:	Simple
Types of Transaction	G2C Government to Citizen
Who may avail:	Registered Cooperative / Registered Farmers Association

Checklist of Requirements		Where to Secure		
BOD Resolution		Requesting Cooperative		
Project Proposal		Requesting Cooperative		
Form Plan and Budget		Requesting Cooperative		
Audited Financial Statements for two (2) years		Requesting Cooperative		
Certificate of Compliance		Requesting Cooperative		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
2. Gets, signs and submits the MOA	2.1 Prepares the MOA	None	2 days	

	2.2 Checks the correctness and completeness of signatures 2.3 Prepare vouchers and other documents and have it signed by the concerned person		30 minutes	Cooperative Development Specialist II / CDS
3. Gets and sign the MOA with the concerned official of the organization	3.1 Notifies the client for approval; 3.2 Sign the MOA with concerned persons 3.3 Submits the completed document to the concerned department 3.4 Process documents 3.5 Notifies client thru telephone or text message	None	1 day 1 hour 20 days 5 minutes	Cooperative Development Specialist II City Budget, Accounting and City Treasurer’s Office Cooperative Development Specialist II
Claims the check from the City Treasurer’s Office and received schedule of payment	Issues the check and loan amortization or schedule of payment	None	20 minutes	City Treasurer’s Office Supervising Cooperative Development Specialist
	Total	None	23 days. 2 hours & 45 minutes	

4. AVAILMENT OF LIST OF COOPERATIVES IN BATANGAS CITY

The Cooperative Division makes list of all registered cooperatives in Batangas City. They provides marketing assistance to farmers engaged in entrepreneurial farming. Assists, monitors and supervise cooperative activities.

Office or Division:	Office of the City Veterinary and Agricultural Service – Cooperative Division
Classification:	Simple
Types of Transaction	G2C Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Letter Request		Requesting organization / group		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to cooperative division and submits letter of request	1.1 Receives the letter 1.2 Discuss with the client the purpose of such request 1.3 Prepares certification request 1.4 Prints and release the requested copy of list of cooperatives/certification	None	5 minutes 20 minutes 10 minutes	CDS / Admin Aide Cooperative Development Specialist II
	Total	None	35 minutes	

CROP PRODUCTION DIVISION

REQUEST FOR THE ISSUANCE OF NON - PRODUCTIVE CERTIFICATION FOR FRUIT BEARING TREES

The Crop production Division issues non-productive certification for fruit bearing tree/s.

Office or Division:	OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES – CROPS DIVISION
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen



Who may avail:	Batangas City Residence
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Checklist of Requirements	Where to Secure
1. Request Letter for cutting of tree/s	Requesting Client
2. Certificate of no objection in cutting of tree/s	Barangay
3. Tax Declaration / CTC of property where tree/s is/are located	City Assessor’s Office / Register of Deeds
4. Application Form for cutting of tree/s	City ENRO
5. Pictures of tree/s	Requesting Client
6. Contact Number	Requesting Client

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeded to Crop Division Office	Ask the client about his/her request	None	2 minutes upon arrival of the client/s	Supervising Agriculturist
2. Register in the client log book	2.1 Review the required documents 2.2 Refer the clients to the Agriculturist Concern	None	5 minutes upon the registration of the client/s	Sr. Agriculturist
3. Proceeds to the Agriculturist	3.1 Check the documents 3.2 Interview the client 3.3 Schedules the ocular inspection of the area	None	10 minutes	Agriculturist I
4. Assists the Agriculturist in the conduct of	4.1 The Agriculturist conducts ocular inspection of tree/s within the area and instruct the client to return to the office after five (5) working days for	None	10 minutes inspection for every tree upon arrival to the sites 30 minutes	OCVAS Agriculturist

ocular inspection	the release of the certification 4.2 Prepared the Certification after the ocular inspection 4.3 Processing of the Certification		2 days	Agricultural Technician I
5. Proceed to OCV AS Office to get the certificate	Issue the certification to the clients	None	5 minutes	Agricultural Technician I
Total:			2 days, 45 minutes	

AVAILMENT OF FRUIT BEARING TREE SEEDLINGS

The Crop Production Division provides the fruit bearing tree seedlings to all residents of Batangas City. It aims to promote creation of mini forest and to provide another source of income to the residents.

Office or Division:	OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES – CROPS DIVISION
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who may avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
None	None



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to OCVAS - Crops Division Office	Asks the client about his/her request	None	2 minutes	Agricultural Technologist
2. Register in the Distribution Logbook of Fruit Tree Seedlings and Distribution form	2.1. Inform the client/s on the available fruit bearing tree seedlings 2.2 Issues gate pass for the release of seedlings	None	5 minutes	Agricultural Technician I Farm Foreman
	2.3 Proceeds to Plant Nursery and presents the gate pass to claim the seedlings	None	5 minutes	Farm Worker II
	2.4 Submits the gate pass to the guard on duty for inspection	None	2 minutes	Utility Worker II
TOTAL:			14 minutes	



3. AVAILMENT OF VEGETABLE SEEDS

The Crop Production Division provides free vegetable seeds to all residents of Batangas City. It aims to promote backyard gardening and provide another source of income to the residents.

Office or Division:	OFFICE OF THE CITY VETERINARY AND AGRICULTURAL SERVICES – CROPS DIVISION			
Classification:	Simple Transaction			
Types of Transaction:	Government to Citizen			
Who may avail:	Batangas City Residence			
Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to OCVAS - Crops Division Office	Asks the client about his/her request	None	2 minutes	Assistant City Agriculturist
2. Register in the Distribution Logbook of Vegetable Seeds and Distribution form	2.1 Inform the client/s on the available vegetable seeds 2.2 Give a paper pouch containing available vegetable seeds	None	4 minutes	Agricultural Technician I Utility Worker II
Total:			6 minutes	

FISHERY DIVISION

1. AVAILMENT OF TILAPIA FINGERLINGS

The Fishery Division distributes quality tilapia fingerlings to be able to cater the needs of fish farmer’s along Calumpang River in Batangas City.

Office or Division:	Office of the City Veterinary and Agricultural Services- Fisheries Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Logs to Visitors Log Book	1.1 Verifies address and contact number of the client 1.2 Informs the Aquaculturist	None	5 minutes	Agricultural Technician I
2. Approaches the Aquaculturist	2.1 Interviews the client 2.2 Informs and orients the clients about the service requested	None	10 minutes	Supervising Aquaculturist
3. Obtain schedule of Site Assessment	Agrees the client on time and day of site Assessment	None	5 minutes	Supervising Aquaculturist
4. Schedule pick up of Fingerlings	Orient the client on: 4.1 The characteristics of the strain of tilapia 4.2 The source and duration of pick up and the materials needed	None	10 minutes	Supervising Aquaculturist
Total:			30 minutes	

3. REGISTRATION OF FISHING BOAT 3 GROSS TONNAGE AND BELOW

Office or Division:	Office of the City Veterinary and Agricultural Services- Fisheries Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Barangay Certification		Barangay Hall		
Police Certification		PNP Maritime Police		
Picture of Boat together with the owner		Boat owner		
Latest Cedula		CTO- Batangas City Hall		
Government Issued ID		Boat owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For initial Registration: 1. Secure Boat Admeasurement: • Total Length • Total Breadth • Total Depth • Engine, Horsepower, Brand and serial number	None	None	20 minutes	Resident Bantay Dagat in Boat Homeport
2. Secure Brgy. Certification	None	Depending on Brgy. Policy	15 minutes	Brgy Chairman of the Boat Homeport

<p>3. Submit the following:</p> <ul style="list-style-type: none"> • 1 pc 1x1 ID picture • 4pcs 2x2 ID picture • 3pcs photocopy of Brgy. Certification • 3pcs photocopy of Government issued ID 	<p>3.1 Assess and accept all the documents</p> <p>3.2 Compiled all the documents according to the requirements of NGA</p>	<p>None</p>	<p>15 minutes</p> <p>10 minutes</p>	<p>Agricultural Technologist</p> <p>Agricultural Technician I</p>
<ul style="list-style-type: none"> • 3pcs photocopy of latest cedula • 3pcs photocopy of boat picture together with the owner • Deed of Sale- if the boat is acquired from another person • Contact number of the boat owner 	<p>3.3 Assist the clients on Data entry to Juan Magsasa ka Registration</p> <p>3.4 Assist the clients on data entry to PCIC Insurance</p>	<p>None</p>	<p>10 minutes</p>	<p>Agricultural Technician I</p> <p>Agricultural Technologist</p>



4.For renewal of Boat Registration: 4.1 Copy of Old Registration	None	None	None	
4.2 Secure PNP Maritime Police Certification	Prepare Endorsement for PNP Maritime Certification	Not applicable	10 minutes	Agricultural Technician I
4.3 Submit the PNP Maritime Police Certification	Compile all the documents and issue order of payment and instruct the client to have the O.R in 2 photocopy	P300.00 for F/B with 10HP above P200.00 for F/B with 10HP below P50.00 per penalties P50.00 per Non-motorized	10 minutes	Agricultural Technologist
4.4 Pay the require payment to the CTO			1 hour	CTO, One Stop Shop
4.5 Submit the Official Receipt to Fisheries Division	Assign the CN to the Boat, Take 1 copy of the OR. Assign dates in claiming the official Registration Certificate	None	10 minutes	Agricultural Technician I
Total:			2 hours & 40 minutes	

2.ISSUANCE OF AUXILLARY INVOICE AND TRANSPORT PERMIT

Checklist of Requirements		Where to Secure		
1. Name of Shipper, Address, and Courier		Client		
2. Consignee, Address, and Destination		Client		
3. List of Fishery Products for Transport and Volume A. For aquarium / Ornamental Fishes I. List of Species Collected		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit all the need requirements	1. Check / verify all the needed requirements		10 minutes	Agricultural Technician
	2. Issue Order and Payment		15 minutes	Agricultural Technician
2. Pay the require fees to the CTO		1. Permit to transport 20.00/50 kg 2. Inspection Fee 25.00/50 kg	1 hour	Agricultural Technician
3. Submit the OR to person responsible	3.Issue Auxiliary Invoice and permit to Transport		15 minutes	Agricultural Technician

VETERINARY SERVICES DIVISION

Office or Division:	Office of the City Veterinary And Agriculture Services (OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

1. ANIMAL INSEMINATION (AI) SERVICES

The Veterinary Services Division provides artificial insemination to swine, cattle, carabao and goats.

Checklist of Requirements			Where to Secure	
Government Issued Identification			Requesting Client	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Proceed to the Veterinary Services Division	Verify the service requested by the client.	None	2 minutes	Livestock Inspector I
Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and confirmed if his request is viable to the AI service as per signs shown by the animals to be served.	None	3 minutes	Livestock Inspector I
For Artificial Insemination of Swine, Dairy cow, cattle and water buffalo.	3.1 The AI technician shall process the semen to be used. 3.2 Conduct the insemination	None	1 hour	Agricultural Technologist Agricultural Technologist



	process in the barangay of client’s residence.			
For Natural Insemination In Goats.	4.1 Bring in “in heat” doe for natural insemination 4.2 Insemination Procedure	None	30 minutes	Livestock Inspector I
TOTAL		1 hour, 35minutes		

2. SECURING REGULATORY VETERINARY PERMITS – VETERINARY HEALTH CERTIFICATE/ANIMAL INSPECTION CERTIFICATE

Office or Division:	Office of the City Veterinary And Agriculture Services (OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence



Checklist of Requirements		Where to Secure		
1. Certificate of Animal Origin		Barangay of origin through Barangay Captain		
2. Transport Carrier License		Bureau of Animal Industry (BAI)		
3. BAI Accreditation		Bureau of Animal Industry (BAI)		
4. BAI Requirements		Bureau of Animal Industry (BAI)		
5. Handler’s License		Bureau of Animal Industry (BAI)		
6. Animals to be inspected		Requesting Client		
7. Vaccination Record (if required)		Requesting Client/ Farm Veterinarian		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division.	Verify the service requested by the client.	None	2 minutes	Livestock Inspector
2. Sign in the client log book with printed name, address, telephone nos. and signature.	2.1 Interview the client and check the requirements. 2.2 Conduct inspection of the animals to be transported. 2.3 Disinfection of the transport carrier.	None	20 minutes	Agricultural Technologist
3. Pay the animal inspection fee to the VSD-OCVAS	Issue the proof of payment	None	5 minutes	Agricultural Technologist
4. Releasing of Certificate	Certificate Issued	None	2 minutes	Veterinarian II
Total: TOTAL			29 minutes 29 minutes	

3. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (MEAT SHOP AND MEAT STALL)

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
1. Certificate of Zoning Compliance	City Planning and Dev’t. Office
2. Meat Handler’s License	OCVAS
3. Photos of Selling Area	Requesting Client
4. Market Clearance for Meat Stall	City Market Office
5. Lease of Contract if the Meat stall is inside the Talipapa	Talipapa Owner
6. Source of Meat for Meat Shop	Origin
7. DTI registration	Dept. Of Trade and Industry

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office.	Verify the service requested by the client.	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Veterinarian II
3. Filling up of Application Forms.	Assist the client in filling up of the Application form.	None	5 minutes	Agricultural Technologist
4. Proceed to scheduling of stall visit with the Post- Abattoir Inspector.	Conduct of Ocular Inspection.	None	2 hours day	Meat Inspector Animal Keeper
5. Payment Handler’s Fee to VSD- OCVAS	Issue proof of payment	None	5 minutes	Agricultural Technologist



6. Availment of Clearance.	Evaluation and Release of veterinary Clearance.	None	2-3 days depending on the satisfaction of the outside office requirement	Veterinarian III
TOTAL:			2-3 days, 2 hours and 10 minutes	

4. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (FARM, FEEDMILL AND LOCALLY REGISTERED MEAT ESTABLISHMENT (LRME))

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence



Checklist of Requirements		Where to Secure		
1. Certificate of Zoning Compliance		City Planning and Dev’t. Office		
2. Provision of Footbath and Wheel Bath		Requesting Client		
3. Environmental Clearance Certificate or Certificate of Non-Coverage		ENRO		
4. License Nutritionist for Feed Mill		Requesting Client		
5. Veterinary Consultant for Farm		Requesting client		
6. DTI registration		Department of Trade and Industry		
7. Meat Handler’s License for LRME		OCVAS		
8. Photos of Biosecurity amenities for Farm		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office	Verify the service requested by the client	None	2 minutes	Veterinarian I
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Veterinarian II
3. Filling up of Application Forms	Assist the client in filling up of the Application form	None	5 minutes	Livestock Inspector
4. Proceed to the conduct of establishment visit with the Inspector	Conduct of ocular inspection	None	5-8 hours	Meat Inspector
5. Availment of Clearance	Evaluation and Release of veterinary Clearance	None	2-3 days depending on the satisfaction of the outside	Veterinarian IV

		office reqmts.	
	TOTAL	2-3 days,5-8 hours and 5 minutes	

5. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (VETERINARY SUPPLY, POULTRY SUPPLY AND FEED SUPPLY)

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
1. Certificate of Zoning Compliance	City Planning and Dev’t. Office
2. Environmental Clearance Certificate or Certificate of Non-Coverage	ENRO
3. Resident Veterinarian	Requesting Client
4. DTI registration	Department of Trade and Industry

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office	Verify the service requested by the client	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Veterinarian II
3. Filling up of Application Forms	Assist the client in filling up of the Application form	None	5 minutes	Livestock Inspector
		None	5 hours	

4. Proceed to the conduct of establishment visit with the Inspector	Conduct of ocular inspection			Agricultural Technologist
5. Availment of Clearance	Evaluation and Release of veterinary Clearance	None	2-3 days depending on the satisfaction of the outside office reqmts.	Veterinarian IV
TOTAL			2-3 days,5 hours and 5 minutes	

6. SECURING REGULATORY VETERINARY PERMITS – VETERINARY CLEARANCE (VETERINARY CLINICS AND VETERINARY HOSPITALS)

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
5. Certificate of Zoning Compliance		City Planning and Dev't. Office		
6. Environmental Clearance Certificate or Certificate of Non-Coverage		ENRO		
7. Resident Veterinarian		Requesting Client		
8. DTI registration		Department of Trade and Industry		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
7. Proceed to the Veterinary Services Division-Batangas City Hall Satellite Office	Verify the service requested by the client	None	2 minutes	Livestock Inspector

8. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements.	None	3 minutes	Agricultural Technologist
9. Filling up of Application Forms	Assist the client in filling up of the Application form	None	5 minutes	Livestock Inspector
10. Proceed to the conduct of establishment visit with the Inspector	Conduct of ocular inspection	None	5 hours	Livestock Inspector/ Veterinarian III
11. Availment of Clearance	Evaluation and Release of veterinary Clearance	None	2-3 days depending on the satisfaction of the outside office reqmts.	Veterinarian IV
TOTAL			2-3 days, 5 hours and 5 minutes	

7. VETERINARY SERVICES FOR SMALL ANIMALS

Office or Division:	Office of the City Veterinary and Agriculture Services -Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Pet Registration		Barangay		
2. Pet Animal Health Record		Pet Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Proceed to the Veterinary Clinic Office	Verify the service requested by the client	None	3 minutes	Livestock Inspector
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and check the requirements	None	3 minutes	Veterinarian I
3. Proceed to the Attending Veterinarian	3.1 Conduct physical examination (weighing, body temperature) 3.2 Provide the services required (vaccination, deworming and other anti-parasitic services) 3.3 Update Veterinary records 3.4 Prescription of medicine	None	15 -20 minutes	Veterinarian I and II Agricultural Technologist
4. Availing of veterinary medicine or supplements	Given as the need arises or upon availability of supplies	None	5 minutes	Veterinarian II
TOTAL			15-30 minutes	

8. VETERINARY SERVICES FOR LARGE ANIMALS

Office or Division:	Office of the City Veterinary and Agriculture Services -Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements	Where to Secure
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1. Government Issued Identification		1. Requesting Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Clinic Office	Verify the service requested by the client	None	2 minutes	Veterinarian I
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client	None	3 minutes	Veterinarian I and II Agricultural Technologist
3. Proceed to the Attending Veterinarian	3.1 Take the medical history of the sick animal. 3.2 Personally attend to treatment of the sick animal 3.3 Dispensing of veterinary medicines and supplements.	None	5 hours	Veterinarian II
4. Availing of veterinary medicine and supplements	Given as the need arises or upon availability of supplies	None	5 minutes	Veterinarian I
TOTAL			5 hours and 10 minutes	

9. CLAIMING OF PET ANIMAL IMPOUNDED

Office or Division:	Office of the City Veterinary and Agriculture Services -Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen



Who May Avail:	Batangas City Residence
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Checklist of Requirements		Where to Secure		
1. Government Issued Identification		1. Requesting Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Office	Verify the service requested by the client	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client	None	3 minutes	Agricultural Technologist
3. Proceed to the Attending Technician	3.1 Accompany the client to the pound and identify the pet 3.2 Issue an Order of payment to the client	None	10 minutes	Livestock Inspector
4. Pay the fee to the Veterinary Services Division (VSD)-OCVAS	Issue the proof of payment	P100.00 - P500.00 *Depends on the number of days impounded	5 minutes	Agricultural Technologist
5. Go back to the attending Technician	3.1 Get a copy of the Receipt from the client 3.2 Provide Warning Letter to the Client as per violation of Ordinance No. 10 S. 2018 3.3 Issue the gate pass for release of the animal	None	15 minutes	Livestock Inspector I
TOTAL			35 minutes	

10.SURRENDERING OF PET ANIMALS

Office or Division:	Office of the City Veterinary and Agriculture Services - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		Requesting client		
2. Certificate of “no bite incidents” for the period of 3 months from the Barangay Captain.		Barangay residence of the client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Office	Verify the service requested by the client	None	2 minutes	Veterinarian I
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client	None	3 minutes	Agricultural Technologist
3. Proceed to the Attending Technician	3.1 Educate the client of the consequences in the act of pet surrender 3.2 Assist the client in filling up the waiver form	None	10 minutes	Veterinarian II

4. Proceed to the Animal Pound	Assist the client in placing the pet in the pound cage.	None	15 minutes	Animal Keeper
TOTAL			30 minutes	

11. LIVESTOCK AND POULTRY DISPERSAL SERVICES

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		Requesting client		
2. Endorsement Letter from the Barangay Captain		Barangay Residence of Client		
3. Letter of intent to avail the dispersal animal		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Office	Verify the service requested by the client	None	2 minutes	Agricultural Technologist
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and assess the requirements	None	3 minutes	Livestock Inspector
3. Subject to the technical evaluation if the request suit the purpose.	3.1 Conduct site inspection 3.2 Validate the information provided by the client	None	1 day	Livestock Inspector

	3.3 Provide recommendation as to result of the evaluation.			
4. Attend seminar on the care and management of animals to be recieved.	Conduct seminar on the care and management of the animals to be dispersed	None	2 days	Veterinarian IV
5. Prepare the pen or cage where the animals are to be kept or reared.	Provide technical assistance in the construction of the pen or cage.	None	2 weeks	Agricultural Technologist
6. Await for the final date of Distribution	Process Purchase Request at the start of the year	None	Inaccurate	Veterinarian I
TOTAL			Inaccurate/2weeks, 3days and 5 minutes	

12.LOAN PAYMENT FOR CATTLE FATTENING DISPERSAL

Office or Division:	Office of the City Veterinary And Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Simple Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Government Issued Identification		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Services Division	Verify the service requested by the client	None	2 minutes	Livestock Inspector
2. Sign in the Client Log Book with printed name, address, telephone number, and signature	Interview the client	None	3 minutes	Agricultural Technologist

3. Pay the animal due of cattle dispersal	1. Issue proof of payment 2. Update the client’s payment record for cattle fattening dispersal	Annual Due	5 minutes	Agricultural Technologist
4. Issue client updated payment record	Issue updated payment records	None	10 minutes	Agricultural Technologist
TOTAL			25 minutes	

13. ASSISTANCE TO ANIMAL RAISERS IN CLAIMING INSURANCE BENEFITS FROM THE PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

Office or Division:	Office of the City Veterinary and Agriculture Services(OCVAS) - Veterinary Services Division
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Notice of Loss		Requesting client		
2. Certificate of the Barangay Chairman for the Loss of Animals		Barangay Captain of Barangay Residence		
3. Photos for Death Validation		Requesting client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to the Veterinary Office	Verify the service requested by the client	None	2 minutes	Livestock Inspector
2. Sign in the client log book with printed name, address, telephone nos. and signature.	Interview the client and assess the requirements	None	3 minutes	Veterinarian II
3. Proceed to the attending technician	3.1 Assist the client in filling up the forms	None	15 minutes	Agricultural Technologist

for the compliance of documents.	3.2 Check the correctness of the filled up forms.			
4. Submit all documents required.	4.1 Accept the documents, prepare veterinary Health Report and Death Certification of the insured animal 4.2 Submit the documents to the PCIC.	None	30 minutes	Livestock Inspector
5. Await for the notification of Approval from the PCIC	Keep in communication with PCIC for the progress of the application	None	Inaccurate	Veterinarian IV
TOTAL			Inaccurate/ 50 minutes	

14. SECURING MEAT INSPECTION CERTIFICATE OF LOCALLY REGISTERED MEAT ESTABLISHMENTS

Office or Division:	Office of the City Veterinary And Agriculture Services (OCVAS) - Veterinary Services Division
Classification:	Complex Transaction
Types of Transaction:	Government to Citizen
Who May Avail:	Batangas City Residence

Checklist of Requirements		Where to Secure		
1. Certificate of Animal Origin		Barangay of origin through Barangay Captain		
2. Transport Carrier Accreditation		OCVAS		
3. Meat Delivery Van Accreditation		OCVAS		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Bringing of live animals in the Batangas City Slaughterhouse	Pre-inspection of live animals to be slaughtered as to physical health	None	3 hours	Meat Inspector I
2. Resting of Animals in the Corrals	Monitor the animal status in the corrals.	None	8 hours	Meat Inspector I
3. Actual Slaughtering	3.1 Monitor the activities of the butchers. 3.2 Conduct of Post-inspection of meat /carcasses 3.3 Prepares the Meat Inspection Report	None	15 minutes	Meat Inspector II
4. Request for the Meat Inspection Certificates	Issue the Meat Inspection Certificate	None	6 hours	Meat Inspector II
5. Provision of Meat Inspection Certificate to the Client	Distribution of Meat inspection Certificate to the Meat Vendors	None	2 hours	Meat Inspector II
TOTAL			19 hours and 15 minutes	

RESEARCH DEVELOPMENT AND COMMUNICATION DIVISION

1. FARMERS’ INFORMATION AND TECHNOLOGY SERVICES (FITS)

Provisions of information assistance to farmers, students, researchers relative to Agriculture, Livestock and Fishery Program and Project.

Office or Division:	OCVAS - Research and Development Communication Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Research and Development Communication Division/ FITS Center and inquire about the available IEC materials	Asks relevant information about the client (name, address, occupation/ affiliation, contact number) and asks the client to sign in the Clients’ Logbook	None	5 minutes	Information Officer IV
2. Sign in the Clients’ Logbook and list down the requested IEC materials	2.1 Assists the client (if necessary) in signing in the Log Book		10 minutes	Information System Researcher I Administrative Officer IV
	2.2 Reviews the list of requested IEC materials and informs the clients which materials are readily available and which are not		5 minutes	Administrative Aide III

	2.3 Recommends other related and relevant reading materials		5 minutes	
3.Wait for the requested IEC materials	Gather and hand the requested materials over to the client		10 minutes	
Total:			35 minutes	

2. PROVISION OF AVAILABLE PERTINENT AGRICULTURAL DATA

Office or Division:	OCVAS - Research and Development Communication Division
Classification:	Simple
Types of Transaction:	G2C – Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to the Research and Development Communication Division	Asks relevant information about the client (name, address, occupation/ affiliation, contact number) and asks the client to sign in the Clients' Logbook	None	5 minutes	Information Officer IV Information System Researcher I

				Administrative Officer IV
2. Sign in the Clients' Log Book and ask for the needed data	<p>Informs the client(s) of the available data and provide them with the available requested data</p> <p><i>*If requested data are not available, may refer the client to other offices that might have the data they need</i></p>	None	10 minutes	
3. Wait for the requested available data	Prepare and hand over the available data to the client	None	15 minutes	Administrative Aide III
Total:			30 minutes	

HOME EXTENSION DIVISION

BARANGAY BASED LIVELIHOOD TRAININGS AND SEMINARS

Office or Division:	Office of the City Veterinary and Agricultural Services/Home Extension
Classification:	Simple
Types of Transaction:	G2C Government to Citizen
Who may avail:	General Public

Checklist of Requirements			Where to Secure	
With at least 15 participants from the Barangay			From the Barangay that requested	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1.Proceed to Home Extension Division and inquire the livelihood program	Interview the client and ask the services needed	None	3 minutes	Home Management Specialist
2.Choose a training from the list of available trainings	Accept the request and provide the client with a list of available trainings to choose from and the schedule of the training	None	10 – 25 minutes	Supervising Home Management Specialist
3.Accepts the schedule	Provide the client with the livelihood training	None	1 day	Agricultural Technician
Total:		1 day and 18 minutes		

1. IN – HOUSE TRAININGS AND SEMINARS

Office or Division:	Office of the City Veterinary and Agricultural Services/Home Extension
Classification:	Simple
Types of Transaction:	G2C Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
None		None		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Proceed to Home Extension Division and inquire for the in-house trainings and seminars	Provide flyers and schedules of in-house trainings and seminars	None	3 minutes	Agricultural Technician
2. Attend the seminar on the confirmed date	Provide the clients with the scheduled chosen livelihood trainings	None	5 minutes	Home Management Specialist
Total:			8 minutes	

1. GAD ACTIVITIES FOR THE NGO'S AND OTHER INSTITUTIONS WITHIN BATANGAS CITY

Office or Division:	Home Extension Division
Classification:	Complex
Types of Transaction:	G2C Government to NGO's/Institution
Who may avail:	NGO's/Institutions

Checklist of Requirements	Where to Secure
Request letter addressed to City Veterinarian	Requesting NGO's/Institution

Client Steps		Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Home Extension Division with approved request letter		Briefing of client about GAD training activities being requested and provide the training date	None	5 minutes	Agricultural Technician
2.Accepts training date		Give the check list of materials to be used in seminars	None	15 minutes	Home Management Specialist
3.Accepts checklist of materials and provide said materials on the scheduled training		Deliver lecture and hands on demonstration and responds to inquiries after the seminar	None	4 – 8 hours	Supervising Home Management Specialist
Total:			4 – 8 hours and 20 minutes		

1.GAD ACTIVITIES FOR THE NGO'S AND OTHER INSTITUTIONS OUTSIDE BATANGAS CITY

Office or Division:	Home Extension Division
Classification:	Simple
Types of Transaction:	Government to NGO's and other Institution
Who may avail:	NGO's and Institutions outside Batangas City

Checklist of Requirements			Where to Secure	
Approved request letter addressed to the City Mayor			City Mayor's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	

1.Proceed to City Veterinarian/ Home Extension Division and Approved request letter	Present list of trainings to the client	None	3 minutes	Home Management Specialist
2.Accepts the recommendation	Briefing/discuss about the livelihood training requested and provide checklist of materials, tools, utensils, and other equipment to be used for the training	None	15 minutes	Supervising Home Management Specialist
3.Accepts checklist	Finalization of the training dates / etc.	None	5 minutes	Agricultural Technician
Total:			23 minutes	

1.TECHNICAL ASSISTANCE FOR PRODUCT DEVELOPMENT/OR MARKET LINKAGES

Office or Division:	Home Extension Division
Classification:	Highly technical application
Types of Transaction:	G2C Government to Citizen
Who may avail:	Entrepreneurs

Checklist of Requirements			Where to Secure	
Sample Product			Produce from their enterprise	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1.Present product for quality evaluation	Initial Assessment of the quality of the product taste	None	10 minutes 30 minutes	Supervising Home Management Specialist
	Packaging and labeling	None	30 minutes	Home Management Specialist
2.Client will leave the sample product to be tested for shelf life	Shelf life		30 days	Agricultural Technician
Total:			30 days, 1 hour and 10 minutes	

USE OF MACHINERIES – DEHYDRATION MACHINE, VACUUM SEALER, RETORT MACHINES, AND SEWING MACHINES

Office or Division:	Home Extension Division
Classification:	Simple
Types of Transaction:	G2C Government to Citizen
Who may avail:	Individual / Association and Cooperative

Checklist of Requirements			Where to Secure	
Letter of Request			Individual, association, and cooperative	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Client proceed to Home Extension Division and present letter of request for the use of machinery	The Home Extension Division staff discuss the rules and regulation of using the machines and provide a schedule on the availability of the machines	None	5 minutes	Home Management Specialist
2.Accept the recommendation and return on the scheduled date of use	Assist the client for the proper operation of the machine	None	1 Day	Agricultural Technician

3.Client will make sure that the machines and work area is clean before leaving	Checks the machines and work area	None	30 minutes to 1 hour	Supervising Home Management Specialist
Total		1 day and 1 hour and 5 minutes		

USE OF SHARED SERVICE FACILITIES

Office or Division:	Home Extension Division
Classification:	Simple
Types of Transaction:	Government to Association/ Cooperatives of Batangas City
Who may avail:	Members of the Association and Cooperatives of Batangas City

Checklist of Requirements			Where to Secure	
Request Letter			Individual, Association, and Cooperatives	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Proceed to Home Extension Division and inquire for the use of shared service facilities	Home Extension Division Staff will orient the client about the rules and regulations of the production area and provide available schedule of use	None	30 minutes	Home Management Specialist
2.Accept the recommendation and return on the scheduled date of use	Home Extension staff will assist client in the production of the product to ensure that GMP is observed	None	1 day/or more until production is done	Agricultural Technician

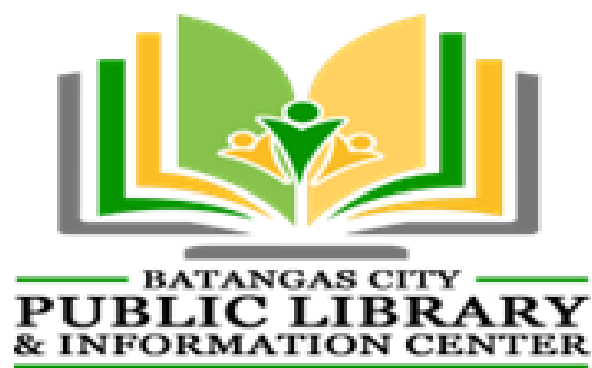


3.Client will make sure that the area is clean before leaving	Checks the area	None	30 minutes – 1 hour	Supervising Home Management Specialist
Total:		1	day or more	

V.Feedback and Complaints

The Office of the City Veterinary and Agricultural Services contact points with different modalities (landline and email) to serve as complaint hotlines for general public are the following:

Administrative Division	723-4161
Agricultural Engineering Division	722-0908
Cooperative division	723-5847
Crop Production Division	984-1650
Fishery Division	984-0217
Home Extension Division	984-1649
Veterinary Services Division	723-8432
Research Development	
Communication Division	723-0660



City Public Library and Information Center

I. MANDATE :

Batangas City Public Library and Information Center is mandated to promote moral and intellectual well being of every member of the community and recognize the importance of knowledge and information in nation building.

II. LIBRARY MISSION STATEMENT :

The City Library provides and promotes open and equal access to quality materials, facilities, programs and services in order to meet the informational, educational, cultural and recreational needs of all its constituents providing excellent services which are innovative and continually evolving and adapting

III. OUR VISION :

Batangas City Public Library and Information Center will be a 21st century space that provides a stimulating and inspiring environment equipped with outstanding collection, equipment and modern technology.

IV. GOALS AND OBJECTIVES :

The City Library aims to :

- Provide free library services that conforms with the needs of the community.
- Develop collection about Batangas City history, customs, people

traditions and others.

- Have linkages and develop network among other national agencies, libraries and groups.
- Maintain and enhance integrated library system
- Strengthen coordination and connection with the community through outreach services.
- Improve library services through professional development of staff through outreach services.
- Improve library services through professional development of staff through formal education, seminars, trainings, workshops and teambuilding.

V. OUR CORE VALUES

Batangas City Public Library and Information Center believes that our mission and vision will be accomplished by :

- Having welcoming, eco-friendly and conducive space for members of the community to gather



- Providing ready and equal access to library services and materials of all formats.
- Ensuring every patron the right to intellectual freedom.
- Being actively engaged with patrons needs.
- Having collaborative, creative interaction to patrons interest and needs.
- Protecting patrons confidentiality of records.

VI. OUR SERVICES

- Availment on the Use of Books and Other Library Materials p. 6
- Storytelling/Puppetshow/Library Orientation/Library Tour p.7
- Computer Tutorial Assistance p.8
- Online Research Via Internet p.9
- Availment of Reading Materials at the Plaza Mabini p.10
- Establishment of Barangay Libraries p.11

External Function

1.Loaning of books and non-book materials				
Books and non-book resources are made available to clients for reading, evaluation ,review ,research and other purpose.				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Valid ID (Drivers License/Govt. ID/Student ID		Government Agencies/Schools		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day

2. Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute	Batangas City Library Officer of the Day
3. Submit the accomplished Client Assistant Slip to the Section In-Charge	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Officer of the Day
4. Submit Valid ID to Section In-Charge	4.1 Accepts validate and file ID 4.2 Assist Client to the particular Section	None	5 minutes	Batangas City Library Librarian II
5. Submit accomplished book card	5.1 Accepts and file book card 5.2 Remind client when books/other library material is due.	None	3 minutes	Batangas City Library Librarian II
Total:			10 minutes /and 30 seconds	

External Function

2. Storytelling/Puppet Show/Library Orientation/ Library Tour				
Library services provided by the City Library upon request specially among children of public and private schools primarily to boost and develop childrens love for reading.				
Office or Division:	City Mayor's Office – Batangas City Public Library and Information Center			
Love Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	Students/Children from private and public schools/institution			
Checklist of Requirements		Where to Secure		
Letter of Request		Head of requesting schools/institution		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in the Client Attendance Sheet	1.1 Instruct client to proceed to the City Librarian	None	30 seconds	Batangas City Library Officer of the Day



2. Present letter of request to the City Librarian for review and approval	2.1 Receive and review letter of request	None	1 minute	Batangas City Library City Librarian
	2.2 Verifies availability of schedule requested	None	1 minute	
	2.3 Gives feedback on clients request	None	3 minutes	
	2.4 Advise client to go back on scheduled date.	None	1 minute	
Total:			7 minutes/30 sec	

External Function

3. Computer Tutorial Assistance				
One -on -one tutorial instruction on computer basics provided for clients to be computer literate				
Office or Division:	City Mayor's Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Valid ID (Drivers License/Govt. ID/Student ID		Government Agencies/Schools		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
2. Secure and accomplish customer assistant slip	2.1 Assist client in filling up form. 2.2 Instruct client to proceed on the IT Section	None None	1 minute 30 seconds	Batangas City Library Officer of the Day
3. Submit the accomplished Client Assistant Slip to the	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Administrative Aide II



IT Section In-Charge				
4.Submit Valid ID to Section In-Charge 5.Computer Tutorial	4.1 Accepts / validate and file ID 5.1 Assist Client in the computer tutorial	None None	1 minute 30 minutes	Batangas City Library Administrative Aide II
Total:			34 minutes	



External Function

4. On Line Research Via Internet				
Library research provided to client using computer via internet to provide them other resources for research other than books				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
Valid ID (Drivers License/Govt. ID/Student ID		Government Agencies/Schools		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
2.Secure and accomplish customer assistant slip	2.1 Assist client in filling up form.	None	1 minute	Batangas City Library Officer of the Day
3.Submit the accomplished Client Assistant Slip to the IT Section In-Charge	3.1 Receives/review the accomplished Client Assistance Slip	None	1 minute	Batangas City Library Administrative Aide II
4.1Submit Valid ID to IT Section In- Charge	4.1Accepts, validate and file ID	None	1 minute	Batangas City Library Administrative Aide II
5.Online Research	5.1 Assist Client on online research.	None	30 minutes	
Total:			33 minutes and 30 seconds	



External Function

5. Availment of reading materials at the Plaza Mabini				
Extension reading service of City Library provided at the reading nook of Plaza Mabini to provide readers literacy,leisure and entertainment.				
Office or Division:	City Mayor's Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to General Public			
Who may avail:	General Public			
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Administrative Aide II
2.Choose desired reading material	2.1 Assist client in providing reading material	None	1 minute	Batangas City Library Administrative Aide II
Total:			1 min & 30 seconds	



External Function

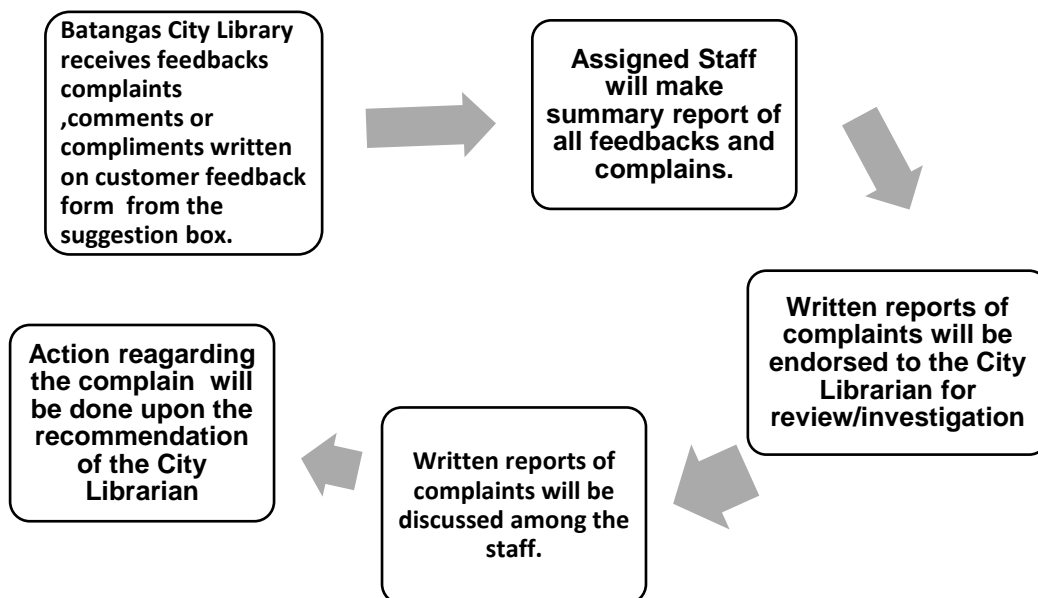
6. Establishment of Barangay Libraries				
As mandated by Rep.Act 7743 barangay libraries are established through out Batangas City with the approval of the City Mayor to uplift literacy level of barangay constituents on far flung areas. The City Library provides the assistance and organization before launching.				
Office or Division:	City Mayor’s Office – Batangas City Public Library and Information Center			
Classification:	Simple			
Types of Transaction:	G2C - Government to Citizen			
Who may avail:	Barangay interested in establishing barangay library			
Checklist of Requirements		Where to Secure		
Letter of request duly signed by barangay captain and barangay councilors noted by the City Librarian and approved by the City Mayor Barangay Resolution regarding the establishment of barangay library		Barangay interested in establishing Barangay Library		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in the Client Attendance Sheet	None	None	30 seconds	Batangas City Library Officer of the Day
2. Submit letter of request / barangay resolution to the City Librarian for review and approval	2.1 Accepts /review documents.	None	5 minutes	Batangas City Library City Librarian
	2.2 Confirms client for the establishment of barangay library.	None	10 minutes	Batangas City Library City Librarian
	2.3 Advise as to schedule of establishing barangay library	None	10 minutes	Batangas City Library City Librarian
Total:			25 min & 30 seconds	



I. HANDLING CUSTOMER FEEDBACK/COMPLAIN

Batangas City Library and Information Center welcomes feedback, including complaints, from our customers. Feedback allows us to identify and repeat what is good, attempt to correct any problems with our service and helps us improve what we do and how we do it. Customer feedback may be a comment, a compliment or a complaint.

The Process Flow Chart below summarizes how the City Library handles customer feedbacks and complains.





GENERAL SERVICES DEPARTMENT



MANDATE

The General Services Department was created with a mandate to promote ideal practices and procedures in City Government Procurement System; Facility and Property Administration which includes the inventory of all City Government-owned properties; Supply management; safekeeping of materials, supplies, and equipment; maintenance and preservation of the aesthetical status quo of Batangas City; and the provision of all frontline support services in a safe, reliable, accessible, and efficient manner.

VISION

WE, EMPLOYEES OF THE GENERAL SERVICES DEPARTMENT SHALL BE:

The prime movers for the advancement, promotion and preservation of the aesthetical soundness and safety measures of the City through public cooperation and participation with the end of uplifting the environmental condition of its constituents; and

Instrumental in the efficient and effective implementation of RA 9184 otherwise known as the New Government Procurement Act with the thrust of maximizing the use of government resources through the spirit of transparency, professionalism in all aspect of procurement system.

MISSION

The General Services Department as the heart of the support Services of the city government plays a pivotal role in the pursuit of its goals of delivering basic services to the Batangueños which includes but not limited to the following:

1. Handles the maintenance or upkeep of various city streets and various government facilities;
2. Spearheads the implementation of programs and policies concerning Solid Waste Management and Clean and Green Projects;
3. Fulfills the multifarious tasks assigned to it like the procurement, maintenance, disposition of supplies and equipment;
4. Performs the much-needed inventory of supplies, equipment and fixed assets of the city government and steadfast in its commitment to fully effect change and to institute reform measures in the procurement system.



CORE VALUES

- Teamwork
- Commitment
- Transparency
- Integrity
- Diversity
- Equal Opportunity
- 24/7 Service to the Community
- Excellence
- Mutual Respect
- Professionalism

SERVICE PLEDGE

The General Services Department employees commit to:

1. Deliver accessible support service to Batangueños.
2. Provide an excellent service management of the city's property, supply, goods and services procurement with efficient prompt and courteous personnel.
3. Further pledge that we shall be held accountable in the performance of our duties and responsibilities with utmost honesty and dignity.
4. Be an instrument in the delivery of projects and programs in a timely and cost effective manner.



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1. Provision of Tables and Chairs

Provision of Tables and Chairs to Offices and Barangays needing the use of such.

Office or Division:	General Services Maintenance Division – Physical Arrangement & Utility Services Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Barangays and Government Offices

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the letter/request. None	1.1 Accepts and receives the endorsement;	None	1 minute	Admin Aide III
	1.2 Checks the Borrower’s Schedule to verify if there are tables and chairs available on the requested date.	None	1 minute	-do-
2. Accepts, signs, and conforms to the requisites of the department.	Prepares the Job Order for the delivery/retrieval of the requested items on the requested/scheduled date.	None	3 minutes	Supvg. Administrative Officer (SAO)
3. Signs the Job Order form as acknowledgment of the delivered/retrieved items.	Delivers/retrieves the items to/from the requesting barangay or office.	None	30 minutes	Admin Aide I
Total:		None	35 minutes	



2. Rental of Tables and Chairs

Rental of Tables and Chairs to Offices, Barangays, and Organizations needing the use of such.

Office or Division:	General Services Maintenance Division – Physical Arrangement & Utility Services Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Barangays and Government Offices

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Order of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office.	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
None	1.2 Checks the Borrower’s Schedule to verify if there are tables and chairs available on the requested date.	None	1 minute	Supvg. Administrative Officer (SAO)
Pays the specified amount stated in the Order of Payment at the BOSS.	GSD to issue the Order of Payment.	Whatever is stated in the Order of Payment	3 minutes	Supvg. Administrative Officer (SAO)
			5 minutes	
3. Presents the Official Receipt to the SAO.	Accepts the Official Receipt and confirms the scheduled date of delivery and retrieval.		5 minutes	Supvg. Administrative Officer (SAO)
Total:		Whatever is stated in the Order of Payment	15 minutes	

3. Use of the Batangas City Convention Center



Rental and use of the Batangas City Convention Center for an event or activity.

Office or Division:	Administrative Division – Facility Administration
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Business (G2B) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office. None	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
	1.2 Checks and forwards the letter/request to the facility administrator for the scheduling of event, if available.	None	5 minutes	-do-
2.1 Proceeds to CMO/GSD for the Order of Payment;	CMO/GSD to issue the Order of Payment.	None	5 minutes	City Mayor’s Office / Facility Administrator
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Facility Administrator.	Accepts the Official Receipt and confirms the scheduled date of activity.		1 minute	Facility Administrator
Total:		Whatever is stated in the Order of Payment	17 minutes	



4. Use of the Batangas City Sports Coliseum

Rental and use of the Batangas City Sports Coliseum for an event or activity.

Office or Division:	Administrative Division – Facility Administration
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Business (G2B) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office. None	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
	1.2 Checks and forwards the letter/request to the facility administrator for the scheduling of event, if available.	None	5 minutes	-do-
2.1 Proceeds to CMO/GSD for the Order of Payment;	CMO/GSD to issue the Order of Payment.	None	5 minutes	City Mayor’s Office / Facility Administrator
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Facility Administrator.	Accepts the Official Receipt and confirms the scheduled date of activity.		1 minute	Facility Administrator
Total:		Whatever is stated in the Order	17 minutes	



5. Use of the Teachers’ Conference Center

Rental and use of the Teachers’ Conference Center for an event or activity.

Office or Division:	Administrative Division – Facility Administration
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Business (G2B) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office. None	1.1 Accepts and receives the approved letter/endorsement; 1.2 Checks and forwards the letter/request to the facility administrator for the scheduling of event, if available.	None None	1 minute 5 minutes	Admin Aide III -do-
2.1 Proceeds to CMO/GSD for the Order of Payment;	CMO/GSD to issue the Order of Payment.	None	5 minutes	City Mayor’s Office / Facility Administrator
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Facility Administrator.	Accepts the Official Receipt and confirms the scheduled date of activity.		1 minute	Facility Administrator
Total:		Whatever is stated in the Order of Payment	17 minutes	

6. Use of the Batangas City Recreation Center (Pool and Oval)



Rental and use of the Batangas City Recreation Center for an event or activity.

Office or Division:	Administrative Division – Facility Administration
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Business (G2B) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office. None	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
	1.2 Checks and forwards the letter/request to the facility administrator for the scheduling of event, if available.	None	5 minutes	-do-
2.1 Proceeds to CMO/GSD for the Order of Payment;	CMO/GSD to issue the Order of Payment.	None	5 minutes	City Mayor’s Office / Facility Administrator
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Facility Administrator.	Accepts the Official Receipt and confirms the scheduled date of activity.		1 minute	Facility Administrator
Total:		Whatever is stated in the Order	17 minutes	

7. Rental of Parking Space (BCCC and BCSC Grounds)



Rental of parking space at the Batangas City Convention Center and Sports Center grounds.

Office or Division:	Administrative Division – Facility Administration
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Business (G2B) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Parking Ticket		Facility Administrator / Security Guard on Duty		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Enters the facility grounds to park their vehicle.	1.1 Logs the plate number and time of arrival;	None	2 minutes	Security Guard
2.1 Pays the amount upon parking their vehicle;	1.1 Collects payment;	P40.00 for the first eight (8) hours	3 minutes	Facility Administrator
	1.1 Issues parking ticket.		1 minute	-do-
3. Presents parking ticket to security guard upon exit.	Checks parking ticket if client did not exceed the standard number of hours.		1 minute	Facility Administrator
	<i>If client exceeds, collects payment.</i>	P10.00 for every succeeding hour		-do-
Total:		P40.00 for the first eight hours; P10.00 for every succeeding hour	7 minutes	



8. Rental of Concessionaire’s Booth at the Batangas City Sports Coliseum

Rental of Concessionaire’s Booth at the Batangas City Sports Coliseum during events or activities.

Office or Division:	Administrative Division – Facility Administration
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C), Business (G2B) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Order of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office.	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
None	1.2 Checks and forwards the letter/request to the facility administrator for the scheduling of event, if available.	None	5 minutes	-do-
2.1 Proceeds to CMO/GSD for the Order of Payment;	CMO/GSD to issue the Order of Payment.	None	5 minutes	City Mayor’s Office / Facility Administrator
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Facility Administrator.	Accepts the Official Receipt.		1 minute	Facility Administrator
Total:		Whatever is stated in the Order of Payment	17 minutes	

9. Availment of Clean-up, Grass Cutting Services, and Heavy Equipment Support Services

Extension of Clean-up, Grass Cutting, and Heavy Equipment Support Service to Batangas City residents and offices requesting for such.

Office or Division:	Public Service & Maintenance Unit – Quick Response Team / Streetsweeping Section / Motorpool& Dispatch Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Batangas City Residents

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the letter/request, stating the specific request, to the CGSO for endorsement and eventual scheduling at the PSMU.	1.1 Accepts and receives the letter/request;	None	1 minute	Admin Aide III
None	1.2Forwards/Endorses the request to PSMU for Confirmation Call and/or scheduling of Ocular Inspection of Site.	None	15 minutes	CGSO
2. Waits for the confirmation call from the PSO IV / PSO III regarding the actual Ocular Inspection of the site.	Notifies client and sends Inspection Team to the Site to relay the actual Date and Time of the commencement of the requested service.	None	1 hour	PSO IV / PSO III
Total:		None	1 hour and 16 minutes	



10. Use of Service Vehicle (Carpooling)

Provision of Service Vehicle to Barangays and City Government Offices requesting for such.

Office or Division:	Public Service & Maintenance Unit – Motorpool & Dispatch Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Batangas City Residents

Checklist of Requirement		Where to Secure		
Any of the following: <ol style="list-style-type: none"> 1. Request/Letter noted/approved by the City Mayor or any authorized official 2. Telephone Call from the City Mayor’s Office directing for the provision of Vehicle 3. Telephone Call from any City Government Department Head requesting for the provision of Vehicle (Carpooling Services) 		City Mayor’s Office City Mayor’s Office Respective Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the Request/letter to the CGSO.	Forwards/Endorses the request to PSMU for scheduling and the preparation of various documents relative to the trip.	None	15 minutes	CGSO
None	Notifies the Administrative Officer I and /or the Carpool Personnel on Duty via telephone call regarding the specifics of the trip (such as destination, Date and time of trip, number of passengers etc) and the preparation of various	None	15 minutes	CGSO

	documents relative to the trip.			
3. Awaits the confirmation of the trip from the CGSO via telephone call after having conferred with the Administrative Officer I and/or her staff regarding the scheduling of trip (Carpooling Service).	Notifies the client regarding the confirmation of the trip.	None	15 minutes	Administrative Officer I
Total:		None	45 minutes	

11. Rental of Passenger-Type Vehicle, City Bus and/or City Coaster

Rental of the City Bus and Coaster to groups in need of such.

Office or Division:	Public Service & Maintenance Unit – Motorpool & Dispatch Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Batangas City Residents

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Order of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office.	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
None	1.2 Forwards the letter/request to the Dispatch Section for the scheduling of vehicle, if available.	None	5 minutes	-do-

2.1 Proceeds to PSMU – Motorpool Section for the Order of Payment;	GSD to issue the Order of Payment.	None	5 minutes	Administrative Officer I
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Administrative Officer I.	Accepts the Official Receipt and confirms the scheduled date of trip.		1 minute	Administrative Officer I
Total:		Whatever is stated in the Order of Payment	17 minutes	

12. Rental of Heavy Equipment

Rental of heavy equipment (i.e. Payloader, Backhoe) to individuals or groups in need of such.

Office or Division:	Public Service & Maintenance Unit – Motorpool & Dispatch Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Batangas City Residents

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor's Office		
Order of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor's Office.	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
None	1.2 Forwards the letter/request to the Dispatch Section for the scheduling of event, if available.	None	5 minutes	-do-
2.1 Proceeds to PSMU – Motorpool	PSO IV to issue the Order of Payment.	None	5 minutes	PSO IV



Section for the Order of Payment; 2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the PSO IV.	Accepts the Official Receipt and confirms the scheduled date of requested service.		1 minute	PSO IV
Total:		Whatever is stated in the Order of Payment	17 minutes	

13. Availment of Vehicle Towing Service

Extension of Towing Service to Batangas City residents and offices requesting for such.

Office or Division:	Public Service & Maintenance Unit – Motorpool & Dispatch Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Batangas City Residents

Checklist of Requirement		Where to Secure		
Any of the following: 1. Request/Letter noted by the City Mayor or any authorized official 2. Distress Call from the CDRRMO Command Center, TDRO or CGSO for emergency situations.		City Mayor's Office CDRRMO, TDRO, CGSO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the letter/request, stating the request to the CGSO for endorsement and eventual scheduling at the PSMU.	Forwards/Endorses the request to PSMU for Confirmation Call and/or scheduling of Ocular Inspection of Site.	None	15 minutes	CGSO

2. Waits for the confirmation call from the PSO IV regarding the actual Ocular Inspection of the site.	Notifies client and sends Inspection Team to the Site to relay the actual Date and Time of the commencement of the requested service.	None	1 hour	PSO IV
Total:		None	1 hour and 15 minutes	

14. Provision of Construction, Maintenance Materials, and Equipment

Provision of materials and equipment to Batangas City residents and offices requesting for such.

Office or Division:	Supply Management Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Barangays, Schools of DepEd, and City Government Offices

Checklist of Requirement		Where to Secure		
Endorsed Barangay Resolution and/or Request Letter with the corresponding list of requested materials, supplies, and equipment duly approved by the City Mayor or any authorized official		City Mayor's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the barangay resolution and/or request letter from the City Mayor's Office with the specific request.	1.1 Accepts and receives the barangay resolution and/or request letter;	None	1 minute	Admin Aide I
None	1.2 Checks the availability of supplies, materials, and equipment;	None	5 minutes	Admin Aide I

None	1.3 Endorses/Forwards the list of requests to the GSM Division for Ocular Inspection;	None	1 minute	Admin Aide I
None	1.4 Prepares and forwards the Bill of Materials to GSM Division for the Cost Estimate. <i>[Backroom Operations]</i>	None	15 minutes	Admin Aide I
None	1.5 Checks the availability of stocks: <u>If not available on stock</u> , consolidates all request for unavailable requested items. <i>[Backroom Operations]</i>	None	5 minutes	Warehouseman IV / Supply Officer I
None	<u>If available and the amount exceeds P10,000.00</u> , forwards the request to the City Engineer’s Office for the Program of Work.	None	2 days	
None	<u>If available and the amount is below P10,000.00</u> , prepares the Requisition Issue Slip (RIS) with the following signatories: Requisitioning Office, City Mayor, and CGSO.	None	5 minutes	Admin Aide IV
None	1.5 Releases the approved RIS Form.			Admin Aide IV

None			5 minutes	Admin Aide IV
2.1 Proceeds to the City Warehouse and presents the approved RIS for issuance.	2.1 Accepts the approved RIS;	None	1 minute	Warehouseman IV / Supply Officer I
2.2 Accepts the requested materials, supplies, and equipment.	2.2 Issues and delivers (optional) the requested materials, supplies, and equipment.	None	30 minutes	Warehouseman IV / Supply Officer I
Total:		None	1 hour and 13 minutes up to 2 days	

15. Request for Property Clearance

Signing of Clearance Form of City Government Employees and Barangay Officials requesting for such.

Office or Division:	Supply Management Division – Inventory Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	City Government Employees and Barangay Officials

Checklist of Requirement		Where to Secure		
Clearance Form		Human Resources Management and Development Office (HRMDO)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the duly filled-up and signed Clearance Form.	1.1 Checks the Property Acknowledgment Receipt (PAR) and the Inventory Custodian Slip (ICS) of the accountable	None	15 minutes	Admin Aide I / Admin Aide IV / Admin Aide VI

	employee/barangay official;			
None	1.2 Checks the Physical Inventory of Equipment:	None	15 minutes	Admin Aide I / Admin Aide IV / Admin Aide VI
None	<u>If serviceable</u> , prepares the Transfer of Accountability.	None		
None	<u>If unserviceable</u> , prepares Inventory and Inspection Report of Unserviceable Property (IIRUP) and Invoice Receipt for Property (IRP).	None		
None	1.3 Initials the form;	None		
None	1.4 Signs the form.	None	30 seconds	Supply Officer III / Supply Officer IV / ACGSO CGSO
None		None	30 seconds	
2. Accepts the signed Clearance Form.	Releases the signed Clearance Form.	None	30 seconds	CGSO
Total:		None	30 minutes	

16. Request for Condemnation

City Government Offices, Barangays, and Schools of DepEd informs GSD that they have unserviceable materials and equipment and is requesting for its condemnation.

Office or Division:	Supply Management Division – Inventory Section
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	City Government Employees, Barangays, and Schools of DepEd

Checklist of Requirement		Where to Secure		
Letter or Request for Condemnation		Respective office/barangay/school		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the letter or request. None	1.1 Checks the Physical Inventory of Unserviceable Equipment;	None	15 minutes	Admin Aide I / Admin Aide IV / Admin Aide VI
	1.2 Prepares the IIRUP and IRP with the corresponding supporting documents.	None	15 minutes	Admin Aide I / Admin Aide IV / Admin Aide VI
2. Accepts the copy of the IIRUP and IRP.	Releases the copy of the IIRUP and IRP.	None	30 seconds	Admin Aide I / Admin Aide IV / Admin Aide VI
Total:		None	30 minutes	

17. Inquiry on the Posted Invitation to Bid (ITB) of Various Goods & Services

Interested bidders inquires about the posted Invitation to Bid.

Office or Division:	Bids and Awards Committee (BAC) Secretariat
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	Interested Bidders

Checklist of Requirement		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the BAC-Secretariat Office (PG).	1. Answers all inquiries of the interested bidders thru face-to-face	None	10 minutes	Admin Officer V



	inquiry, phone call, and email.			
Total:		None	10 minutes	

18. Inquiry of All items to be Procured using All Modes of Procurement

Interested bidders inquires about items to be procured.

Office or Division:	Bids and Awards Committee (BAC) Secretariat
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	Interested Bidders

Checklist of Requirement		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the BAC-Secretariat Office (PG).	1. Answers all inquiries of the interested bidders thru face-to-face inquiry, phone call, and email.	None	10 minutes	Admin Officer V
Total:		None	10 minutes	

19. Issuance of Bid Documents for Procurement of Goods and Services

BAC Secretariat issues bid documents to interested bidders.

Office or Division:	Bids and Awards Committee (BAC) Secretariat
Classification:	Simple
Type of Transaction:	Government to Business (G2B)
Who may avail:	Interested Bidders

Checklist of Requirement		Where to Secure		
Official Receipt		City Treasurer’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceeds to the BAC-Secretariat Office (PG) and	1.1 Issues Bidder’s Order of Payment;	Depends on the amount of the	5 minutes	Admin Officer V



requests for bid documents.		Approved Budget for the Contract (ABC) as per guidelines		
None	1.2 Advises the client to proceed to the City Treasurer’s Office – Business Tax and Other Fees.		1 minute	
2. Proceeds to City Treasurer’s Office.	None		1 minute	
3. Pays the amount of the bid document.	None	Depends on the amount of the Approved Budget for the Contract (ABC) as per guidelines	5 minutes	
4.1 Presents the Official Receipt to the BAC Secretariat;	4.1 Accepts and checks the Official Receipt;		3 minutes	Admin Officer V
None	4.2 Issues the Bid documents;		5 minutes	
4.2 Accepts the Bid documents.	4.3 Signs the Acknowledgment Receipt as proof of the purchased Bid documents.		1 minute	
Total:		Depends on the amount of the	21 minutes	

	Approved Budget for the Contract (ABC) as per guidelines		
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20. Consolidation of Annual Procurement Plan

Consolidation of the Annual Procurement Plan of all City Government Offices.

Office or Division:	Supply Management Division – Supplies & Materials Section
Classification:	Complex
Type of Transaction:	Government to Citizen Government (G2G)
Who may avail:	City Government Offices and DepEd (Division of Batangas City)

Checklist of Requirement		Where to Secure		
Annual Procurement Plan		Respective Offices		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the APP to GSD – Supplies & Materials Section.	1.1 Accepts and checks the submitted APP;	None	30 minutes	Supply Officer II
None	1.2 Consolidates all submitted APPs of the different city government offices and schools of DepEd for the next calendar year.	None	Two months	Admin Aide III
None	1.3 Checks the availability of stock from the City Warehouse (Supplies Availability Inquiry);	None	5 minutes	Warehouseman IV / Supply Officer I
None	<i>If available</i> , prepares the Obligation	None	5 minutes	Admin Aide I / Admin Aide III

None	Request with the SAI charged to the requisitioning office;	None	5 minutes	Admin Aide I / Admin Aide III
None	Prepares the Requisition Issue Slip (RIS).	None	20 minutes	Admin Aide I / Admin Aide III
None	<i>If not available,</i> prepares the Supplies Request Form (SRF) with the ObR charged to the requisitioning office;	None	14 days	Admin Aide I / Admin Aide III
None	Prepares the Purchase Request based on the consolidated SRFs of all city government offices, to be directly purchased from DBM-Procurement Service and to be purchased using Public Bidding as the mode of procurement.			
None	<i>[Backroom Operations]</i> 1.4 Releases the approved RIS Form.		5 minutes	Admin Aide I / Admin Aide III
2.1 Proceeds to the City Warehouse and presents the approved RIS for issuance.	2.1 Accepts the approved RIS;	None	1 minute	Warehouseman IV / Supply Officer I

2.2 Accepts the requested materials, supplies, and equipment.	2.2 Issues and delivers (optional) the requested materials, supplies, and equipment.	None	30 minutes	Warehouseman IV / Supply Officer I
Total:		None	Two months	

21. Request for Scaffolds, Tents, Stage, and Platform

Installation/Dismantling of Scaffolds, Tents, Stage, and Platform to Barangays and City Government Offices requesting for such.

Office or Division:	General Services Maintenance Division – Scaffolds & Carpentry Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Batangas City Residents

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved request/letter with the specific request. None	1.1 Accepts and receives the endorsement letter;	None	1 minute	Admin Aide I
	1.2 Checks the Borrower's Schedule to verify the availability of the requested structural on the requested date.		2 minutes	Admin Aide I
2. Acknowledges the confirmed schedule of installation / dismantling. None	2.1 Confirms the request; Provides the date and time of the scheduled date of installation/dismantling;	None	1 minute	Admin Aide I
	2.2 Prepares Job order Slip for the installation	None	5 minutes	Admin Aide I

None	and dismantling of the requested structure; 2.3 Proceeds to site on the scheduled date of activity.	None		Admin Aide I
Total:		None	9 minutes	

22. Request for Ocular Inspection and Repair of Various Barangays and City Government Offices, Facilities, and Schools of DepEd

Physical inspection done at barangays, city government offices, and schools requesting for repair and maintenance work.

Office or Division:	General Services Maintenance Division
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	City Government Offices, Barangays, and School Officials

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved request/letter with the specific request.	1.1 Accepts and receives the endorsement letter;	None	1 minute	Admin Aide I
None	1.2 Checks the schedule to verify the availability of the Inspection Team;	None	2 minutes	Admin Aide I
1.2 Acknowledges the confirmed schedule of ocular.	1.3 Confirms the request; Provides the date and time of the inspection.	None	5 minutes	Admin Aide I
Total:		None	8 minutes	

23. Request for Electrical Services/Support



Provision of Electrical Services to Barangays, Schools and City Government Offices requesting for such.

Office or Division:	General Services Maintenance Division – Electrical Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	City Government Offices, Barangays, and Schools of DepEd

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved request/letter with the specific request.	1.1 Accepts and receives the endorsement letter;	None	1 minute	Electrician I
None	1.2 Checks the schedule to verify the availability of the Electricians;	None	2 minutes	Electrician I
1.2 Acknowledges the confirmed schedule of activity.	1.3 Confirms the request; Provides the date and time of the scheduled date of activity;	None	5 minutes	Electrician I
None	1.4 Prepares Job order Slip for the requested service;	None	5 minutes	Elec. Gen. Foreman
None	1.5 Proceeds to site on the scheduled date of activity.	None		Electrician I
Total:		None	13 minutes	

24. Rental of Generator Set



Rental of Generator Set to individuals or groups in need of such.

Office or Division:	General Services Maintenance Division – Electrical Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Order of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved request/letter with the specific request.	1.1 Checks the schedule to verify the availability of Gen Set;	None	1 minute	Engineer IV
None	1.2 Confirms the request; Issues Order of Payment.	None	2 minutes	-do-
1.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Engineer IV.	Accepts the Official Receipt and confirms the scheduled date of activity.		5 minutes	Engineer IV
Total:		Whatever is stated in the Order of Payment	13 minutes	



25. Request for Equipment Support Service (Manlifter Truck Operation)

Provision of Equipment Support Service to Barangays, Schools and City Government Offices requesting for such.

Office or Division:	General Services Maintenance Division – Electrical Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	City Government Offices, Barangays, and Schools of DepEd

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved request/letter with the specific request.	1.1 Accepts and receives the endorsement letter;	None	1 minute	Engineer IV
None	1.2 Checks the schedule to verify the availability of the Electricians;	None	2 minutes	Engineer IV
1.2 Acknowledges the confirmed schedule of activity.	1.3 Confirms the request; Provides the date and time of the scheduled date of activity;	None	5 minutes	Engineer IV
None	1.4 Prepares Job order Slip for the requested service;	None	5 minutes	Elec. Gen. Foreman
None	1.5 Proceeds to site on the scheduled date of activity.	None		Electrician I
Total:		None	13 minutes	



26. Rental of Manlift

Rental of Manlift to individuals or groups in need of such.

Office or Division:	General Services Maintenance Division – Electrical Section
Classification:	Simple
Type of Transaction:	Government to Citizen (G2C) and Government (G2G)
Who may avail:	Anybody

Checklist of Requirement		Where to Secure		
Request/Letter noted/approved by the City Mayor or any authorized official		City Mayor’s Office		
Order of Payment				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Presents the approved letter/request of the client from the City Mayor’s Office.	1.1 Accepts and receives the approved letter/endorsement;	None	1 minute	Admin Aide III
None	1.2 Forwards the letter/request to the Dispatch Section for the scheduling of event, if available.	None	5 minutes	-do-
2.1 Proceeds to GSM – Electrical Section for the Order of Payment;	GSD to issue the Order of Payment.	None	5 minutes	Engineer IV
2.2 Pays the specified amount stated in the Order of Payment at the BOSS.	None	Whatever is stated in the Order of Payment	5 minutes	
3. Presents the Official Receipt to the Engineer IV.	Accepts the Official Receipt and confirms the scheduled date of requested service.		1 minute	Engineer IV
Total:		Whatever is stated in the Order of Payment	17 minutes	



FEEDBACK AND COMPLAINT MECHANISM

Accomplish the Feedback Form available in the office and kindly drop it in the designated Comment and Suggestion Box located outside at the Front Desk or you may send your feedback or complaint through any of the following form of correspondence:

Landline Number: (043) 402-5223

Email Address: **gsdbatangascity@gmail.com**

GSD DIRECTORY

DIVISION/SECTION	CONTACT INFORMATION
Administrative Division	(043) 402-5223
Supply Management Division	(043) 723-2926 / 402-4209
Bids and Awards Committee (BAC) Secretariat	(043) 402-2600
Inventory Section	(043) 402-4272
Supplies and Material Section 1	(043) 723-1666
Supplies and Material Section 2	(043) 722-0581
Supplies and Material Section – Warehouse Unit	(043) 980-5147
Streetsweeping Section	(043) 702-1367
Public Service and Maintenance Unit	(043) 702-1096 / 702-1367
Batangas City Sports Coliseum	(043) 402-2482
General Services Maintenance Division	(043) 786-0616
Electrical Section	(043) 786-0616
Batangas City Convention Center	(043) 702-2745
Teacher’s Conference Center	(043) 702-1183
City Warehouse	(043) 702-1096 / 980-5147



Environment and Natural Resources Office



ENVIRONMENT and NATURAL RESOURCES OFFICE

Mandate : To render environmental public service

Vision : a) As globally recognized component City in the CALABARZON Region, Batangas City is an epitome of good governance and leadership in the protection of the environment and the General welfare of its constituents. Its development path includes environmental and natural resource management, sustainable ecotourism and resource – based livelihood, industrial and socio- cultural endeavours.

b) Batangas City is progressive community which provides quality education for youth, a peaceful and clean environment and a God-fearing community with high value for the environment.

c) Batangas City firmly believes that these objectives can be achieved through a united action among its people in the protection and conservation of the city’s environment units and other sectors with similar goals and principles.

Mission : Protect the environment of Batangas City and the general welfare of its constituents through the development, sustenance and management of natural resources, eco-tourism, resource based livelihood and industrial and socio-cultural endeavours; Ensure a balance between reasonable use and protection of the City’s natural resources for the benefit of all, and Implement the Environment Code of the City.

1. Delivery Clearance for hauling/trucking services				
Description of the Service - Issuance of Clearance				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/ G2B			
Who may avail:	Owners/ Representative of companies engaged in trucking and hauling services			
Checklist of Requirements		Where to Secure		
Materials Safety Data Sheet (MSDS), Company Profile, Official Receipt/Certificate of Registration, Clients Certificate, Accreditation to Haul, BFP Clearance		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits requirements	1.1 Receives and verifies the requirement 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
2. Proceeds to Business One Stop Shop (pay & claim) and pays the appropriate fee	Accepts Payment and issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Returns to City ENRO and Presents receipt of payment	3.1 Accepts and checks receipt of payment 3.2 Encode OR No. and amount of payment 3.3 Issues delivery certificate 3.4 Advises the applicant to check the data on the certificate		5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
Total:		Php 150.00	18 mins.	



2. Authorization to Haul				
Description of the Service – Issuance of Certificate				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2B/G2C			
Who may avail:	Owners/Representatives engage in hauling business in Batangas City			
Checklist of Requirements			Where to Secure	
Request Letter/ Company Profile, Registration of Truck(s)			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits accomplished requirements	1.1 Accepts and check the requirement presented 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
2. Proceeds to Business One Stop Shop (pay and claim) and pays the appropriate fee	Accepts payment and issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Presents receipt of payment to ENRO Personnel at BPOSS	3.1 Accepts and checks the receipt of payment 3.2 Encodes Or No. and amount of payment 3.3 Issues authorization certificate 3.4 Advises the applicant to check the data on the certificate	None	6 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
Total		Php 150.00	19 mins.	
3. Payment for Tipping Fee				
Description of the Service – Issuance of Order of Payment				

Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2B			
Who may avail:	Owners/Representatives engage business in Batangas City			
Checklist of Requirements		Where to Secure		
Company Name, Name of Driver, OR/CR of Vehicle, Type of Waste		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secures order of payment	Interviews the application for data's to fill in the order of payment	None	5 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
2.Provides Data	2.1 Issues order of payment 2.2 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Environmental Safety and Permits Division (ESPED) - City ENRO
3. Proceeds to Business One Stop Shop (pay & claim) and pay appropriate fee	Accepts payment and issue OR	Php100.00/cu.m		City Treasurer's Office
4. Returns to City ENRO and presents official receipt of payment	4.1 Accepts and checks receipt of payment 4.2 Log OR No. and amount of payment 4.3 Advises the client to sign in the logbook	None		Environmental Safety and Permits Division (ESPED



) - City ENRO
Total		Php 100.00/cu.m	10 mins.	
4. City Environmental Certificate (CEC)				
Description of the Service – Issuance of Certificate on businesses for compliance				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/ G2B			
Who may avail:	Owners/ Presidents/Managers/Representative of business establishments/ Service Provider			
Checklist of Requirements		Where to Secure		
DENR Environmental Compliance Certificate / Certificate of Non-Coverage, Social Acceptability, Discharge Permit, DENR Permit to Operate for Air Pollution Source & Control Installations, Manifest Form of Toxic/Hazardous Waste, Greening Plan, Wastewater Treatment Plan Layout, Accredited Hauler (Solid Waste and Toxic and Hazardous), updated EMP/SWMP/EMoP, BCWD Clearance DTI / SEC, Certification of Land-use, Certification of Septic Tank Compliance		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure City Environmental Certificate (CEC)	1.1 Interviews the applicant 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at BOSS (pay and claim) and to return to City ENRO	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
2. Proceeds to Business One Stop Shop (BOSS) (pay and claim) and pays the appropriate fee	Accepts Payment and issues OR	Php 150.00	3mins	City Treasurer's Office

3. Return to City ENRO		3.1 Accepts and checks the receipt. 3.2 Encodes OR number and amount of payment 3.3 Advises the applicant to return on the third day after filling the application.	None	20 mins	Environment Safety and Permits Division (ESPED) - City ENRO
	Process the application			1 day	
4.Claim of CEC and Presenting receipt of payment	4.1 Issues CEC and advises the applicant to check the data on the certificate. 4.2 Explains to applicant the provisions included in the certificate. 4.3 Request the application to conform on the certificate. 4.4 Scan the certificate. *NOTE: If the applicant is not the signatory, advise the applicant to provide a conformed copy of the CEC.	None	10 mins		Environment Safety and Permits Division (ESPED) - City ENRO
Total		Php 150.00	1 day and 38 mins.		
5. Environmental Compliance Certificate (ECO)					
Description of the Service – Issuance of Certificate/Accreditation					
Office or Division:	Environment and Natural Resources Office				
Classification:	Simple				
Types of Transaction:	G2C/G2B/G2G				
Who may avail:	Owners/Representatives/ DENR - Pollution Control Officer (PCO)				
Checklist of Requirements			Where to Secure		
DENR PCO Accreditation, Checklist with attached Managing Head Accreditation, Accomplished Form			Environment and Natural Resources Office		

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits accomplished application form to ENRO Personnel at BPOSS	1.1 Receives and verifies application form. 1.2 Issues order of payment 1.3 Advises applicant to proceed and pay at Business One Stop Shop (pay and claim)	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
2. Proceed to the Business One Stop Shop and pays the appropriate fee	Accepts payment and issues OR	(High Risk) - 500.00 (Other Establishments) - 200.00	3 mins	City Treasurer's Office
3. Present the Official Receipt to ENRO Personnel at BPOSS	3.1 Prepares the Environmental Compliance Certificate (ECO) 3.2 Issues the ECO and advises the applicant to check the data	None	5 mins	Environment Safety and Permits Division (ESPED) - City ENRO
Total		Php 500.00 (High Risk) Php 200.00 (Other Establishments)	13 mins.	

6. Certificate of Transport Agreement (CTA)

Description of the Service – Issuance of Certificate				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B			
Who may avail:	Transporters of cut branches / twigs of tree(s), timber, logwoods			
Checklist of Requirements		Where to Secure		
Cutting permit, Official Receipt/Certificate of Registration (OR/CR) of vehicle		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submits and presents complete requirements	1.1 Receives and checks requirements 1.2 Issues order of payment 1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Proceeds to Business One Stop Shop (pay and claim) and pays the appropriate fee	Accepts payment and issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Returns to the City ENRO and presents order of payment	3.1 Accepts and checks the receipt 3.2 Encodes Or No. and amount of payment 3.3 Issues Certificate of Transport Agreement (CTA) and advises the applicant to verify the data	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
Total		Php 150.00	18 mins.	

7. Trimming / Pruning of Tree (s) Permit

Description of the Service – Issuance of Permit				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B			
Who may avail:	Lot owners (Public and Private) / Authorized Representatives requesting for trimming / pruning of tree(s)			
Checklist of Requirements			Where to Secure	
Form to accomplish, Picture of tree(s), Special Power of Attorney (if not the owner)			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submits the accomplished request form and complete requirements	1.1 Receives and checks the accomplished request form and requirements. 1.2 Issues order of payment 1.3 Advises the application to proceed and pay at the BOSS (pay and claim)	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Proceeds to Business One Stop Shop (pay and claim) and pays the appropriate fee	Accepts Payment and Issues OR	Php 150.00	8 mins	City Treasurer's Office
3. Return to the City ENRO and present the Official Receipt of payment to FNRMD	3.1 Accepts and checks the receipt 3.2 Encodes Or No. and amount of payment 3.3 Release the approved certificate for trimming / pruning	None	3 working days	Forest and Natural Resources Management Division (FNRMD) - City ENRO
Total		Php 150.00	3 working days and 13 mins.	

8. Tree Cutting Permit (Approval Certificate)

Description of the Service – Issuance of Permit				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B			
Who may avail:	Lot owners (Public) / Authorized Representatives requesting for Cutting of tree/s			
Checklist of Requirements			Where to Secure	
Letter Request addressed to City ENRO, Picture of tree(s), Form to be accomplished			Environment and Natural Resources Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submits the accomplished request form and complete requirements	Receives and checks the accomplished request form and requirements. Advises the client to return to City ENRO after 3 working days	None	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Return to the City ENRO	Release the approved tree cutting permit	None	5 mins.	Forest and Natural Resources Management Division (FNRMD) - City ENRO

9. Assistance on Tree Planting Activity

Description of the Service – Assistance on Tree Planting Activity				
Office or Division:	Environment and Natural Resources Office			
Classification :	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Schools/Organizations/Industries/Institutions			
Checklist of Requirements		Where to Secure		
Request Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter	1.1 Receives request letter 1.2 Interviews the client 1.3 Process the request (Identify area for the planting, availability of seedlings and coordination to barangay)	None	5 mins 3 days	Forest and Natural Resources Management division (FNRMD) - City ENRO



2. Follow up	Inform the clients for the feedback	None	5 mins	Forest and Natural Resources Management division (FNRMD) - City ENRO
10. Endorsement Letter to DENR for Cutting of Trees				
Description of the Service - Issuance of Endorsement Letter to DENR				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2G			
Who may avail:	Private Lot Owners/Authorize Representative for the cutting of tree(s)			
Checklist of Requirements	Where to Secure			
Form to be accomplished (Clearance Certificate), Letter Request to DENR CENR Officer, Letter Request for issuance of Alienable and Disposable Certification, Picture of tree(s), Certified true copy ng OCT/TCT/Tax Declaration, Certificate from the barangay concerned interposing NO OBJECTION on the cutting of trees (with Official Seal, Logo, Heading of the Barangay), Certified photocopy of Special Power of Attorney (if not the owner), duly notarized authorizing to apply and secure tree cutting permit (a) if Corporation, submit Secretary’s Certificate (b) if Heirs submit S.P.A, Certification from OCVAS (for fruit bearing trees), Greening Plan, Site Development Plan,	Environment and Natural Resources Office			
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Submits the accomplished request form and complete requirements	<p>1.1 Receives and checks the accomplished request form and requirement</p> <p>1.2 Issues order of payment and</p> <p>Assessed value</p> <p>1.3 Advises the applicant to proceed and pay at the BOSS (pay & claim)</p>	<p>Depending on the trees to be cut</p> $\frac{C}{3.14} = \text{Diameter}$ <p>*C - Circumference</p>	5 mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO
2. Proceeds to Business One Stop Shop (pay & claim) and pay the appropriate fee	Accept Payment and Issues OR	Php 150.00	8 mins	City Treasure's Office
3. Returns to City ENRO and presents receipt of payment to FNRMD	<p>3.1 Accepts and checks receipt of payment</p> <p>3.2 Log OR No. and amount of payment</p> <p>3.3 Advises the client to sign in the logbook</p> <p>3.4 Informs applicant that the tree cutting application will be forwarded to DENR - CENRO LIPA</p>	None	5mins	Forest and Natural Resources Management Division (FNRMD) - City ENRO



	for the approval of permit.			
Total		Php 150.00	18 mins.	

11. Submission of Complain				
Description of the Service – Verification of Complain				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Concerned Citizens or residents of Batangas City			
Checklist of Requirements		Where to Secure		
Complaint Letter / Barangay Resolution		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits complaint letter or barangay resolution	1.1 Receives complaint letter or barangay resolution	None	1 min.	Pollution Control and Management division (PCMD) - City ENRO/ FNRMD, SWMD
	1.2 Interviews the complainant	None	5 mins.	
	1.3 Informs the complainant for feedback after two (2) days	None	5 mins.	
Total		None	11 mins.	
12. Assistance on Pollution Concerns				
Description of the Service – Client notification on pollution concern/s				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C			
Who may avail:	Concerned Citizens or residents of Batangas City			
Checklist of Requirements		Where to Secure		
Complain Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be paid	Processing Time	Person Responsible

1.1 Calls	1.1 Interviews the client to verify the complaint and require to submit a complaint letter with complete details.	None	5 mins. (phone)	Pollution Control and Management Division (PCMD) – City ENRO
1.2 Letter (inform the office about the concerns)	1.2 Interviews the client and reviews submitted letter of complaint. Inform the client for possible onsite inspection to verify complaint.	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
	2.1 Inspection of the subject concern (if applicable). 2.2 Endorsement to responsible office	None None	1 to 2 days 2 days	Pollution Control and Management Division (PCMD) – City ENRO Pollution Control and Management Division (PCMD) – City ENRO
2. Follow up	Informs the client for feedback of the actions or results of investigation.	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
	Follow up through phone call to the subject concern about their compliance on the agreed recommendations on the conducted inspection.	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
	Re-inspection of the subject concern (if applicable)	None		Pollution Control and Management Division

				(PCMD) – City ENRO
	Feedback the client for the final update	None	5 mins.	Pollution Control and Management Division (PCMD) – City ENRO
Total		None	4 days and 25 mins.	

13. Environmental Information and Education Campaign

Description of the Service – Granting of Approval for IEC/s request				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Barangays/ Schools/Organizations/Industries/Institutions/ Business Establishment			
Checklist of Requirements		Where to Secure		
Request Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter	1.1 Receives and interviews the client 1.2 Informs the client for schedule of actual Information Education Campaign after two (2) days	None	5 mins	Environmental Education and Information, Research and Development Division (EEIRDD) - City ENRO
Total		None	5 mins.	

14. Information on Environmental Plans Programs, Activities, Issues and Concerns				
Description of the Service –Granting Environmental Information/PPPs				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Barangays/ Schools/Organizations/Industries/Institutions/ Business Establishment			
Checklist of Requirements		Where to Secure		
Request Letter		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits request letter	1.1 Receives and interviews the client 1.2 Accompanies the client to the interviewee (if available) 1.3 Informs the client for the schedule of actual interview 1.4 Provides information and needed documents	None	5 mins	Environmental Education and Information, Research and Development Division (EEIRDD) - City ENRO
Total		None	5 mins.	

15. IECs and Environmental Information of PPPAS				
Description of the Service – Facilitation of Environmental Information/PPPs				
Office or Division:	Environment and Natural Resources Office			
Classification:	Simple			
Types of Transaction:	G2C/G2B/G2G			
Who may avail:	Barangays/ Schools/Organizations/Industries/Institutions/ Business Establishment			
Checklist of Requirements		Where to Secure		



Approved Request Letter for IEC		Environment and Natural Resources Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Provide venue, time and logistics	Conduct of IEC and Environmental PPAs	None	As per indicated in the approved request letter	Environmental Education and Information, Research and Development Division (EEIRDD) - City ENRO and with assistance of other division of City ENRO
Total		None	As per indicated in the approved request letter	



City Planning and Development Office



CITY PLANNING AND DEVELOPMENT OFFICE

I. MANDATE:

- I.1 Formulate integrated economic, social, physical, and other development plans and policies for consideration of the local government development council;
- I.2 Conduct continuing studies, researches, and training programs necessary to evolve plans and programs for implementation;
- I.3 Integrate and coordinate all sectoral plans and studies undertaken by the different functional groups or agencies;
- I.4 Monitor and evaluate the implementation of the different development programs, projects, and activities in the local government unit concerned in accordance with the approved development plan;
- I.5 Prepare comprehensive plans and other development planning documents for the consideration of the local development council;
- I.6 Analyze the income and expenditure patterns, formulate and recommend fiscal plans and policies for consideration of the finance committee of the local government unit concerned as provided under Title Five, Book II of this Code;
- I.7 Promote People participation in development planning within the local government unit concerned;
- I.8 Exercise supervision and control over the secretariat of the local development council.

II. VISON:

A highly competent, innovative and professionally oriented local planning institution which is development centered and staffed by highly skilled technical personnel who are strongly committed to effectively and efficiently address the challenges of attaining a sustainable-developed and livable Batangas City.

III. MISSION:

To formulate rational holistic, comprehensive and integrated development planning documents and initiate activities that will improve the quality of life of the city residents and will guide the attainment of the overall sustainable development of Batangas City.

IV. SERVICE PLEDGE:

- IV.1 Improve delivery of public services to the clientele.
- IV.2 Enhance provision and accommodate data base to the constituents.
- IV.3 Secure satisfaction among its clientele.



1. REQUEST SLIP ISSUED TO CLIENTS

Description of the Service: Issuance of request slip to clients requesting for information/data, maps and plans.

Office or Division:	City Planning and Development Office - Administrative Division			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Client and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
Checklist of Requirements		Where to Secure		
Request Slip		CPDO Administrative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Secures and fills-out request slip	Receives the filled-out request slip.	none	1 minute	Administrative Aide III, Administrative Assistant 1 & 2 Administrative Officer I, II, & III
2.Proceed to concerned division	Assists the client to concerned division of CPDO.	None	1 minute	Administrative Aide III, Administrative Assistant 1 & 2 Administrative Officer I, II, & III
Total:			2 minutes	

Plans and Programs Division

2. INFORMATIONAL AND ORGANIZATIONAL MEETING OF THE RURAL WATERWORKS AND SANITATION ASSOCIATION (RWSA)

Description of the Service: Conduct of Informational and Organizational Meeting of the Rural Waterworks and Sanitation Association (RWSA)

Office or Division:	City Planning and Development Office - Plans and Programs Division			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Potential beneficiaries of the waterworks system			
Checklist of Requirements		Where to Secure		
Request Letter		Office of the City Mayor thru CPDO and CEO/CHO		

	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry regarding Info/Organizational Meeting	Briefing/Orientation	none	1 hour	Planning Officer I, II, III, IV, Sociologist, Economist
Request forwarded	Set of schedule of info/orga meeting	none	5 minutes	Planning Officer IV
Attendance / Conduct of Info / Organizational Meeting	Act as a Resource Speaker/Facilitator /Moderator	none	6 hours	Planning Officer I, II, III, IV, Economist, Sociologist
Total:			7 hours and 5 minutes	

3. LEADERSHIP TRAINING for the officers and personnel of RWSA

Description of the Service: Conduct of Leadership Training for the Officers and Personnel of RWSAs

Office or Division:	City Planning and Development Office - Plans and Programs Division			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Officers and personnel of the waterworks system			
Checklist of Requirements		Where to Secure		
Request Letter		Office of the City Mayor thru CPDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry	Briefing/Orientation	none	30 minutes	Planning Officer I, II, III, IV, Sociologist, Economist
Request for the conduct of leadership training forwarded	Set schedule for leadership training	none	5 minutes	Planning Officer IV
Attendance to the leadership training	Resource Speaker/Facilitator/Moderator	Php450 /pax	8 hrs	CPDC, Planning Officer I, II, III, IV, Sociologist, Economist
	Issuance of Certificate of Attendance		15 minutes	



Total:		8 hours and 50 minutes	
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4. TURN-OVER OF THE WATERWORKS SYSTEM (MANAGEMENT)

Description of the Service: Turnover of Project (Management) to the officers of waterworks system thru the Barangay Council

Office or Division:	City Planning and Development Office - Plans and Programs Division			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Barangay Council, officers of the waterworks system and potential beneficiaries			
Checklist of Requirements		Where to Secure		
Request Letter		Office of the City Mayor thru CPDO and CEO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry	Briefing/Orientation	none	15 minutes	Planning Officer I, II, III, IV, Sociologist, Economist
Submission of the proposed By-Law for approval	Review the proposed by-law	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Request for the schedule of Turnover forwarded	Set schedule for the Turn over	none	5 minutes	Planning Officer IV
Attendance to Turnover Ceremony of project	Facilitator/Moderator	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Total:			8 hours and 20 minutes	

5. ANNUAL GENERAL ASSEMBLY MEETING OF THE RURAL WATERWORKS AND SANITATION ASSOCIATION

Description of the Service: Conduct of the Annual General Assembly Meeting of RWSAs

Office or Division:	City Planning and Development Office - Plans and Programs Division			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Barangay Council, officers of the waterworks system and potential beneficiaries			
Checklist of Requirements			Where to Secure	
Request Letter			Office of the City Mayor thru CPDO and CEO	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry	Briefing/Orientation	none	1 hour	Planning Officer I,II, III, IV, Sociologist, Economist
Submitted copy of the proposed annual budget for approval and financial statements	Review of the proposed budget and financial statements	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Request for the schedule of General Assembly Meeting forwarded	Set schedule of the General Assembly Meeting	none	5 minutes	Planning Officer IV
	Attendance to the Annual Gen Assembly Meeting	none	4 hours	Planning Officer I, II, III, IV, Sociologist, Economist
Total:			9 hours and 5 minutes	

6. ANNUAL BARANGAY GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET

Description of the Service: Provision of technical assistance in the formulation of Annual Barangay GAD Plan and Budget

Office or Division:	City Planning and Development Office - Plans and Programs Division
Classification:	Complex



Types of Transaction:		Government to Government and Government to Client		
Who may avail:		Barangay GAD Focal Point System		
Checklist of Requirements		Where to Secure		
Request Letter		CPDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Inquiry	Briefing/Orientat ion	none	1 hour	Planning Officer I, II,III, IV, Sociologist, Economist
Request for the schedule	Set schedule for the training- workshop	none	5 minutes	Planning Officer IV
Attendance to the GAD Training- Workshop	Resource speaker/Facilitato r	none	8 hours	Planning Officer I, II,III, IV, Sociologist, Economist
Total:			9 hours and 5 minutes	

7. ANNUAL CITY GENDER AND DEVELOPMENT (GAD) PLAN AND BUDGET

Description of the Service: Review and Consolidates the Batangas City Annual GAD Plan and Budget

Office or Division:		City Planning and Development Office - Plans and Programs Division		
Classification:		Complex		
Types of Transaction:		Government to Government		
Who may avail:		Batangas City GAD Focal Point System		
Checklist of Requirements		Where to Secure		
Annual GAD Plan and Budget		All members of the City GFPS		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Submission of the Annual GAD Plan and Budget of different agencies	Review and Consolidates	none	1 month	Planning Officer III, Planning Officer IV
Total:			1 month	

8. Implementation of Livelihood Project



Description of the Service: Implementation of Cattle Fattening Project

Office or Division:	City Planning and Development Office - Plans and Programs Division			
Classification:	Complex			
Types of Transaction:	Government to Government and Government to Client			
Who may avail:	Residents of Batangas City			
Checklist of Requirements		Where to Secure		
Request Letter		Office of the City Mayor thru CPDO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Compliance with the yearly monitoring activities	Monitoring thru visitation	none	15 minutes	Planning Officer IV Planning Officer II Planning Officer I Sociologist I Economist I
Total:			15 minutes	

Research, Evaluation and Statistics Division

9. COPIES OF BATANGAS CITY SOCIO ECONOMIC PHYSICAL AND POLITICAL PROFILE AND/OR BATANGAS CITY MINI PROFILE, COMPREHENSIVE LAND USE PLAN, COMPREHENSIVE DEVELOPMENT PLAN AND OTHER BATANGAS CITY INFORMATION

Description of the Service: Providing Batangas City data to students, investors, researchers, government and non-government agencies.

Office or Division:	City Planning and Development Office - Research, Evaluation and Statistics Division			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Client and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
Checklist of Requirements		Where to Secure		
Request Slip		Administrative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Providing Batangas City data to students, investors, researchers, government and	Provides available information / data / statistics / maps	Php5.00	4 minutes	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide



non-government agencies.				
Total:			4 minutes	

10. ISSUANCE OF CERTIFICATION FOR RURAL WATERWORKS SYSTEM ASSOCIATION

Description of the Service: Issuance of Certification as requested by officers of Rural Waterworks and Sanitation Association/Project.

Office or Division:	City Planning and Development Office - Research, Evaluation and Statistics Division			
Classification:	Simple			
Types of Transaction:	Government To Client			
Who may avail:	Rural Waterworks System Associations			
Checklist of Requirements		Where to Secure		
Request Form		Research, Evaluation and Statistics Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Written request / Accomplished request slip for needed certification	Prepares the requested certification	Php2.00	2 minutes	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
	Checked and Signed the requested certification		30 seconds	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
	Issue the requested certification		30 seconds	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
Total:			3 minutes	

11. EVALUATIONS FOR RURAL WATERWORKS SYSTEM ASSOCIATION

Description of the Service: Conducts monitoring and evaluations of Rural Waterworks and Sanitation Association/Project (RWSA/RWSP).

Office or Division:	City Planning and Development Office - Research, Evaluation and Statistics Division			
Classification:	Simple			
Types of Transaction:	Government To Client			
Who may avail:	Rural Waterworks System Associations Board of Directors			
Checklist of Requirements		Where to Secure		
Request Form		Research, Evaluation and Statistics Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Set schedule for monitoring and evaluation / Set schedule for the submission of documents and accomplishment of the google response form for monitoring and evaluation.	Coordinate with Rural Waterworks System officers for monitoring and evaluation schedule.	Php8.00	30 seconds	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
	Conducts monitoring and evaluation of RWSA / RWSP.	Php580.00 / not applicable	4 hours	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
Set schedule for the return of documents used in the monitoring and evaluation.	Prepare report and endorsement for proper action.	Php8.00	2 minutes	Project Evaluation Officers I,II,III,IV, Statistician, Statistician Aide
Total:			4 hours, 2 minutes and 30 seconds	

Special Projects Division

12. APPLICATION FOR BID DOCUMENTS FOR INFRASTRUCTURE PROJECTS

City Government of Batangas – Citizen's Charter



Description of the Service: To act as the Technical Secretariat of Bids and Awards Committee for Infrastructure Projects as mandated by RA 9184

Office or Division:	City Planning and Development Office - Special Projects Division, BAC Secretariat for Infrastructure and Consultancy			
Classification:	Simple			
Types of Transaction:	Government to Clients			
Who may avail:	Infrastructure Contractors with intent to purchase Bidding Documents			
Checklist of Requirements		Where to Secure		
Receipt of Bidder Fee		City Treasurers Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Present the Contractors Bidders Fee	Receive Bidders Fee receipt	none	3 minutes	Project Development Officer IV, Project Development Officer III, BAC Secretariat
Claim the Bid Form	Issuance of Bid Form	none	2 minutes	Project Development Officer IV, Project Development Officer III, BAC Secretariat
Total:			5 minutes	

13. COPIES OF DIFFERENT KIND OF BATANGAS CITY MAPS.

Description of the Service: To attend/ entertain the need of Batangas City maps as requested by student/s, investors, government and non-government agencies

Office or Division:	City Planning and Development Office – Special Projects Division			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Client and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
Checklist of Requirements		Where to Secure		
Request Slip		Administrative Division		

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secure and Filled up Request slip form	Issue Request Slip Form	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Present the accomplished request slip form to the Special Projects Division	Received the request slip	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Received the requested Batangas City maps	Issue the requested Batangas City maps	none	3 minutes	PDO IV, PDO III, PDO II, PDO I
Total:			5 minutes	

14. GIS GENERATED INFORMATION/DATA/STATISTICS/MAPS AVAILABLE IN THE OFFICE

Description of the Service: To attend/ entertain the need of GIS generated information/ data/ statistics/ maps available in the office as requested by student/s, investors, government and non-government agencies

Office or Division:	City Planning and Development Office – Special Projects Division			
Classification:	Simple			
Types of Transaction:	Government to Government, Government to Clients and Government To Business			
Who may avail:	General Public / Students / Investors /Entrepreneurs / Government Agencies			
Checklist of Requirements		Where to Secure		
Request Slip		Administrative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secure and Filled up Request slip form	Issue Request Slip Form	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Present the accomplished request slip form to the Special Projects Division	Received the request slip	none	1 minute	PDO IV, PDO III, PDO II, PDO I
Received the requested information/ data/ maps	Issue the requested information/ data/ maps	none	10 minutes	PDO IV, PDO III, PDO II, PDO I
Total:			12 minutes	

Zoning Division



1. CERTIFICATE OF ZONING COMPLIANCE FOR BUILDING

Description of the Service: Application for CZC for the construction/ repair/ renovation/ expansion of residential, apartment, pension house, lodging house, hotel etc. / commercial, institutional, recreational, industrial buildings/ structures/ projects

Office or Division:	City Planning and Development Office- Zoning Division	
Classification:	Simple Transaction	
Types of Transaction:	G2C - Government to Client/ G2B - Government to Business Owners/G2G - Government to Government	
Who may avail:	Anybody who will construct/repair/improve/renovate buildings, plants or any structure in a certain area within Batangas City	
Checklist of Requirements		Where to Secure
1. CZC Application Form (1 original copy notarized)		One Stop Shop for Construction Permit (OSCP)/ CPDO- Zoning Division
2. Barangay Clearance to Construct (1 photocopy)		Barangay Hall of stated barangay in their Tax Declaration
3. Right Over Land (1 Photocopy) 3.1 Tax Declaration/ Title 3.2 Notarized Consent 3.3 Notarized Lease Contract/Sublease Contract if Lessee 3.4 Notarized Deed of Sale/Deed of Conditional Sale/Extrajudicial Settlement/ Contract To Sell/Transfer of Rights/Usufruct 3.5 Notarized Memorandum of Agreement 3.6 Current Tax Receipt 3.7 Notarized SPA/Certification/Authorization		Client/Land Owner/Lessor
4. Building/Sanitary/Electrical/Mechanical Permit signed and sealed by licensed Engineer		OSCP/ Forms can be secured from City Engineers Office (CEO)



(1 copy each)				
5. Bill of Materials (1 photocopy)		Client		
6. Specifications (1 photocopy)		Client		
7. Two (2) Complete set of plans		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the notarized accomplished application form together with the requirements	1.1 Receives the accomplished application form for CZC, building plans and supporting documents 1.2 Reviews all submitted documents for checking and verification 1.3 Issues claim stub for follow up and issuance of Order of Payment	None	15 minutes	Zoning Officers, Designated Zoning Inspector/ CPDO assigned at OSCP
	1.4 Encode the submitted documents and schedule for inspection the proposed project	None	30 minutes	Zoning Officers I,II,III, Designated Zoning Inspector, /CPDO assigned at OSCP



	<p>1.5 Conducts ocular inspection on the project site of the project being applied</p> <p>1.6 Prepares evaluation report of the inspected/proposed project and recommends decision</p>	None	1 day	Zoning Officers I, II, III, Designated Zoning Inspector/ CPDO
2. Follow up and secures order of payment for the project being applied	Issues order of payment for the release of CZC	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	15 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO
3. Proceeds to City Treasurer's Office for payment	3.1 City Treasurers Office accepts payments and issue official receipts.	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
	<p>3.2 Prepares the CZC upon payment for project being applied</p> <p>3.3 Affixes initials and signature on CZC and building</p>	None	30 minutes	<p>Admin Aide III, Zoning Division/ CPDO</p> <p>Zoning Officers I, II, III,IV/ CPDO</p>



	plans by recommending officers			
	3.4 Approves and affixes signature of the approving officer on CZC and building plans	None	30 minutes	City Planning & Devt. Coordinator (CPDC)
4. Presents the claim stub on the date and time indicated for the issuance of CZC	Issues/Release CZC and building plans	None	15 minutes	Admin Aide III/ CPDO
Total:		Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009	1 day 2 hours 30 minutes	

2. ZONING PERMIT FOR OCCUPANCY

Description of the Service: Application for CZC for Zoning Permit for Occupancy of residential, apartment, pension house, lodging house, hotel etc/ commercial, institutional, recreational, industrial buildings/ structures/ projects

Office or Division:	City Planning and Development Office- Zoning Division		
Classification:	Simple Transaction		
Types of Transaction:	G2C - Government to Client/ G2B - Government to Business Owners/ G2G - Government to Government		
Who may avail:	Anybody who have been issued building permits		
Checklist of Requirements		Where to Secure	



1. ZPO Application Form (1 original copy notarized)	BPOSS/ CPDO- Zoning Division
2. Certificate of Completion (1 photocopy)	Forms can be secured from City Engineers Office at BPOSS
3. Approved Building/Sanitary/Electrical/Mechanical permits (1 photocopy)	Client

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits CEO endorsement and secures application form	1.1 Receives CEO endorsement 1.2 Issues application form and claim stub, advises the client to have the form notarized and explains to the client how to accomplish the form	None	15 minutes	Zoning Officers, Designated Zoning Inspector/ CPDO assigned at OSCP
	1.3 Retrieves building plan on file	None	20 minutes	Admin Aide I, III, Zoning Division/ CPDO
	1.4 Encode the submitted documents and schedule for inspection	None	30 minutes	Admin Aide I, III, Zoning Division/ CPDO



	<p>1.5 Conducts ocular inspection on the project site of the project being applied</p> <p>1.6 Prepares evaluation report of the inspected/applied project and recommends decision</p>	None	1 day	<p>Zoning Officers I, II, III, Designated Zoning Inspector/ CPDO</p> <p>Admin Aide I, III, Zoning Division/ CPDO</p>
2. Secures order of payment for the project being applied	Issues order of payment for the release of ZPO	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009)	15 minutes	<p>Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO</p>

3. Proceeds to City Treasurer's Office for payment	3.1 City Treasurers Office accepts payments and issue official receipts.	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009)	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
	3.2 Prepares the ZPO upon payment for project being applied	None	30 minutes	<p>Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO</p> <p>Zoning Officers I, II, III,IV</p>



	3.3 Affixes initials and signature on ZPO by recommending officers			
	3.4 Approves and affixes signature of the approving officer on ZPO	None	30 minutes	City Planning & Dev't Coordinator (CPDC)
4. Presents the claim stub on the date and time indicated for the issuance of ZPO	Issues/Releases ZPO	None	15 minutes	Admin Aide I, III, Zoning Division/CPDO
Total:		Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009)	1 day 2 hours 50 minutes	

3. CERTIFICATE OF ZONING COMPLIANCE FOR BUSINESS

Description of Service : Application for CZC for the establishment and operation of commercial, business, institutional, recreational, industrial and other projects/uses/activities

Office or Division:		City Planning and Development Office- Zoning Division
Classification:	Simple Transaction	
Types of Transaction:		G2B - Government to Business Owners
Who may avail:		Anybody who will establish and operate a business in Batangas City
Checklist of Requirements		Where to Secure
1. CZC Application Form (1 original copy)		BPOSS/ CPDO- Zoning Division
2. Barangay Clearance to Operate Business		Barangay Hall of stated barangay in their Tax Declaration



3. Right Over Land (1 Photocopy) 3.1 Tax Declaration/ Title 3.2 Notarized Consent 3.3 Notarized Lease Contract/Sublease Contract if Lessee 3.4 Notarized Deed of Sale/Deed of Conditional Sale/Extrajudicial Settlement/ Contract To Sell/Transfer of Rights/Usufruct 3.5 Notarized Memorandum of Agreement 3.6 Current Tax Receipt 3.7 Notarized SPA/Certification/Authorization		Client/Land Owner/Lessor		
4. DTI/SEC sealed by licensed Engineer (1 copy each)		DTI or SEC office		
5. Location/ Vicinity Map		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits accomplished application form and complete list of requirements	1.1 Receives the accomplished application form together with the supporting documents 1.2 Checks/Verifies if the requirements are complete and all documents are correct 1.3 Informs applicant of inspection schedule and issues claim stub for follow up and issuance of Order of Payment	None	15 minutes	Zoning Officers, Designated Zoning Inspector/ CPDO assigned at OSCP
	1.4 Evaluates and encodes documents of the project applied for. 1.5 Conducts ocular inspection on the project site of the project being applied	None	1 day	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO Zoning Officers I, II, III, Designated Zoning Inspector/ CPDO Zoning Officers I, II, III, IV/ CPDO



	1.6 Prepares evaluation report of the inspected/proposed project and recommends decision			
2. Secures order of payment for the project being applied	Issues order of payment for the release of CZC	Depending on the declared capitalization (Batangas City Tax Code of 2009	15 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO

3. Proceeds to City Treasurers Office for payment	3.1 City Treasurers Office accepts payments and issue official receipts. 3.2 Prepares the CZC upon payment for project being applied	Depending on the declared capitalization (Batangas City Tax Code of 2009 None	15 minutes 30 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO Zoning Officers I, II, III, IV/ CPDO
	3.4 Affixes initials and signature on CZC by recommending officers			
	3.5 Approves and affixes signature of the approving officer on CZC	None	30 minutes	City Planning & Dev't Coordinator (CPDC)
4. Presents the claim stub on the date and time indicated for the issuance of CZC	Issues/Release CZC	None	15 minutes	Zoning Division Staff
Total:	Depending on the submitted construction cost/bill of materials (Batangas City Tax Code of 2009		1 day and 2 hours	



4. CERTIFICATION AS TO LAND USE CLASSIFICATION

Description of Service : Application for Zoning Certification as to Land Use classification

Office or Division:	City Planning and Development Office- Zoning Division			
Classification:	Simple Transaction			
Types of Transaction:	G2C - Government to Client/ G2G - Government to Government			
Who may avail:	Landowners, investors, realtors, students and researchers in general who want to know the land use classification			
Checklist of Requirements		Where to Secure		
1. Application Form (1 original copy)		CPDO- Zoning Division		
2. Transfer Certificate of Title or Tax Declaration (1 photocopy)		Land owner/ Lessor		
3. Lot Plan/ Survey Plan		Land owner/ Lessor		
4. Vicinity Map		Land owner/ Lessor		
5. Zoning Certificate filing fee		CPDO- Zoning Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the accomplished application form together with the requirement and official receipt	1.1 Receives the accomplished application form, requirement and records OR No. 1.2 Prepares Zoning Certification as to land use classification 1.3 Affixes initials on Zoning Certification	Php 200.00 (Batangas City Tax Code of 2009)	30 minutes	Zoning Division Staff
	1.4 Approves and affixes signature of the approving officer on Zoning Certificate	None	15 minutes	City Planning & Dev't. Coordinator (CPDC)
2. Claims Zoning Certificate	1.5 Releases Zoning Certification	None	5 minutes	Admin Aide I, III, Zoning Division/ CPDO
Total:		Php200.00 (Batangas City Tax Code of 2009)	50 minutes	



5. ISSUANCE SIGNAGE PERMIT

Description of Service : Application for Signage Permit

Office or Division:		City Planning and Development Office- Zoning Division		
Classification:	Simple Transaction			
Types of Transaction:		G2C - Government to Client/ G2G - Government to Government		
Who may avail:		Anybody who will post their streamers/ banners for advertisement and information		
Checklist of Requirements		Where to Secure		
1. Application Form (1 original copy)		CPDO- Zoning Division		
2. Sworn Statement (1 original copy)		Client		
3. Consent of private building/structure owners (1 original copy)		Lot Owner/Client		
4. Sign Permit Fee		CPDO- Zoning Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submits the notarized accomplished application form and requirements	1.1 Receives the accomplished application form together with the supporting documents	Php 30.00 per tarp/streamer/ banner (Batangas City Tax Code of 2009)	15 minutes	Admin Aide I, III, Zoning Division/ CPDO
	1.2 Checks/ Verifies if the requirements are complete and all documents are correct			Zoning Officers I, II, III,IV/ CPDO
	1.3 Issues order of payment			Admin Aide I, III, Zoning Division/ CPDO
2. Proceeds to City Treasurers Office for payment	2.1 City Treasurers Office accepts paymentsand issue official receipts.	Php 30.00 per tarp/streamer/ banner (Batangas City Tax Code of 2009)	15 minutes	Revenue Collection Clerk/ City Treasurer's Office Staff
	2.2 Prepares the sign permit upon payment of the sign permit fee	None	30 minutes	Zoning Officers I, II, III, Designated Zoning Inspector, Admin Aide III/ CPDO
	2.3 Affixes			



	initials on sign permit by the recommending officer			Zoning Officers I, II, III, IV/ CPDO
	2.4 Approves and affixes signature of the approving officer on sign permit	None	30 minutes	City Planning & Dev't. Coordinator (CPDC)
3. Claims Sign Permit	Releases Sign Permits	None	5 minutes	Admin Aide I, III, Zoning Division/ CPDO
Total:	Php 30.00 per tarp/streamer/ banner (Batangas City Tax Code of 2009	1 hour and 35 minutes		

V. FEEDBACK AND COMPLAINTS

The Feedback System of the CPDO

In order to continuously provide and improve the delivery of basic services to the public, the CPDO is committed to hear feedbacks from its client.

- V.1 A Client complaint/ feedback form Drop Box designated at the lobby of the office.
- V.2 Every two (2) weeks, the admin officer opens the drop box and compiles/ records all feedbacks submitted.
- V.3 All feedbacks and complains will be endorsed to the City Planning and Development Coordinator for proper action.
- V.4 Client will be informed of the action that will be undertaken.
- V.5 The inquiries and follow-ups, clients may contact telephone no. **723-4146**.



City Budget Office



I. Mandate

The mandate of the office is to promote the sound, efficient and effective management and utilization of government resources as instrument in achievement of national socioeconomic and political development goals.

II. Vision

"The most effective public office in the City government of Batangas, with sustained effort of well coordinated, hardworking and efficient public servants working hand-in-hand with the City/Barangay Officials, adopting the E-commerce Law of the Land."

III. Mission

To improve the quality of public service through excellent rapport with 105 Barangays in consonance with LGU's goals and objectives having sustained coordination of sound financial plans and judicious allocation of public funds.

Office or Division:	CITY BUDGET OFFICE
Classification:	SIMPLE
Types of Transaction:	GOVERNMENT TO GOVERNMENT
Who may avail:	EMPLOYEES FROM DIFFERENT OFFICES AND DEPED PERSONNEL

Checklist of Requirements		Where to Secure		
Personal Services Claims - Payroll, DTR, Leave, Deductions and Contributions affixed with signature Travel and Training transactions - Travel Order, Itinerary, invitation, Certificate of Appearance, Receipts (Accommodation, Airfare, Registration Fee, Toll Fees) Utilities - Original and photocopy of bills Purchases/Operating Expenses - PR, SRF, Receipts, Training Designs, Contracts CAF, Quotations (if applicable)		Respective Offices and Creditors		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit of ObR with complete and fully signed	* Check and examine the completeness of the submitted documents. Verify the availability of appropriation.	none	10 mins	ADMINISTRATIVE AIDE IV



supporting documents				ADMINISTRATIVE AIDE II
	* Assign ObR number	none	2 mins	ADMINISTRATIVE AIDE IV ADMINISTRATIVE AIDE II
	* Encode ObR in the Data Tracking System (DTS)	none	3 mins	ADMINISTRATIVE ASSISTANT I ADMINISTRATIVE AIDE IV
	*Record and encode transactions in the control book and e-Budget System with proper codes and amount of requested claims	none	3 mins	SUPERVISING ADMINISTRATIVE OFFICER ADMINISTRATIVE OFFICER V ADMINISTRATIVE OFFICER IV ADMINISTRATIVE OFFICER II
	* Countercheck processed ObR	none	2 mins	CGADH - I
	* Approve and sign processed ObR	none	1 min	OIC-CITY BUDGET OFFICER
	* Detach a copy with supporting documents for office file	none	2 mins	ADMINISTRATIVE ASSISTANT I



				ADMINISTRATIVE AIDE IV
	* Record ObR for releasing	none	2 mins	ADMINISTRATIVE ASSISTANT I ADMINISTRATIVE AIDE IV
	* File the detached copy	none	1 min	ADMINISTRATIVE ASSISTANT II ADMINISTRATIVE ASSISTANT I
	*Handing-out of ObR to City Accounting Office and other concerned offices	none	20 mins	ADMINISTRATIVE ASSISTANT I ADMINISTRATIVE AIDE IV
	* Adjustment of ObR manually and electronically	none	5 mins	SUPERVISING ADMINISTRATIVE OFFICER ADMINISTRATIVE OFFICER V ADMINISTRATIVE OFFICER IV ADMINISTRATIVE OFFICER II
	* Approval of adjustment	none	1 min	CGADH - I

Offiec or Division:	CITY BUDGET OFFICE
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Classification:	COMPLEX
Types of Transaction:	GOVERNMENT TO GOVERNMENT
Who may avail:	EMPLOYEES FROM DIFFERENT OFFICES AND DEPED PERSONNEL

Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> * Endorsement Letter * Barangay Budget Message * Budget Expenditures and Sources of Financing (Annex B) * Programmed Appropriation by PPA, Expense Class, Object of Expenditure and Expected Results (Annex C) * List of Projects Chargeable against 20% Development Fund (Annex D) * Plantilla of Personnel (Annex E) * Statement of Indebtedness if any * Annual/Supplemental Investment Program * Gad Plan and Budget certified and endorsed by DILG * BDRRMF Resolution Action Plan and Program received and reviewed by LDRRMO * SK Resolution and Annual Youth Development Plan and Budget Approved by CPDO * Annual/Supplemental Procurement Plan * Barangay Authorization Form * Computation of Honorarium 		Respective Barangay and City Accounting Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit proposed Barangay Annual/Supplemental Budget preparation forms with	* Preliminary review	none	4 hours (Annual) 20 mins (Supplemental)	SUPERVISING ADMINISTRATIVE OFFICER ADMINISTRATIVE OFFICER V

complete and fully signed supporting documents				ADMINISTRATIVE OFFICER IV ADMINISTRATIVE OFFICER IV ADMINISTRATIVE OFFICER II
	* Countercheck	none	3 hours (Annual) 15 mins (Supplemental)	SUPERVISING ADMINISTRATIVE OFFICER
	* Verify	none	1 hour (Annual) 10 mins (Supplemental)	CGADH - I
	* Stamp of validation	none	1 min	SUPERVISING ADMINISTRATIVE OFFICER ADMINISTRATIVE OFFICER V ADMINISTRATIVE OFFICER IV ADMINISTRATIVE OFFICER II
2. Reproduce and submit 25 copies of preliminary reviewed	Prepare endorsement letter to Sangguniang Panlungsod	none	30 mins	ADMINISTRATIVE OFFICER IV
	Sign the endorsement letter	none	1 min	



barangay budget				OIC-CITY BUDGET OFFICER
	Submit the barangay budget together with the endorsement letter to Sangguniang Panlungsod	none	10 mins	ADMINISTRATIVE OFFICER II ADMINISTRATIVE ASSISTANT I ADMINISTRATIVE AIDE IV
	File original copy and one photocopy of barangay budget	none	1 min	ADMINISTRATIVE ASSISTANT II ADMINISTRATIVE ASSISTANT I ADMINISTRATIVE AIDE IV ADMINISTRATIVE AIDE II



Association of Barangay Captains



ASSOCIATION OF BARANGAY CAPTAIN

I. VISION

Association of Barangay Captain Office envision excellent and productive services for every Barangays satisfaction in support every leader for the implementation and accomplishments of Programs, Project and activities of 105 Barangay in the City of Batangas.

II. MISSION

We commit to fulfil this vision through professional staff, efficient service, active participation and cooperation of all Barangay together with all the members of the Council.



1. Masterlist of 105 Barangay

Names address and telephone numbers of 105 Barangay officials

Office or Division:	City Mayor’s Office – Association of Barangay Captain Office
Classification:	Simple Transaction
Types of Transaction:	G2G - Government to Government
Who may avail:	Government offices

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request letter to be submitted by the client	1.1 Entertain the client and receive the request letter	None	2 minutes	Regine Aguilar, Chona Bauan, Lovereal Gualberto, Jameson Mendoza, Genoveva Serran
Client wait for the approval of request	1.2 Immediate supervisor approved the request	None	30 seconds	ABC President Angelito Dondon Dimacuha
Releasing of documents	1.3 Printing/ photocopying masterlist of the Barangay officials	None	1 minute	Regine Aguilar, Chona Bauan, Lovereal Gualberto, Jameson Mendoza, Genoveva Serran
Client sign the visitors log book	1.3 Record to the visitors log book	None	30 seconds	Regine Aguilar, Chona Bauan, Lovereal Gualberto, Jameson Mendoza, Genoveva Serran

2. Issuance of Endorsement letter

Office or Division:	City Mayor’s Office – Association of Barangay Captain Office
Classification:	Simple Transaction
Types of Transaction:	G2C - Government to Client
Who may avail:	Barangay Captain

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
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Request the Endorsement letter verbally	1.1 Typing and Printing of Endorsement letter requested by the client	None	5 minutes	Regine Aguilar, Chona Bauan, Loveral Gualberto, Jameson Mendoza, Genoveva Serran
Release the letter	1.2 Letter to be submitted to the authorized signatory to be sign	None	2 minutes	ABC President Angelito Dondon Dimacuha
	1.3 Record to the log book	None	1 minute	

3. Issuance of Certificate of Appearance

Issuing the appearance of Barangay council who visited to the Liga Office.

Office or Division:	City Mayor's Office – Association of Barangay Captain Office
Classification:	Simple Transaction
Types of Transaction:	G2C - Government to Client
Who may avail:	Barangay Captain

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request the Certificate of Appearance	1.1 Typing and Printing of Certificate of Appearance requested by the Client	None	5 minutes	Marilou Yanoc, Marita Aclan, Cristina Lawas, Vivian Mendoza, Marivic Moreno
Releasing of the requested form	1.2 Authorized signatory will sign into the requested form	None	2 minutes	ABC President Angelito Dondon Dimacuha
	1.3 Record to the log book	None	1 minute	

4. Issuance of Bond Premium form



Renewal of bond premium for barangay transactions

Office or Division:	City Mayor's Office – Association of Barangay Captain Office
Classification:	Simple Transaction
Types of Transaction:	G2C - Government to Client
Who may avail:	Barangay Captain

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Renew Bond Premium for Barangay Transaction	1.1 Typing of Renewal of Bond Premium requested by the Chairman for Barangay transaction	None	5 minutes	Nenita Culiat, Lorelie Catilo, Carlota Martinez, Ramon Gamboa, Myleen Andal
Releasing of forms	1.2 Authorized signatory will sign to the Bond Premium for Renewal	None	2 minutes	ABC President Angelito Dondon Dimacuha
	1.3 Record to the log book	None	1 minute	



**Colegio ng Lungsod ng Batangas
(CLB)**



I. Mandate

The Colegio ng Lungsod ng Batangas (CLB), a local higher educational institution in Batangas City was created through Batangas City Ordinance No. 16 Series of 2005 (as amended by Ordinance No. 1 Series of 2006 and Ordinance No. 14 Series 2017). This ordinance is passed based on Local Government Code of 1991 Section 458(a)(5)(x) which states that the local Government Unit may establish local college subject to the availability of funds and existing laws.

In this regard, CLB believes that poverty is not an excuse to attain success in life. It has faith in the pursuit of transforming responsible citizens who are God-fearing, value-oriented and disciplined individuals and will actively respond to the call for service in nation building.

II. Vision

The Colegio ng Lungsod ng Batangas is committed to transforming individuals into excellent and benevolent professionals primed to lead for global development.

III. Mission

To prepare students to become useful citizens, God-fearing, value-oriented and disciplined individuals engaged in the noble task of uplifting the quality of life in the community.

IV. Service Pledge

The Colegio ng Lungsod ng Batangas aims to:

- ☐☐ **Uphold academic excellence** through providing various programs and disciplines that are responsive to the needs of modern society;
- ☐☐ **Provide distinct instructional strategies** to develop competitive individuals;
- ☐☐ **Promote moral and spiritual development** that will enhance human character and dignity;
- ☐☐ **Strengthen involvement in research endeavors and community extension services** through varied economic and environmental projects; and



- ☐ ☐ **Attend to all applicants or requesting parties who are within the premises of the institution** prior to the end of official working hours and during lunch break.

Payroll Processes:

A semi-monthly processes of payroll services conducted by the Human Resource Management Office for Regular Employees with cutoff date of 1-15

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Payroll Personnel (For Regular Employee (cut-off 1-15))			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll Sheet and Obligation Request		HRMO Office		
<ul style="list-style-type: none"> With Holding Tax Deduction 		HRMO Office		
<ul style="list-style-type: none"> Contribution to GSIS/PhilHealth/Pag-ibig 		HRMO		
Loans:				
<ul style="list-style-type: none"> Pag Ibig 		HRMO		
<ul style="list-style-type: none"> GSIS 		HRMO		
<ul style="list-style-type: none"> Veterans Bank 		HRMO		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Head of HRMO prints the payroll sheet, obligation request, contribution and loan deductions.		None	1 hour	Senior Admin Assistant II /HRMO
2. Head of HRMO affixes initials on the obligation request and payroll sheet with with holding tax, contributions and loan deductions.		None	1 hour	Senior Admin Assistant II/HRMO



3. VP for Finance affixes initials and signature on the obligation request and payroll sheet, withholding tax and loan deductions		None	5 minutes	SAO
4. College Administrator signs the obligation request and payroll sheet.		None	5 minutes	College Administrator
5. Liaison officer brings the signed payroll documents to HRMDO		none	30 minutes	Admin Aide I
	1. HRMDO receives the payroll documents; verifies and validates documents submitted. 1.1 HRMDO acknowledges the documents received.	none		
TOTAL:		NONE	2 Hours;40 minutes	

Payroll Processes:

A semi-monthly processes of payroll services conducted by the Human Resource Management Office for regular employees with cut-off date of 16-30

Office or Division:	Human Resource Management Office (HRMO)/Payroll Processes
Classification:	Simple
Types of Transaction:	G2G – Government to Government
Who may avail:	Payroll Personnel (For Regular Employee (cut-off 16-30))
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payroll Sheet and Obligation Request	HRMO Office
DTR (Daily Time Record)	HRMO Office



Justifications	VPAA/VPA			
Certificate of Appearance	Agency Visited			
Travel Order	HRMO			
Trip Ticket	SPMO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual regular employee requests for the printing of individual DTR (daily time record)	1. Human Resource Management Office prints individual DTR of regular employees.	None	1 hour	Senior Admin Assistant II/HRMO
	1.1 Printed DTR is distributed to all regular individual employees	none	1 hour	Admin Aide I / HRMO,
2. Regular employee secures justification (if necessary) from VPAA for faculty, VPA for staff	2. VPAA/VPA office provides justifications	None	1 hour	Admin Aide I/VPAA Admin Aide I/VPA
3. Regular employee returns the signed DTR to HRMO with justification (if necessary)	3. HRMO receives signed DTR with attachment required. 3.1 HRMO verifies the DTR, justification and leave form	None	8 hours	Senior Admin Assistant II/HRMO

	4.Head of Human Resource Mgt. Office prints the payroll sheet, obligation request.	None	15 minutes	Senior Admin Assistant II/HRMO
	4.1.Head of HRMO affixes initials on the obligation request and payroll sheet			
	5.VP for Finance affixes initials and signature on the obligation request and payroll sheet.	None	5 minutes	SAO
	6.College Administrator signs the obligation request and payroll sheet.	None	5 minutes	College Administrator
	7.Liaison officer brings the signed payroll documents to HRMDO	none	30 minutes	Admin Aide I
	8.HRMDO receives the payroll documents; verifies and validates documents submitted.	none		
TOTAL:		NONE		11 Hours;55 minutes

Payroll Processes:

A semi-monthly processes of payroll services conducted by the Human Resource Management Office for contractual employees with cut-off date of 1-15

Office or Division:	Human Resource Management Office (HRMO)/Payroll Processes
Classification:	Simple
Types of Transaction:	G2G – Government to Government

Who may avail:		Payroll Personnel (For Contractual Employee (cut-off 1-15))		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll Sheet and Obligation Request		HRMO Office		
DTR (Daily Time Record)		HRMO Office		
Justifications		VPAA/VPA		
Certificate of Appearance		Agency Visited		
Travel Order		HRMO		
Contributions		HRMO		
Loan Deductions		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Individual contractual employee requests for the printing of individual DTR (daily time record)	1.Human Resource Management Office prints individual DTR of contractual employees.	None	30 minutes	Senior Admin Assistant II/HRMO
	1.1Printed DTR is distributed to all contractual individual employees.	None	15 minutes	Admin Aide I / HRMO
2.Contractual employee secures justification (if necessary) from VPAA for faculty	2.VPAA/VPA office provides justifications.	None	15 minutes	VPAA/VPA
3.Individual contractual employee returns the signed DTR to HRMO with	3.HRMO receives the signed DTR. HRMO verifies the DTR, justification and applicable leave	None	30 minutes	Senior Admin Assistant II/HRMO



justifications				
	4.College Administrator signs the individual DTR	None	5 minutes	College Administrator
	5.Head of HRMO prints the payroll sheet, obligation request, contributions and loan deductions	None	15 minutes	Senior Admin Assistant II/HRMO
	6.Head of HRMO affixes initials/signature on the obligation request and payroll sheet, contributions and loan deductions	None	5 minutes	Senior Admin Assistant II/HRMO
	7.VP for Finance affixes initials and signature on the obligation request and payroll sheet, signature on the obligation request and payroll sheet, contributions and loan deductions.	None	5 minutes	SAO
	8.College Administrator signs the obligation request	None	5 minutes	College Administrator
	and payroll sheet.			
	9.Liaison officer brings the signed payroll documents to HRMDO	None	30 minutes	Admin Aide I/HRMO
	10.HRMDO receives, verifies and validates and	None		HRMDO

	acknowledges the payroll documents,			
TOTAL:		None	2 Hours;35 minutes	

Filing of Leave

A process of availing available leave and its application.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	HR – Filing of Leave.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Service Form No. 6 Revised 2020		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee secures CS Form No. 6 to file for a leave.	1.HRMO provides leave form to employee	None	5 minutes	Admin Aide I / HRMO
2.Employee fills out the leave form.	2.Forward the filled out leave form to HRMO for the initial of HRMO – Head.	None	5 minutes	Senior Admin Assistant II /HRMO
	2.1Forwards the leave form for the signature of College Administrator	None	5 minutes	College Administrator
3.Transmits the approved leave form to HRMDO	3.HRMDO receives the signed leave form	None	30 minutes	Admin Aide I
TOTAL:		None	45 minutes	

Registration Processes

A process for changing/adding/dropping of students.

Office or Division:	Registration Services/Registration Procedures
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Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Changing/Adding/Dropping of Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form		Registration Services		
2. Changing/Adding/Dropping of Students Form				
3. Registration Form with Remarks: Accomplished Changing/Adding/Dropping of Subjects Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students log in to Registration Services Portal Using the assigned username and password		None	5 minutes	Registrar Personnel
2. Fills out Changing/Adding/Dropping of Subjects Form	1. Verifies data	None	10 minutes	Registrar Personnel
3. Processes Changing/Adding/Dropping of Subjects Form	2. Seeks verification and approval from the Associate Dean and the Dean	None	1 hour	Registrar Personnel Associate Dean Dean
4. Students regularly check the portal and the assigned google account for further announcements	3. Sends notification of status through google account	None	5 minutes	Registrar Personnel on duty

TOTAL:	.	None	1 hour and 20 minutes	
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Issuance of Transcript of Records (TOR)

A process of for request of Transcript of Records (TOR) and other official documents.

Office or Division:	Registration Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Alumni, Undergraduate, Any Authorized Person			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Student Clearance Form			Registration Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students log in to Registration Services Portal Using the assigned username and password		None	5 minutes	Registrar Personnel
2. Fills out TOR request form	1. Verifies data	None	10 minutes	Registrar Personnel
3. Processes the request	2. Processes the request 3. Notifies students through email of the schedule to claim TOR 4. Releases TOR	None	5 days 3 mins	Registrar Personnel
1. Comes to school to claim TOR and signs the necessary claim form		None	2 mins	Registrar Personnel

TOTAL		None	5 days and 20 minutes	
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Gift and Donation

A process of accepting donation and other acts of goodwill.

Office or Division:	Library Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Old and New Students (Iskolars ng Bayan)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Circulation Counter	1. Accepts and checks the book for evaluation 1.1 Fills out the gift / donation agreement form	None	30 minutes	Librarian IV
2. Patron leaves the library, end of transaction.	1. Records book donation	None	5 minutes	Admin Aide I
TOTAL		None	8 minutes	

Other Services

A process of request for Certification, Authentication and Verification (for Red Ribbon), Transfer Credentials / Honorable Dismissal, Report Card, Cross Enrolment, and Authenticated Diploma

Office or Division:	Registration Services
Classification:	Simple
Types of Transaction:	G2C – Government to Public
Who may avail:	Alumni, Undergraduate, Any Authorized Person



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Student Clearance Form			Registration Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fills out the Document Request Form and Log Sheet for the following documents	1.Checks the student’s information for completeness and accuracy	None	5 mins	Registrar Personnel
	2.Processes and issues Official Certification	None	4 hours	Registration Services
	3.Processes and issues Authenticated Documents a.k.a. certified true copy	None	2 hours	Registration Services
	4. Processes and issues Certification, Authentication and Verification (for Red Ribbon)	None	4 hours	Registration Services
	5. Processes and issues Transfer	None	4 hours	Registration
	Credentials / Honorable Dismissal			Services
	6. Processes and issues Report Card	None	2 hours	Registration Services
	7. Issues Cross Enrolment for completion of the student			a. Program Chair
		None	4 hours	b. Dean
				c. Registration

				Services
	8. Processes and issues Authenticated Diploma	None	1 hour	Registration Services
TOTAL		None	21 hours, 5 minutes	

Outside Research

A process of accepting outside researchers.

Office or Division:	Library Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Non CLB Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the VP for Academic Affairs	1. Acknowledges and signs the referral letter 1.1 Advises the researcher to proceed to the library	None	3 minutes	VP for Academic Affairs Admin Aide I
2. Researcher proceeds to the library	1. Interviews the researcher 1.1 Checks the valid ID 1.2 Advises to log in to the visitor's log book 1.3 Assists in locating materials needed	None	15 minutes	Admin Aide I



TOTAL		None	18 minutes	
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FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback?	<p>Answer the client feedback form and drop it in a designated box located at the lobby of the main building.</p> <p>Contact information: 043-402-1450 or at clb.admin@gmail.com</p>
How feedback is processed?	<p>Every Friday, the Officer on Duty opens the drop box and compiles and records of all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers:</p> <p>Contact information: 043-402-1450</p>



<p>How to file a complaint?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in located at the lobby of the main building</p> <p>Complaint can also be filed via telephone. Make sure to provide the following information when calling: Name of the persons being complained Incident Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers:</p> <p>Contact information: 043-402-1450</p>
<p>How complaints are processed?</p>	<p>The complaint Officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaint Officer shall start the investigation and forwards the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaint Officer will give the feed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>Contact information: 043-402-1450</p>
<p>Contact Information of Colegio</p>	<p>Telephone No. (043) 402-1450</p>



ng Lungsod ng Batangas	Email Address: clb.admin@gmail.com
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LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
UNIfast Technology Hub	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1442
Medical/Dental Services	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1445
Registration Office	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1441
Human Resource	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1446
Library Services	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1448
Admission/Guidance Office	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-4056



**Office of the City Administrator
CCTV Control Room**



I. Vision:

To provide the best and most technologically advanced electronic security products

II. Mission:

To provide the best security and detection of traffic congestion, fire and vehicular accidents. To protect every Batangueños in providing safe environment for a peaceful and better future.

III. Service Pledge:

We commit to:

1. Act and take decisions in a manner that is fair and honest.
2. Respond to internal and external customers with a sense of urgency.
3. Embrace new ideas and new technologies in an effort to raise the standard of excellence.
4. Maintain the highest level of integrity with respect to our clients as well as our co employees.

IV. List of Services

Review of CCTV Records	Page 3
Provide copy of requested video file	Page 4
Feedback and Complaints	Page 5

1. Review of CCTV Records

The Office of the City Administrator - CCTV Control Room secures and operates the reviewing of CCTV records by the request of the client.

Office or Division:	City Mayor's Office - Office of the City Administrator - CCTV Control Room			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Government Issued Identification		BIR, Post Office, DFA, SSS, GSIS, Philhealth, Pag-ibig, COMELEC, LTO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the client logbook.	1. Give the logbook to the client.	None	1 minute	CCTV Operator on duty City Mayor's Office
2. Give the date, time, and location of the incident to the operator.	2. Review the file if available and present it to the requesting party.	None	10 minutes	CCTV Operator on duty City Mayor's Office
Total:		None	11 minutes	

2. Provide copy of requested video file

The Office of the City Administrator - CCTV Control Room secures and operates the reviewing of CCTV records by the request of the client.

Office or Division:	City Mayor's Office - Office of the City Administrator - CCTV Control Room			
Classification:	Simple			
Types of Transaction:	G2C – Government to Client			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Government Issued Identification		BIR, Post Office, DFA, SSS, GSIS, Philhealth, Pag-ibig, COMELEC, LTO		
Police Report or Police Blotter (1 photocopy)		Police Station		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Sign in the client logbook.	1. Give the logbook to the client.	None	1 minute	CCTV Operator on duty City Mayor's Office
2. Give the date, time, and location of the incident to the operator.	2. Review the file if available and present it to the requesting party.	None	10 minutes	CCTV Operator on duty City Mayor's Office
3. Wait for the copy of the video file, if existing.	3. Process the request copy of the video file.	None	10 minutes	CCTV Operator on duty City Mayor's Office
Total:		None	21 minutes	



V. Feedback and Suggestion

FEEDBACK AND SUGGESTION MECHANISM	
How to send feedback and suggestions?	<p>Answer the client feedback /suggestion form and drop it at the designated drop box inside the CCTV Control Room.</p> <p>Contact info: (043) 723-4381</p>
How feedback and suggestion is processed?	<p>Every Friday, the employee in charge opens the drop box and compiles and records all feedback / suggestions submitted.</p> <p>Feedback and suggestions requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback/suggestion.</p> <p>The answer of the office is then relayed to the client.</p> <p>The client will be advised to contact (043) 723 – 4381, for any concern.</p>
Contact Information of	(043) 723-4381



Defense and Security Services



I. Mandate:

Defense and Security Services provides security services within 24/7 duration to all personnel, documents installations, properties and facilities within Batangas City Government premises, maintains peace and order within area of responsibility and comprehensive implementation of the different ordinances of the city providing discipline among citizens who break the law.

II. Vision:

Be an exemplar of continuously improving the quality of security among other local government security agencies.

III. Mission:

To deliver efficient security service to all personnel, documents, installation, properties and facilities within Batangas City government premises as well as to provide strict implementation of peace and order within the area of responsibility.

To raise public awareness with regard to the implementation of City Ordinances. of Batangas City

To strengthen the interrelationship with the members of community intelligence related on security matters.

To extend immediate assistance within inter agency during emergency response (natural and manmade).

IV. Service to Pledge:

1. Render effective security system to ensure safety during event/activities requested by different sectors.
2. Strict implementation of city ordinances of Batangas City that will uphold awareness to every individual to aid them to be a discipline citizen and not a nuisance to others as well as to promote a peace, safe and clean community.
3. Provides assistance within inter agency during emergency response and calamities/disaster (natural and manmade).

VIII. List of Services

Compliance to an issued citation ticket due to violation on specific ordinance of Batangas City

Responding to complaints in relation to violation of City Ordinances of Batangas City

Request of a conduct of surveillance to a subdivision/village
In Batangas City



Requesting for security assistance to events/activities from NGO/
private institutions/ academe/barangay, government agencies.
and individual

Releasing of confiscated goods, commodities and instrument device
due to violation of sidewalk vending ordinance

1. COMPLIANCE TO AN ISSUED CITATION TICKET DUE TO VIOLATION ON SPECIFIC ORDINANCE OF BATANGAS CITY Any citizen who violates in any provision cited on specific ordinance of Batangas City must comply the citation ticket issued to him/her by paying the corresponding fine/penalty within 72 hours to avoid filing a case in the court.	
Office or Division:	City Mayor’s Office – Defense and Security Services (DSS)
Classification :	Simple
Types of transaction:	G2C- for service whose client is the transacting public
Who may avail:	ALL

Checklist of Requirements		Where to Secure		
1. Duplicate copy of citation ticket (yellow color), if lost, submit Affidavit of Loss 2. Original Receipt of payment		1. From client 2. At Cashier (designated window), Revenue collection clerk		
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1. Proceeds to DSS office window ¹	1. Interviews the client	Refers to the booklet (consolidated list of fine/penalty of different prohibited acts from various Bats. City ordinances) signed by DSS Chief	2 minutes	Administrative Assistant V DSS OFFICE Or Security Guard I DSS OFFICE
	1.2 Verifies the citation ticket/or Affidavit of Loss		1 minute	
	1.3 Orients the client regarding the violation committed		3 minutes	
	1.4. Declares the amount of fine/penalty to be paid by showing the		3 minutes	



<p>2. Pays the corresponding fine/penalty at the Revenue Collection Clerk (RCC) by showing the amount at the back of citation ticket.</p> <p>3. Return to DSS Office W1 and present the O.R. for verification and recording</p>	<p>booklet of fine/penalty and write the corresponding amount at the back of the duplicate copy of citation ticket</p> <p>1.5 Directs the client to pay the fine/penalty at Revenue Collection Clerk (RCC) and advise to return to DSS Office window1 after payment for verification and recording of OR of payment. Refer to payment procedure of Cashier, RCC</p> <p>3. Verifies and record the OR No.</p> <p>3.1 Gives the copy of O.R.</p>	<p>Payment varies depending on the violations made</p>	<p>1 minute</p> <p>1 minute</p> <p>30seconds</p>	<p>Administrative Assistant V DSS OFFICE Or Security Guard / DSS OFFICE</p>
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	to the client (This O.R. is a proof of compliance for the issued citation ticket)			
	Total	Fees depend on the violations made	11 minutes and 30 sec	

2.RESPONDING TO COMPLAINTS IN RELATION TO VIOLATION OF CITY ORDINANCES OF BATANGAS CITY

This service provides action to complaints from any citizen regarding issue/concern that violates certain ordinance of Batangas City

Office or Division:	City Mayor's Office- Defense and Security Services
Classification :	Simple
Types of transaction:	G2C- for service whose client is the transacting public
Who may avail	ALL

Checklist of Requirements		Where to Secure		
1.Written complaint letter		From clients' written complaints letter or DSS complaint action form		
2.Personal appearance				
3.Valid I.D				
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1.Proceeds to DSS Office – table 1 signs in the client log book.	1. Gives the Log book to the client	None	1 minute	Officer of the Day Table I
2. Submits the written complaint letter/ or fill out DSS complaint action form	2. Receives the written complaint letter or gives the DSS action complaint form		1 minute	Administrative Aide III, Security Guard III, Administrative Assist. II, Administrative Aide VI (detailed)
	3. Endorses to Chief/or Security Officer III in Table 2		1 minute	
			10minutes	Table 2 DSS -Security Officer III & IV

	<p>3.1 Interviews the complainant while checking the completeness of the details of the letter</p> <p>3.2 Endorses the complaint to DSS Task Force</p> <p>4.Task Force will conduct inspection/investigation regarding the complaint and its validity. If found out, complaint is valid and certain ordinance of Batangas City is violated, citation ticket will be issued by apprehending officer</p>		<p>2 minutes</p> <p>45 minutes</p>	<p><i>DSS Task Force Security Guard I</i></p> <p><i>Administrative Aide I (detailed) Team leader</i></p> <p><i>DSS Task Force</i></p>
	Total	None	1 hour	

3.REQUEST OF A CONDUCT OF SURVEILLANCE TO A SUBDIVISION/VILLAGE IN BATANGAS CITY

All subdivisions/villages located within Batangas City may request for a conduct of surveillance to ensure peace and order within its premises

Office or Division:	City Mayor's Office – Defense and Security Services
Classification :	Simple
Types of transaction:	G2C- for service whose client is the transacting public
Who may avail	Homeowners

Checklist of Requirements	Where to Secure
1.Request letter from President of Homeowners Association (addressed to	1.From clients' request letter

City Mayor with approval from him/her)		2. From Clients' representative		
2.Valid I.D. of the signatory or representative				
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1.Proceeds to DSS Office - Table 1 and signs in the client log book	1.Gives the Log book to the client	None	1 minute	<i>Officer of the Day Table 1</i>
2. Submits the request letter	2.Receives the request letter		1 minute	<i>DSS- Administrative Aide III, Security Guard III, Administrative Assistant II, Administrative Aide VI (detailed)</i>
	2.1 Endorses to Chief/or Security Officer III in Table		1 minute	
	3. Interviews the client while checking the completeness of the information details of the letter		10 minutes	<i>Table 2 Chief DSS/ Security Officer III DSS</i>
	3.1 Sets the schedule of conduct of surveillance		3minutes	
	Total	None	16 minutes	

4.REQUESTING FOR SECURITY ASSISTANCE TO EVENTS/ACTIVITIES

FROM NGO/INSTITUTIONS/ ACADEME/ BARANGAY, GOVERNMENT

AGENCIES AND INDIVIDUAL

All organizations/agencies/institutions like non – government organizations, private, academe, barangay, government and individuals may request security assistance to ensure peace and order during its events/activities (like motorcade, parade, marathon, concert, funeral, religious activities)

Office or Division:	City Mayor’s Office – Defense and Security Services
Classification :	Simple
Types of transaction:	G2C- for service whose client is the transacting public
Who may avail	ALL

Checklist of Requirements		Where to Secure		
1.Request Letter (addressed to City Mayor with approval from him/her)		1. From clients’ request letter		
2. Valid I.D of representative		2. From clients’ representative		
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1.Proceeds to DSS Office- Table 1 and signs in the client logbook	1.Gives the Log book to the client	None	1 minute	Officer of the Day Table 1
2. Gives the request letter	2. Receives the request letter		1 minute	DSS Admin Aide III, Security Guard III, Admin Assist. II, Admin Aide VI (detailed)
	2.1 Endorses to Chief/or Security Officer III in Table		10minutes	Table 2 DSS- Security Officer III Security Officer IV
	3. Interviews the client while checking the completeness of the details of the request 3.1 Confirms the schedule requested by the client		3minutes	
	Total	None	16 minutes	



5. RELEASING OF CONFISCATED GOODS, COMMODITIES AND INSTRUMENT/DEVICE

FOR OFFENSE TO SIDEWALK VENDING ORDINANCE

Under Ordinance No.3 S. 2000 prohibiting vendors from occupying or appropriating any portion of the sidewalks or street for the purpose of selling goods or commodities and for other purposes, whereas sidewalks and streets are for public use. This ordinance serves street/sidewalk vendors who committed offense to the said ordinance to redeem his/her confiscated goods, commodities and instrument/device upon settlement by signing recognizance attested by the head of the arresting officer. Upon failure or refusal to sign a recognizance, the goods, commodities and instrument of offense or device shall only be released upon order of the City Prosecutor’s Office. Violation of this ordinance maybe settled by paying the Administrative fine.

Office or Division:	City Mayor’s Office – Defense and Security Services (DSS)			
Classification :	Simple			
Types of transaction:	G2C- for service whose client is the transacting public			
Who may avail	SIDEWALK VENDOR			
Checklist of Requirements		Where to Secure		
1. Personal appearance of the street/sidewalk Vendors		1. DSS Office		
2. Recognizance letter		2. DSS Office		
3. Duplicate copy of citation ticket (yellow ticket) if lost submit Affidavit of Loss		3. From client		
Client Steps	Agency Action	Fees to be Paid	Processing time	Person Responsible
1. Proceeds to DSS window	1. Interviews the client		2 minutes	Admin Assistant V DSS OFFICE Or Security Guard I DSS OFFICE
1	1.1 Verifies the offense		1 minute	
	1.2 Orients the client regarding the offense committed and explain the context of a recognizance letter as compliance to the committed offense or maybe settled by paying Administrative fine of Php 500.00		3 minutes	
2. Signs the recognizance letter			3 minutes	DSS Assistant and DSS Chief Administrative Assistant V DSS OFFICE Or

<p>3.Pays the corresponding fine/penalty at the Revenue Collection Clerk (RCC), by showing the amount at the back of citation ticket</p> <p>4.Return to DSS Office W1 and present the O.R.</p>	<p>2.After signing the recognizance letter by the client and attested by assistant or chief of DSS office, records and releases the good, commodities, instrument/device to the client and/or</p> <p>2.1 Write the amount of fine at the back of the issued citation ticket</p> <p>2.2 Directs the client to pay the fine at Revenue Collection Clerk (RCC) and advise to return to DSS Office window1 after payment for verification and recording of OR of payment. Refer to payment procedure of Cashier, RCC</p>	<p>Php500.00</p>	<p>30seconds</p> <p>1 minute</p>	<p>Security Guard I DSS OFFICE</p> <p>Administrative Assistant V DSS OFFICE Or Security Guard I DSS OFFICE</p>
			1minute	
			2minutes	



for verification and recording	<p>4.Verifies and record the OR No.</p> <p>4.1 Records, releases the goods, commodities, instrument/device and gives the copy of O.R to the client</p>			
	Total	Php500.00	13minutes and 30seconds	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback	<p>Answers the client feedback form and drop it at the designated box at the front of the window 1</p> <p>Contact Information: (043) 723 - 2928</p>
How feedback is processed	<p>All feedback from the client inside the drop box will be compiles and records by the Officer of the Day every morning of weekdays</p> <p>Feedbacks requiring answers all forwarded to the Chief/Security Officer III and will be answered w/in 3 days of the receipt of the feedback</p>
How to file a complaint	<p>Complaints can be filed at the DSS Office</p> <p>Proceeds at Table 1 and fill out the complaint form</p> <p>The complaint will be forwarded to Security Officer III, DSS Office</p> <p>For inquiries and follow ups, client may contact DSS tel. no. (043) 723 -2928</p>
How complaints are processed	<p>Security Officer III,DSS Office shall evaluate each complaint and investigation will be conducted</p> <p>The employee being complained is required to submit a written explanation</p> <p>Security Officer III will make a report after the investigation and shall submit to Chief of DSS Office</p>



	The Security Officer III will give feedback to the client
Contact Information of DSS	dss.office1967@gmail.com (043)723-2928



Information Technology Services Division



INFORMATION TECHNOLOGY SERVICES DIVISION

I. Mandate:

Information Technology Services Division is chartered to provide the City Government with a single and centralized group tasked to manage IT systems pertaining to the development, implementation, management and administration of IT equipment and assets.

II. Vision:

A secured, efficient and real-time processing of government services with the use of latest ICT resources for a more productive and advanced economy.

III. Mission:

To manage ICT assets and services with centralized systems for processing and storage of secured information by maintaining a fast and reliable interconnectivity.

IV. Service Pledge:

We commit to:

- 11.To recommend the acquisition of spare parts, consumables, tools and equipment related to hardware/software operations and maintenance.*
- 12.To develop information systems and provide technical support to the Batangas City Government in terms of IT systems and equipment.
- 13.To ensure that the data and communications systems within the City Government are secured and protected.

V. List of Services

Systems Development

Technical Assistance - Hardware Repair (Simple)

Technical Assistance - Hardware Repair (Highly Technical)

Technical Assistance - Network Repair

Technical Assistance - Installation of Hardware & Software

Graphic Design and Printing



A.) Internal Services

1.) Systems Development

Systems development is the process of defining, designing, testing and implementing a new/update software application or program.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
System Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Fill in and submit system request form	1.1) Review/ evaluate system request form	None	30 minutes	IT Officer II
	1.2) Gathers data/forms & interview client		4 hours	IS Analyst II
	1.3) Design proposed process & system flow		2 days	IS Analyst II
	1.4) Check and approve proposed process/system flow		1 hour	IT Officer II
	1.5) Create mock-up User Interfaces		2 days	Administrative Aide II

2. Approval of proposed process and system flow	2.1) Present approved proposed process/system flow & mock-up User Interfaces to client	None	4 hours	IT Officer II IT Officer I IS Analyst II
	2.2) Create database structures, migrate and validate data references		5 days	IS Analyst I
	2.3) Develop requested system		20 days but may exceed up to additional 15 days	IT Officer II
3. Test developed system	3.1) Test & deploy the System	None	4 hours	IT Officer II IT Officer I IS Analyst II IS Analyst I
	3.2) Train system users		4 hours	IT Officer I
TOTAL :			29 days, 4 hours & 30 minutes	

2.) Technical Assistance - Hardware Repair (Simple)

Hardware repair is the process of identifying, troubleshooting and resolving problems/issues on hardware such as desktop, laptops, servers and printers.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Phone call/walk-in for technical assistance	1.1) Prepare service request form/interview client	None	15 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.2) Sign form & delegate service request		5 seconds	IT Officer II
	1.3) Identify problem/issues		10 minutes	
	1.4) Troubleshoot and resolve issues (for pull out if needed)		1 hour	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.5)Test hardware		10 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
				Administrative Assistant I Administrative Aide III Administrative Aide II
2. Sign on service request form	2.1) Fill in service request form	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	2.2) Provide one copy of service request form to client			Administrative Assistant I Administrative Aide III Administrative Aide II
TOTAL :			1 hour & 35 minutes	



3.) Technical Assistance - Hardware Repair (Highly Technical)

Hardware repair is the process of identifying, troubleshooting and resolving problems/issues on hardware such as desktop, laptops, servers and printers.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Highly Technical
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form Purchase Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Phone call/walk-in for technical assistance	1.1) Prepare service request form/interview client	None	15 minutes	Administrative Assistant I Administrative Aide III
	1.2) Sign form & delegate service request		5 seconds	Administrative Aide II
	1.3) Identify problem/ issues		10 minutes	IT Officer II
	1.4) Pull out of hardware & bring to ITSD office		10 minutes	Administrative Assistant I Administrative Aide III
	1.5) Disassemble, clean, test defective part (needed parts for replacement & purchase)		1 hour	Administrative Aide II
				Administrative Assistant I Administrative Aide III Administrative Aide II

2. Sign on purchase request form and bring to GSD office	2.1) Provide purchase request form to client for their signature and wait for item to be purchase and delivered	None	20 days	Administrative Assistant I Administrative Aide III Administrative Aide II GSD
3. Provide purchased parts	3.1) Repair, replace defective parts & test hardware	None	2 days	Administrative Assistant I Administrative Aide III Administrative Aide II
4. Sign on service request form	4.1) Fill in service request form 4.2) Provide one copy of service request form to client	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
TOTAL :			22 days, 1 hour & 40 minutes	

4.) Technical Assistance - Network Repair

Network repair is a process used to identify, diagnose and resolve problems and issues within a computer network.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Phone call for technical assistance	1.1) Prepare service request form/ interview client	None	15 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	1.2) Sign form & delegate service request		5 seconds	
	1.3) Restart computer, reset internet modem, router & network		15 minutes	IT Officer II
	1.4) Test network connection		5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
				Administrative Assistant I Administrative Aide III Administrative Aide II
2. Sign on service request form	2.1) Fill in service request form	None	5 minutes	Administrative Assistant I Administrative Aide III Administrative Aide II
	2.2) Provide one copy of service request form to client			
TOTAL :			40 minutes	

5.) Technical Assistance - Installation of Hardware & Software

Installation refers to the particular configuration of a software or hardware.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Phone call for technical assistance	1.1) Prepare service request form/interview client	None	5 minutes	Administrative Assistant I Administrative Aide III
	1.2) Sign form & delegate service request		5 seconds	Administrative Aide II
	1.3) Install and deploy hardware & needed applications		45 minutes	IT Officer II
				Administrative Assistant I Administrative Aide III Administrative Aide II
2. Sign on service request form	2.1) Fill in service request form	None	5 minutes	Administrative Assistant I Administrative Aide III
	2.2) Provide one copy of service request form to client			Administrative Aide II
TOTAL :			55 minutes	

6.) Graphic Design and Printing

Graphic Design is the process of creating and designing overall layout for certificates, logo, brochures, tarpaulins and other types of printouts.

Office or Division:	City Mayor's Office - Information Technology Services Division
Classification:	Simple
Types of Transaction:	G2G - Government to Government
Who may avail:	Batangas City Government Offices

Checklist of Requirements		Where to Secure		
Layout details		Client		
Flash drive		Client		
Service Request Form		ITSD Front Desk		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible



1. Provide layout details	1.1)Receive/ interview client about layout details	None	30 minutes	Administrative Aide II
	1.2) Layout and design		2 hours	Administrative Aide II
	1.3) Approve design		20 minutes	IT Officer II
	1.4) Present to client (print layout or send thru email if needed)		10 minutes	Administrative Aide II
2. Provide flash drive	2.1) Copy file to flash drive	None	5 minutes	Administrative Aide II
3. Sign on service request form	3.1) Fill in service request form		5 minutes	Administrative Aide II
	3.2) Provide one copy of service request form to client			
TOTAL :			3 hours	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the client feedback form and drop it at the designated drop box in front desk of the Information Technology Services Division Office</p> <p>Contact info: 402-3403 or email at itsd@batangascity.gov.ph</p>
How feedbacks are processed?	<p>Every Friday, the assigned officer in the front desk opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to IT Officer II and required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then forwarded to the client.</p>



	For inquiries and follow-ups client may contact telephone number 402-3403
How file complaints?	<p>Answer the client complaint form and drop it at the designated drop box in front desk of the Information Technology Services Division Office</p> <p>Complaints can also be filed thru telephone and provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups client may contact telephone number 402-3403</p>
How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation the Complaints Officer shall be discuss to IT Officer II to come up with a decision.</p> <p>A report will be made and discuss with the complainant.</p> <p>For inquiries and follow-ups client may contact telephone number 402-3403</p>

Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>
Contact Information of ITSD	<p>For inquiries and follow-ups client may contact telephone number 402-3403 email itsd@batangacity.gov.ph</p>



Sangguniang Panlungsod



EXTERNAL SERVICE

1. REQUEST FOR PUBLIC DOCUMENT

Request for Copies of Ordinances, Resolutions, Minutes, Journals of Public/Committee Hearings

Office or Division:	SANGGUNIANG PANLUNGSOD
Classification:	G2G; G2B, G2C
Types of Transaction:	SIMPLE TRANSACTION
Who may avail:	BRGY. OFFICIALS, MEDIA, COMMERCIAL ESTABLISHMENTS/ BUSINESS ENTITY, STUDENTS and OTHER GOV'T OFFICES

Checklist of Requirements		Where to Secure		
1. Duly-Accomplished Reference Service Request Form		Public Assistance Desk (Lobby - Sangguniang Panlungsod of Batangas Building)		
2. Valid Identification Card (Original and Photocopy)		NONE		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the PAD (Public Assistance Desk)	1.1. Ask for the clients concern	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	1.2. Issue a Reference Service Request to be duly accomplished by the client	NONE	1 minute	
	1.3. Direct the client to the Office of concerned Officer / Division	NONE	1 minute	
2. Proceed to the office of the Officer /Division Concerned	2.1. Welcome and receive the client	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.2. Ask for a valid ID and the duly-accomplished Reference Service Request Form together	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.3. Search and retrieve the requested file	NONE	3 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.4. Hand the requested document to the client for reproduction to the nearest photocopy center and to be returned within an hour or less	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III



3. Return the original copy to the Records Division	3.1. Accept the returned file, ensure that there is no missing pages prior to signing the logbook and returning valid ID	NONE	2 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
Total:			11 minutes	

EXTERNAL SERVICE

2. REQUEST FOR PUBLIC DOCUMENT

Request for Authenticated or Certified True Copy of Ordinances, Resolutions, Minutes and Journals of Public/Committee Hearings

Office or Division:	SANGGUNIANG PANLUNGSOD
Classification:	G2G; G2B, G2C
Types of Transaction:	SIMPLE TRANSACTION
Who may avail:	BRGY. OFFICIALS, MEDIA, COMMERCIAL ESTABLISHMENTS/ BUSINESS ENTITY, STUDENTS and OTHER GOV'T OFFICES

Checklist of Requirements		Where to Secure		
1. Duly-Accomplished Reference Service Request Form		Public Assistance Desk (Lobby - Sangguniang Panlungsod of Batangas Building)		
2. Valid Identification Card (Original and Photocopy)		NONE		
3. Official Receipt from the City Treasurers Office (CTO)		BPOSS (People's Quadrangle)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Approach the PAD (Public Assistance Desk)	1.1. Ask for the clients concern	NONE	1 minute	PAD (Officer of the Day)
	1.2. Issue a Reference Service Request to be duly accomplished by the client	NONE	1 minute	
	1.3. Direct the client to the Office of concerned Officer / Division	NONE	1 minute	
2. Go to the Office of the Officer/Division Concerned	2.1. Welcome and receive the client	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III



	2.2. Ask for a valid ID and the duly-accomplished Reference Service Request Form together	NONE	1 minute	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.3. Search and retrieve the requested file	NONE	3 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
	2.4. Issue computation and instruct the client to pay the corresponding certification fee at the Treasurer's office and come back with an Official Receipt	Fifty Pesos per page (P50/page)	2 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
3. Proceed to the City Treasurer's Office (CTO - Cashier at BPOSS)	NONE	NONE	NONE	Revenue Collection Clerk (CTO)
4. Pay the corresponding fee.	NONE	NONE	NONE	Revenue Collection Clerk (CTO)
5. Present the Official Receipt to the SP Records Div.	5.1. Release the certified documents and sign the logbook.	NONE	2 minutes	Supervising Admin. Officer Admin. Officer IV Admin. Officer III
Total:			12 minutes	

EXTERNAL
SERVICE

3. REQUEST FOR APPOINTMENT / SCHEDULE OF COMMITTEE/PUBLIC HEARING/REGULAR SESSION

Request for a scheduled appointment to attend a particular Committee/Public Hearing/Regular Session

Office or Division:	SANGGUNIANG PANLUNGSOD
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Classification:	G2G; G2B, G2C
Types of Transaction:	SIMPLE TRANSACTION
Who may avail:	BRGY. OFFICIALS, MEDIA, COMMERCIAL ESTABLISHMENTS/ BUSINESS ENTITY, STUDENTS and OTHER GOV'T OFFICES

Checklist of Requirements	Where to Secure
NONE	NONE

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Through phone call: Call telephone no. 722-0304 or 722-1832 and ask for assistance to schedule an appointment to Vice Mayor/Co uncilor	1.1. Answer the call, greet the client and ask for the client's concern/inquiry	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	1.2. Answer the client's queries	NONE	1 minute	
2. Through phone call: Call telephone no. 722-0304 or 722-1832 and inquire the contact number you want to know	2.1. Answer the call, greet the client and ask for the client's concern/inquiry	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	2.2. Look on the list and give the information/contact number needed by the client	NONE	1 minute	
3. Through phone call: Call telephone no. 722-0304 or 722-1832	3.1. Answer the call, greet the client and ask for the client's concern/inquiry	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	3.2. Answer the clients queries	NONE	1 minute	



and inquire the schedule of hearings				
4. Through personal appearance: Approach the PAD and ask for assistance.	4.1. Welcome and receive the client; ask for the client's concern	NONE	1 minute	Admin. Assistant V Admin. Assistant I Admin. Aide IV
	4.2. Provide assistance as needed	NONE	1 minute	
Total:			8 minutes	



City Prosecutor's Office



CITIZEN'S CHARTER

I. Mandate:

The Department of Justice (DOJ) derives its mandate primarily from the Administrative Code of 1987 (Executive Order No. 292). It carries out this mandate through the Department Proper and the Department's attached agencies under the direct control and supervision of the Secretary of Justice.

Under Executive Order (EO) 292, the DOJ is the government's principal law agency. As such, the DOJ serves as the government's prosecution arm and administers the government's criminal justice system by investigating crimes, prosecuting offenders and overseeing the correctional system.

The DOJ, through its offices and constituent/attached agencies, is also the government's legal counsel and representative in litigations and proceedings requiring the services of a lawyer; implements the Philippines' laws on the admission and stay of aliens within its territory; and provides free legal services to indigent and other qualified citizens.

II. Vision:

A just and peaceful society anchored on the principles of transparency, accountability, fairness and truth

III. Mission:

Effective, efficient and equitable administration of Justice

IV. Service Pledge:

We undertake to provide every person equal access to justice, to faithfully safeguard constitutional rights and ensure that no one is deprived of due process of law.

Our commitment is to advocate for reforms in partnership with our stakeholders, to simplify processes and to re-engineer systems to best serve our constituents.

We shall work with honor and integrity for the institution, for God and Country.

V. LIST OF SERVICES

Receiving Criminal Complaints for Preliminary Investigation

Receiving Criminal Complaints for Inquest Proceedings

Provision of Prosecutor’s Clearance

Provision of Prosecutor’s Certification

of Case Status and Certified Copy of Documents

1. Receiving Criminal Complaints for Preliminary Investigation

A preliminary investigation is an inquiry or proceeding to determine whether there is a sufficient ground to engender a well-founded belief that a crime has been committed and the respondent is probably guilty thereof and should be held for trial.

Office or Division:	Office of the City Prosecutor, Batangas City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Complaint-affidavit/sworn-statement of private complainant/victim.	7	Complainant
2. Affidavit/sworn-statement of witness/es.	7	Witness/es
3. Supporting Documents.	5	
a. Certificate to File Action (for offenses covered by the Katarungang Pambarangay)	4	Barangay Hall
b. Medical Certificate (for frustrated or attempted homicide, murder, parricide, and physical injuries cases)	4	Any government or private hospital



c. Police Investigation Report	4	PNP
d. Police Sketches (for vehicular collision case)	4	PNP
e. Photographs (for vehicular collision case)	4	PNP, CIDG, NBI
f. Inventory/List of articles/items subject of the offense with their respective values (for theft, robbery, Anti-Piracy and Anti-Highway Robbery, and Anti-Fencing Law cases)	4	PNP, CIDG, NBI
g. Gambling paraphernalia or its photograph, if any, item/cash money (bet/wager) (for illegal gambling case)	4	PNP, CIDG, NBI
h. Certification (for Anti-Car Napping Law case)	4	Land Transportation Office
i. Certification (for illegal possession of firearms, ammunitions and explosives cases)	4	Firearms and Explosives Office
j. Certification of Non-Licensee or Non-Holder of Authority (for illegal recruitment case)	4	Philippine Overseas Employment Administration
k. Chemistry Report/Laboratory examination report signed by forensic chemist (for Dangerous Drugs Law/ Comprehensive Dangerous Drugs Act cases)	4	PNP Crime Lab
l. Death Certificate (for parricide, murder, homicide cases)	4	Local Civil Registrar's Office
m. Authority to File Complaint (for violation of the Tariff and Customs Laws or National Internal Revenue	4	Bureau of Custom / Bureau of Internal Revenue



Code, respectively)		
n. Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender (for minor victim/offender)	4	Local Civil Registrar's Office
o. Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act", in cases where the offender is 15 years old and below 18 years old)	4	City Social Welfare and Development Office
4. Investigation Data Form	4	Office of the City Prosecutor

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Submit the documentary requirements properly arranged and labeled.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If incomplete, return all documents.	None	5 minutes	Records Officer
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complainant/witness (es) affidavit/s	None	5 minutes	Records Officer

3. Certify under oath the information contained in the IDF and complaint/witness(es) affidavits	Administer the oath	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp "Received" with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Records Officer
5. Assigning of NPS Docket Number.	Write or stamp the assigned NPS docket number on the IDF.		5 minutes	Records Officer
6. Recording in the Logbook	Record the complaint in the appropriate logbook and electronic database, if any.		5 minutes	Records Officer
TOTAL:			35 minutes	

2. Receiving Criminal Complaints for Inquest Proceedings

An inquest proceeding is an informal and summary investigation conducted by a public prosecutor in criminal cases involving persons arrested and detained without the benefit of warrant of arrest issued by the Court for the purpose of determining whether or not these persons should remain under the custody and correspondingly be changed in Court.

Office or Division:	Office of the City Prosecutor, Batangas City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF DOCUMENTARY REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Affidavit of Arrest/Apprehension.	7	PNP, CIDG, NBI, PDEA



2. Investigation Report.	7	PNP, CIDG, NBI, PDEA
3. Affidavit of complainant and witness/es.	7	Complainant and Witness/es
4. Supporting Documents		
a. Murder, Homicide and Parricide		
<ul style="list-style-type: none"> • Certified true/ machine copy of death certificate of the victim 	4	Local Civil Registrar's Office
<ul style="list-style-type: none"> • Autopsy report and the certificate of post-mortem examination, if already available 	4	NBI
<ul style="list-style-type: none"> • Marriage certificate (for parricide case) 	4	Local Civil Registrar's Office
b. Frustrated or Attempted Homicide, Murder, Parricide and Physical Injuries		
<ul style="list-style-type: none"> • Medical certificate of the complaining witness/victim showing the nature and extent of the injury and duration of healing 	4	Any government or private hospital
<ul style="list-style-type: none"> • Certification or statement as to duration of the treatment or medical attendance 	4	Any government or private hospital
<ul style="list-style-type: none"> • Certification or statement as to duration of incapacity for work 	4	Any government or private hospital
<ul style="list-style-type: none"> • Marriage certificate (in frustrated or attempted murder parricide cases) 	4	Local Civil Registrar's Office
c. Violation of the Dangerous Drugs Law/Comprehensive Dangerous Drugs Act of 2002 (RA 9165)		
<ul style="list-style-type: none"> • Chemistry report or certificate of laboratory examination duly signed by the forensic chemist, or if unavailable, field test results on the seized drug as attested to by a PNP Narcotics Command operative or other competent person 	4	PNP Crime Lab
<ul style="list-style-type: none"> • Machine copy or photograph of the buy-bust money, if available 	4	PNP, CIDG, NBI, PDEA
d. Theft and Robbery, Violation of the Anti-Piracy and Anti-Highway Robbery Law (PD 532) and Violation of the Anti-Fencing Law (PD 1612)		
<ul style="list-style-type: none"> • A list/inventory of the articles and items subject of offense 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> • Statement of their respective values 	4	PNP, CIDG, NBI
e. Rape, Seduction, and Forcible Abduction with Rape		



<ul style="list-style-type: none"> The medico-legal report (living case report) if the victim submitted herself for medical or physical examination 	4	Any government or private hospital
f. Violation of the Anti-Carnapping Law (RA 6539)		
<ul style="list-style-type: none"> Machine copy of the certificate of motor vehicle registration 	4	Land Transportation Office
<ul style="list-style-type: none"> Machine copy of the current official receipt of payment of the registration fees of the subject motor vehicle 	4	Land Transportation Office
<ul style="list-style-type: none"> Photograph of the motor vehicle, if readily available 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Certification 	4	Traffic Management Group/ Land Transportation Office
<ul style="list-style-type: none"> Other evidence of ownership 	4	Land Transportation Office
g. Violation of the Anti-Cattle Rustling Law (PD 533)		
<ul style="list-style-type: none"> Machine copy of the cattle certificate of registration 	4	Department of Agriculture
<ul style="list-style-type: none"> Photograph of the cattle, if readily available 	4	PNP, CIDG, NBI
h. Violation of Illegal Gambling Law (PD 1602)		
<ul style="list-style-type: none"> Gambling paraphernalia 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Photograph of the gambling paraphernalia, if any 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Cash money, if any 	4	PNP, CIDG, NBI
i. Illegal Possession of Firearms, Ammunitions and Explosive (PD 1866, as amended by RA 8294)		
<ul style="list-style-type: none"> Chemistry report duly signed by the forensic chemist 	4	PNP Crime Lab
<ul style="list-style-type: none"> Photograph of the explosive, if readily available 	4	Firearms and Explosives Office
j. Violation of the Fisheries Law (PD 704)		
<ul style="list-style-type: none"> Photograph of the confiscated fish, if readily available 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Photograph of fishing paraphernalia, if any 	4	PNP, CIDG, NBI
<ul style="list-style-type: none"> Certification 	4	Bureau of Fisheries and Aquatic Resources
k. Violation of RA 9262 (VAWC)		
<ul style="list-style-type: none"> Marriage Contract/Certificate, or affidavit/evidence of “dating relationship”, if applicable 	4	Local Civil Registrar’s Office



<ul style="list-style-type: none"> Barangay protection order , if any 	4	Barangay Hall
I. Where the victim/offender is a minor:		
<ul style="list-style-type: none"> Birth Certificate; or dental chart accompanied by the certificate of the dentist; or affidavit of any of the parent/disinterested person stating the age and date of birth of the victim/offender 	4	Local Civil Registrar’s Office
<ul style="list-style-type: none"> Certificate of discernment (for cases covered by R.A. 9344 "the Juvenile Justice and Welfare Act" 	4	City Social Welfare and Development Office
5. Investigation Data Form duly accomplished and certified under oath by the law enforcer or citizen effecting the arrest	4	Office of the City Prosecutor

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. The law enforcer submits the documentary requirements properly arranged and labeled.	Check the documents. If complete, require the complainant to fill-up the Investigation Data Form (IDF). If no Affidavit of Arrest and IDF, return all documents.	None	5 minutes	Records Officer
2. Fill-out and submit the IDF.	Check the completeness of data in the IDF and require the complainant to subscribe/ certify under oath the IDF and the complaint/witness (es) affidavit/s.	None	5 minutes	Records Officer
3. Certify under oath the information contained in the IDF and complaint/witness (es) affidavits.	Administer the oath.	None	10 minutes	Prosecutor on-duty
4. Submit to the receiving staff.	Stamp “Received” with name of office, date, time, name and signature of receiving staff.	None	5 minutes	Records Officer
	Write or stamp the assigned NPS docket number on the IDF.	None	5 minutes	Records Officer
	Record the complaint in the appropriate logbook and electronic database, if any.	None	5 minutes	Records Officer
TOTAL:			35 minutes	

3. Provision of Prosecutor’s Clearance



A Prosecutor’s Clearance is a document issued to an individual who needs the same for the purpose of local employment or foreign employment, foreign travel, firearm license, permit to carry firearms, and retirements. This basically assures that an individual has no pending case/s.

Office or Division:	Office of the City Prosecutor, Batangas City		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS			
Document	No. of Copies	Where to Secure	
1. Request Form or documents with case information	1	Office of the City Prosecutor	
2. Valid government-issued identification card with photo	1	GSIS, SSS, PAG-IBIG, BIR, DFA, Philippine Postal Corporation, Office for Senior Citizen Affairs	

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible
1. Fill-out and submit the request form together with ID to the Officer of the Day for initial assessment.	Check the documentary requirements for completeness.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Verify the status of the case.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Processing of the request	None	10 minutes	
2. Pay the required fees to the Collection Officer. * Make sure to secure Official Receipt (OR) that will be issued upon payment.	Accept the payment based on <ul style="list-style-type: none"> • For Firearm License PHP 1,000 • For Permit to Carry 500 • For Business Permit 300 • For Foreign Travel 100 • For Retirement/Resignation 100 	1,000 500 300 200 100 100 50	5 minutes	Collection Officer / Admin. Asst. V



	<ul style="list-style-type: none"> • For Foreign Employment 100 • For Local Employment 50 			
	Issue the Official Receipt.	None	5 minutes	
3. Present the OR to the Receiving Staff / Officer of the Day.	Check the Official Receipt and process the request.		5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Issue the Certificate to the client.		5 minutes	
Total:			40 minutes	

4. Provision of Prosecutor's Certification of Case Status and Certified Copy of Documents

A copy of a primary/original document that has been certified to prove that such is the true copy of the original document.

Office or Division:	Office of the City Prosecutor, Batangas City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	All

CHECKLIST OF REQUIREMENTS		
Document	No. of Copies	Where to Secure
1. Request Form or documents with case information	1	Office of the City Prosecutor
2. Valid government-issued identification card with photo	1	GSIS, SSS, PAG-IBIG, BIR, DFA, Philippine Postal Corporation, Office for Senior Citizen Affairs

PROCEDURES				
Client Steps	Agency Actions	Fees to be Paid	Processing Time	Person Responsible



1. Fill-out and submit the request form together with ID to the Receiving Staff / Officer of the Day for initial assessment.	Check the documentary requirements for completeness.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Verify the status of the case.	None	10 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Start processing the request	None	10, minutes	
2. Pay the required fees to the Collections Officer. * Make sure to secure Official Receipt that will be issued upon payment.	Accept the payment. • For first three (3) pages copy of documents • Succeeding pages (per page)	75 2	5 minutes	Collection Officer / Admin Asst. V
	Issue the Official Receipt.	None	5 minutes	
3. Return to the Receiving Staff / Officer of the Day for the processing and release of certification.	Check the Official Receipt.	None	5 minutes	Receiving Staff / Admin. Aide III, Admin. Aide IV & Admin Asst. V
	Issue the Certificate to the client.	None	5 minutes	
TOTAL:			45 minutes	

VI. FEEDBACK AND COMPLAINTS MECHANISMS

Client Step		Agency Action	Person/Office Responsible
Frontline Service	Contact Information		
A. Feedback			
1. How to file a feedback?			
a. Accomplish the Client's Feedback Form at the Frontline Service	a. Type DOJ website and click Feedback Form: www.doj.gov.ph/citizen_charter_version_3.html		
b. Drop the accomplished Client's Feedback Form into the designated drop box at the Public Assistance and Complaints Desk	b. Answer the feedback form and click "Submit Feedback Form."	a. Compiles the Client's Feedback Form and submit to the head of office.	Administrative Officer



(PACD)/Frontline Service			
2. How feedback is processed?			
		b. Tabulate, summarize and evaluate the feedback forms using appropriate statistical tools.	Administrative Officer
		c. Submit the report to the head of office for appropriate action copy furnished the Quality Management Representative (QMR) for reference. * Feedback requiring answers are forwarded to the relevant offices within 3 days upon receipt of the feedback for explanation.	Administrative Officer
		d. Relay the answer to the client.	Administrative Officer

B. Complaint

1. How to file a complaint?			
a. Go to Public Assistance and Complaint Desk (PACD) and submit/report the complaint in writing/verbal with the following information:	a. Contact the following information:	a. Receive and record the complaint in the logbook.	Administrative Officer/ PACD
<ul style="list-style-type: none"> ▪ Full name, address, and contact details of the complainant ▪ Details of the act complained of ▪ Person(s) charged, ▪ Name of agency of the person(s) 	<ul style="list-style-type: none"> • Head of the City Prosecution Office • ARTA – omplaints@arta.gov.ph 1-ARTA (2782) • Presidential Complaints Center - 8888 • CSC Contact Center ng Bayan – 09085-881-6565 		



charged, if applicable, and ▪ Evidence of such violation.			
2. How complaints are processed?			
		a. Evaluate the complaint.	Administrative Officer
		b. Submit / transmit the complaint to the relevant office/unit for explanation.	Administrative Officer
		c. Submit the report to the head of office for appropriate action.	Administrative Officer
		d. Send the feedback of the head of office to the client.	City Prosecutor



Office of the City Accountant



I. VISION

The Office of the City Accountant envisioned an efficient internal control system geared toward the safeguard of assets and the achievement of well – cost benefits and is committed to provide timely and relevant information concerning past operations and present conditions to provide a basis for guidance of future operations. Furthermore, we as service-oriented public servants shall keep abreast with all developments in accounting and general awareness in public administration with employees of high professionalism, integrity, competence and open for personal growth.

II. MISSION

We, at the Office of the City Accountant, shall perform activities directed towards a progressive and globally competitive industrializing city through efficient and effective fiscal administration, protection of public funds and installation of strong internal control system and live up with the values of professionalism for the betterment of service.

III. MANDATE

Protection of public funds and installation of strong internal control

IV. SERVICE PLEDGE

1. To establish good governance in the execution of office function.
2. To protect and safeguard the assets of the government, ensure the accuracy and reliability of accounting data & promote operational efficiency.
3. To ensure fast, complete and valid processing of government transactions.
4. To render an accurate and timely financial reports for transparency and effective decision making.
5. To apprise the Chief Executive and the legislative regarding financial status of the City.



1. ISSUANCE OF CLEARANCE TO BARANGAY OFFICIALS

Barangay Officials secure clearance upon separation from the service

Office or Division:	Office of the City Accountant – Barangay Accounting Division
Classification:	Simple
Types of Transaction:	G2C - Government to Client
Who may avail:	Barangay Officials

Checklist of Requirements		Where to Secure		
Clearance Form		City Mayor’s Office – Community Affairs Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present Clearance	1.1. Verify unliquidated cash advances and other accountabilities	None	5 min	Administrative Officer IV Administrative Assistant III Administrative Assistant II Administrative Aide VI
		None	1min	City Accountant
	1.2. Initial prior signature of City Accountant			
2. Receive signed clearance	2.1 Issue Clearance to Barangay Officials			



	TOTAL		6 min	
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2.ISSUANCE OF CERTIFICATE OF GROSS RECEIPTS / CERTIFICATE OF NO TRANSACTION

Suppliers and Contractors secure certificate of gross receipts / certificate of no transaction as the basis for renewal of business permit

Office or Division:	Office of the City Accountant – Administrative Division
Classification:	Simple
Types of Transaction:	Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements		Where to Secure		
Filled up request form		Office of the City Accountant - Administrative Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit letter of request or fill-up request form	1.1. Retrieve Supplier's Records and Prepare Certificate	None	26 min	Administrative Officer II
2.Receive signed certificate	2.1. Certify correctness and signed certificate	None	2 min	City Accountant
	TOTAL		28 min	

3.PROCESSING OF UTILITY BILLS

Checking and verification of supporting documents for all Utility Bills against the funds of the City Government



Office or Division:	Office of the City Accountant – Pre Audit Division
Classification:	Simple to Complex
Types of Transaction:	G2C - Government to Client
Who may avail:	Government Suppliers/Contractors and Constituency

Checklist of Requirements		Where to Secure		
Disbursement Vouchers with Supporting documents		Office of the City Accountant – Pre Audit Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present vouchers to the Pre - Audit Division	1.1. Check and encode the claimant and type of claim	None	3 min	Administrative Aide II
	1.2. Check authenticity of documents. Compute withholding tax.	None	5 min	Administrative Officer IV Administrative Officer II
	1.3. Pre-Audit and counter check	None	2 min	Administrative Officer IV
	1.4. Final review and initial prior to signature of City Accountant	None	2 min	Supervising Administrative Officer
	1.5. Prepare BIR Form 2306 / 2307	None	3 min	Administrative Assistant III

	1.6. Sign Voucher			City Accountant
	1.7. Encode disbursement voucher for release	None	2` min	Administrative Aide II
	1.8. Record and Detach File Copy	None	2 min	Administrative Aide II
	TOTAL		19 min	

4. PROCESSING OF FINANCIAL ASSISTANCE

Checking and verification of supporting documents for all financial assistance claims against the funds of the City Government

Office or Division:	Office of the City Accountant – Pre Audit Division
Classification:	Simple to Complex
Types of Transaction:	G2C - Government to Client
Who may avail:	Government Employees / Constituency

Checklist of Requirements		Where to Secure		
Voucher with complete requirements		Office of the City Accountant – Pre Audit Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present vouchers to the Pre - Audit Division	1.1. Check and encode claimant and type of claim for proper tracking l	None	2 min	Administrative Aide II
	1.2. Check authenticity of	None	5 min	Administrative

	documents.			Officer IV Administrative Officer II
	1.3. Counter-check and initial prior signature of City Accountant	None	2 min	Supervising Administrative Officer
	1.4. Sign Voucher	None	3 min	City Accountant
	1.5. Encode disbursement voucher and release	None	2 min	Administrative Officer II
	1.6. Record and detach file copy	None	2 min	Administrative Aide II
	TOTAL		16 min	

5.PROCESSING OF PAYROLLS

Checking and verification of supporting documents for all payrolls of the government employees

Office or Division:	Office of the City Accountant – Pre Audit Division
Classification:	Simple to Complex
Types of Transaction:	Government to Client
Who may avail:	Government Employees

Checklist of Requirements		Where to Secure		
Disbursement Vouchers/Payrolls with supporting documents		Office of the City Accountant – Pre Audit Division		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present vouchers to the Pre - Audit Division	1.1. Check claimant and type of claim for proper tracking	None	2 min	Administrative Aide II



	1.2. Check authenticity & validity of documents	None	5 min	Administrative Officer IV Administrative Officer II
	1.3. Pre-Audit and counter check	None	2 min	Administrative Officer IV
	1.4. Initial prior to signature of City Accountant	None	2 min	Supervising Administrative Officer
	1.5. Sign Payroll	None	3 min	City Accountant
	1.6. Record and release	None	2 min	Administrative Aide II
	1.7. Record and detach file	None	2 min	Administrative Aide II
	TOTAL		18 min	

Feedback and Suggestion

FEEDBACK AND SUGGESTION MECHANISM



<p>How to send feedback and suggestions?</p>	<p>Answer the client feedback /suggestion form and drop it at the designated drop box in front of the Office of the City Accountant or email at batangascitypreaudit@gmail.com</p> <p>Contact info: (043) 723-3620/batangascitypreaudit@gmail.com</p>
<p>How feedback and suggestion is processed?</p>	<p>Every Friday, the officer in charge opens the drop Box and compiles and records all feedback / suggestions submitted.</p> <p>The answer of the office is then relayed to the client.</p> <p>The client will be advised to contact Ms. Emelita Austria at (043) 723 – 3620, for any concern.</p>
<p>Contact Information of the Office of the City Accountant</p>	<p>(043) 723-3620 / batangascitypreaudit@gmail.com</p>





BUSINESS PERMITS & LICENSING OFFICE



I. Mandate:

- a. The Business Permits & Licensing Office is the lead city office that issues permits and licenses.

II. Vision:

- a. Providing total quality service in a professional manner and business-friendly environment to people seeking permits.

III. Mission:

- a. To efficiently serve the people applying for permits and assist the city government in generating income effectively.

IV. Service Pledge:

We commit to:

To continue our reforms on streamlining business permits and licensing system in the pursuit of promoting a more business-friendly environment.

To provide an electronic Business Permits and Licensing System (eBPLS) through the business-one-stop-shop and capacitate our personnel in order to provide quality service to people seeking permits and other services.

To promote transparency and professionalism in the conduct of inspections by providing our client with a business-friendly inspection system.

To lead and facilitate on various operations from different city departments/offices in coordination with regional and local representatives of National Government Agencies at the BOSS.

To implement BPLO policies strictly and fairly.

V. List of Services

Business Registration (New Applications)

Business Registration (Renewal)

Online Business Registration (New Applications)

Online Business Registration (Renewal)

Appointment System

Application for Permit to Operate as Contractor/
Sub-Contractor and other related activities

Application for Certification of No Business Activity/



Certified Photocopy of Business Permit/Certified
Original Duplicate of Business Permit

Application for Motorcade/Parade/Procession/Fun Run
and other related activities

Application for Mayor’s Clearance

Application for Permit to Operate Privilege Store (Tiangge)

Organizational Chart

VI. Feedback and Complaint

VII. Business Taxes

A. External

1. Business Registration (New Application)

Business Registration of Newly Started Business Establishments is required prior to operation of business in compliance to the Section 5 of Batangas City Revenue Code of 2009.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements		Where to Secure		
Contract of Lease (if Lessee)		Lessor		
Original Market Clearance (if Market Stallholders)		City Market Office		
Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Authorization Letter (if applicant is an employee of the business establishment)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secure queue number for purpose		None	10 seconds	Queuing Machine
1. Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Encodes information; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide I - Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed tax	2.1 Calls the applicant; 2.2 Issues official	Business Tax & other fees dependent on capitalization/	1 Hour	Revenue Collection Clerk-City

and fees Receives Business Permit	receipts; 2.3 Issues business permit and other permits/clearances	Batangas City Revenue Code of 2009 Schedule of Fees		Treasurer's Office for Payment and Administrative Aide I–BPLO for the Issuance of Business Permit and other permits/clearances (Please refer to the Organizational Chart of BPLO on page 16)
	Total:	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	2 Hours	

***Note: Section 6. City Mayor's Permit (b) 2. Total capital investment on the business - Batangas City Revenue Code of 2009**

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

2. Business Registration (Renewal)

Renewal of existing business is required to continue the operation for the ensuing calendar year.

Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Original Barangay Clearance	Integrated at the BOSS
Original Market Clearance (if Market Stallholders)	City Market Office

Income Tax Return/Certification of Gross Receipts (for businesses that have main offices located elsewhere)		Bureau of Internal Revenue (BIR)		
Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Authorization Letter (if applicant is an employee of the business establishment)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Submits requirements and provides information	1.1 Calls the applicant; 1.2 Checks requirements; 1.3 Validates identity and compliance; 1.4 Requests applicant to validate information and affix signature; [Backroom Operations]	None	1 Hour	Administrative Aide I - Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed tax and fees Receives Business Permit	2.1 Calls the applicant; 2.2 Issues official receipts; 2.3 Issues business permit and other permits/clearances	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	1 Hour	Revenue Collection Clerk/City Treasurer's Office for Payment and Administrative Aide I– BPLO for the Issuance of Business Permit and other permits/clearances(Please refer to the Organizational Chart of BPLO on page 16)



Total:	Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	2 Hours	
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**Note: Section 6. City Mayor’s Permit (b) 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

3. Online Business Registration (New Applications)

Business Registration of Newly Started Business Establishments is required prior to operation of business in compliance to the Section 5 of Batangas City Revenue Code of 2009.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Contract of Lease (if Lessee)	Lessor
Original Market Clearance (if Market Stallholders)	City Market Office
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangas-city.gov.ph/BatangasOnlineServices/login and see attached Step-by-step process.	The application is automatically reflected at the eBOSS system.	Business Tax & other fees dependent on capitalization/ Batangas City Revenue	15 minutes based on BPLO simulation activity (Dependent on the client, internet signal, etc.)	Licensing Officer III – BPLO (Please refer to the Organizational Chart of BPLO on page 16)

		Code of 2009 Schedule of Fees		
	Total:	Business Tax & other fees dependent on capitalizat ion/Batan gas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity	

**Note: Section 6. City Mayor’s Permit (b) 2. Total capital investment on the business - Batangas City Revenue Code of 2009*

4. Online Business Registration (Renewal)

Renewal of existing business is required to continue the operation for the ensuing calendar year.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Checklist of Requirements	Where to Secure
Original Barangay Clearance	Integrated at the BOSS
Original Market Clearance (if Market Stallholders)	City Market Office
Income Tax Return/Certification of Gross Receipts (for businesses that have main offices located elsewhere)	Bureau of Internal Revenue (BIR)
Original Special Power of Attorney (if applicant is not connected to the owner of the business)	Business Owner
Authorization Letter (if applicant is an employee of the business establishment)	Business Owner

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangascity.gov.ph/Batangas/OnlineServices/login and see attached Step-by-step process.	The application is automatically reflected at the eBOSS system.	Business Tax & other fees dependent on capitalization/ Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity (Dependent on the client, internet signal, etc.)	Licensing Officer III – BPLO (Please refer to the Organizational Chart of BPLO on page 16)
Total:		Business Tax & other fees dependent on gross sales/Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes based on BPLO simulation activity	

**Note: Section 6. City Mayor’s Permit (b) 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009*

5. Online Appointment System

Online appointment allows clients to schedule their business registration (i.e. Business Renewal, New Business, Retirement and other transactions, etc.) through web-based s

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2B - Government to Business Owners
Who may avail:	Business Owners

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Click https://business.batangascity.gov.ph/Batangas/	1.1 Application of appointment	None	2 minutes based on BPLO	Licensing Officer III – BPLO (Please refer to the Organizational

<i>Online Services/login</i> and see attached Step-by-step process.	It is automatically reflected at the system 1.2 BPLO staff will accommodate the applicants.		simulation activity (Dependent on the client, internet signal, etc.)	Chart of BPLO on page 16)
Total:		None	2 minutes based on BPLO simulation activity	

6. Application for Permit to Operate as Contractor/Sub-Contractor and other related activities

A Special Permit is required to all Contractor/Sub-Contractor and other related activities prior to operation.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office		
Classification:	Simple		
Types of Transaction:	G2B - Government to Business Owners		
Who may avail:	Business Owners/Contractors/Sub-Contractors		
Checklist of Requirements		Where to Secure	
Original Barangay Clearance for Business		Integrated at the BOSS	
DTI Registration for Single Proprietorship or Original SEC Registration for Corporation and Partnership		DTI or Securities and Exchange Commission (SEC) Office	

Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Authorization Letter (if applicant is an employee of the business establishment)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Check requirements 1.3 Validates identity 1.4 Requests applicant to validate information and affix signature 1.5 Provides queue number	None	45 minutes	Administrative Aide I - Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed tax and fees and claims the special permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases the permit/clearances	Dependent on capitalization/gross sales and other fees per Batangas City Revenue Code of 2009 Schedule of Fees	15 minutes	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO on page 16)
Total:		Dependent on capitalization/gross sales and other fees per Batangas City Revenue	1 hour	



	Code of 2009 Schedule of Fees		
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**Note:Section 6. City Mayor's Permit (b) 3. Total gross receipts during the preceding year and such other pertinent data which may from time to time be required - Batangas City Revenue Code of 2009*

For business taxes and other fees, Batangas City Revenue Code of 2009 is available at the Public Assistance and Complaint Desk located at the BOSS

7. Application for Certification of No Business Activity/Certified Photocopy of Business Permit/Certified Original Duplicate of Business Permit

A certification issued to and requested by business owners/clients for legal purposes only.

Office or Division:	City Mayor's Office - Business Permits and Licensing Office			
Classification:	Simple			
Types of Transaction:	G2B - Government to Business Owners			
Who may avail:	Business Owners/Authorized Representative			
Checklist of Requirements		Where to Secure		
Business Transaction Form		BPLO Receiving Counter		
Original Special Power of Attorney (if applicant is not connected to the owner of the business)		Business Owner		
Authorization Letter (if applicant is an employee of the business establishment)		Business Owner		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Checks requirements 1.3 Validates identity 1.4 Provides queue number	None	15 minutes	Administrative Aide I - Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed fees and claims certification/ certified photocopy or certified original duplicate of Business Permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Certification/Permit	Php 80.00	15 minutes	Revenue Collection Clerk-City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO on page 16)
Total:		Php 80.00	30 minutes	

8. Application for Motorcade/Parade/Procession/Fun Run and other related activities

A special permit issued to clients after paying the imposed fee for the certain activity requested.

Office or Division:	City Mayor's Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements	Where to Secure
Letter of Intent Approved by the City Mayor	City Mayor’s Office
TDRO Route Map	Transportation Development Regulatory Office (TDRO)

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the Applicant 1.2 Checks requirements 1.3 Provides queue number	None	15 minutes	Administrative Aide – I Receiving Counter-BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed fees and claims the permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Certification/Permit	Php 500.00	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit(Please refer to the Organizational Chart of BPLO on page 16)
Total:		Php 500.00	30 minutes	

9. Application for Mayor’s Clearance

A Mayor’s Clearance is issued to a bonafide resident primarily for foreign/local employment application and other legal purposes.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
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Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Business Transaction Form		BPLO Receiving Counter		
Original Police/NBI Clearance		Philippine National Police/National Bureau of Investigation		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Check requirements 1.3 Validates identity 1.4 Requests applicant to validate information 1.5 Provides queue number	None	15 minutes	Administrative Aide – I Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed fees and claims the Mayor’s Clearance	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Mayor's Clearance	Php 80.00	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational Chart of BPLO on page 16)
Total:		Php 80.00	30 minutes	

10. Application for Permit to Operate Privilege Store (Tiangge)

A Special Permit is issued to approved applicants authorizing the operation subject to compliance to all the conditions and city ordinances.

Office or Division:	City Mayor’s Office - Business Permits and Licensing Office
Classification:	Simple
Types of Transaction:	G2C - Government to Citizen
Who may avail:	General Public

Checklist of Requirements		Where to Secure		
Letter of Intent Approved by the City Mayor		City Mayor's Office		
Original Barangay Clearance		Integrated at the BOSS		
DTI Registration for Single Proprietorship or SEC Registration for Corporation and Partnership		DTI or Securities and Exchange Commission (SEC) Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Secures queue number for purpose		None	10 seconds	Queuing Machine
1. Provides information	1.1 Calls the applicant 1.2 Checks requirements 1.3 Validates identity 1.4 Provides queue number	None	15 minutes	Administrative Aide I - Receiving Counter – BPLO (Please refer to the Organizational Chart of BPLO on page 16)
2. Pays computed fees and claims the Special Permit	2.1 Calls the applicant to pay fees 2.2 Issues Official Receipt 2.3 Releases Special Permit	Dependent on the number of stalls and duration of the operation (100.00 per day per stall per Batangas City Revenue Code of 2009)	15 minutes	Revenue Collection Clerk - City Treasurer's Office for Payment and Administrative Aide I - BPLO for the Issuance of Special Permit (Please refer to the Organizational

				Chart of BPLO on page 16)
	Total:	Dependent on the number of stalls and duration of the operation (100.00 per day per stall per Batangas City Revenue Code of 2009)	30 minutes	

Organizational Chart



VI. FEEDBACK AND COMPLAINT

How to send feedback	<p>Fill-out Client Satisfaction Measurement Form found at the BPLO waiting area and drop it in the Drop Box. (<i>Click here for the Client Satisfaction Measurement form: Questionnaire Client Satisfaction-English-BPLO; Questionnaire Client Satisfaction-Tagalog-BPLO</i>)</p> <p>Also available online through this link https://www.batangascity.gov.ph/web/images/Offices/BPLO/Citizen-Charter-Online-Business-Registration_Renewal.pdf and email the accomplished feedback form to ditas.rivera@batangascity.gov.ph</p> <p>Processing the information gathered from business registrants and submitting the findings to the City Mayor as attested by the head of BPLO.</p> <p>Implementation of process enhancements upon the recommendation of the BPLO Head (per discretion of the City Mayor).</p>
How to file a complaint	<ol style="list-style-type: none"> 1. Fill-out the Complaint Form available at Public Assistance and Complaint Desk (PACD), Public Assistance and Complaint Window (Receiving Counter 1), information desk, waiting lounge and online through this link https://www.batangascity.gov.ph/web/images/Offices/BPLO/Citizen-Charter-Online-Business-Registration_Renewal.pdf. 2. Submit to Window Receiving Counter 1, drop to Drop Box or directly submit to BPLO Head, Ms. Ditas Aguado-Rivera or send to email address ditas.rivera@batangascity.gov.ph. 3. The complaint will be routed to the concerned office section for appropriate action 4. To supplement this mechanism, the BPLO is making available contact points with different modalities (landline, mobile phone and email) to serve as complaint hotlines for business registrants. Clients will be advised to contact Ms. Ditas Aguado-Rivera at (043) 722-2252 and ditas.rivera@batangascity.gov.ph for any complaints.

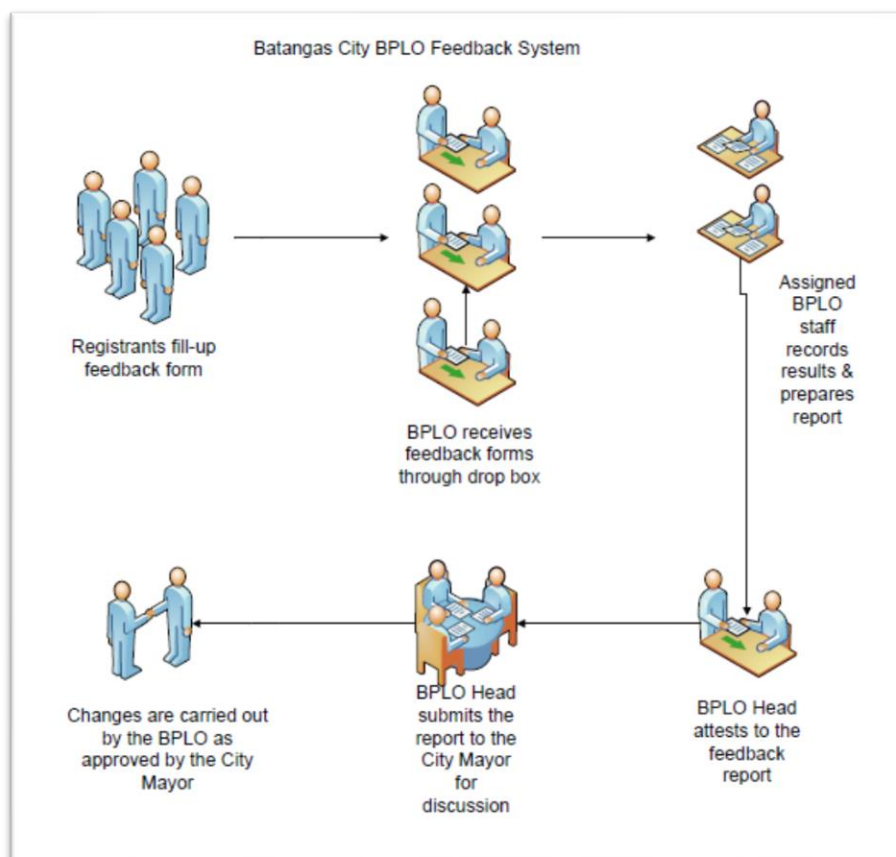
The Feedback System of the BPLO

The reforms on business registration will be sustained and further improved by soliciting feedback from businesses applying for permits.

Implementing the feedback system of the BPLO will entail the following elements (See diagram below):

- 5) Soliciting the comments of business registrants through a feedback form to be distributed in the BPLS area, especially during the renewal period.
- 6) Processing the information gathered from business registrants and submitting the findings to the City Mayor as attested by the head of BPLO/
- 7) Implementation of process enhancements upon the recommendation of the BPLO Head (per discretion of the City Mayor).

To supplement this mechanism, the BPLO is making available contact points with different modalities (landline, mobile phone, and email) to serve as complaint hotlines for business registrants. Clients will be advised to contact Ditas Aguado-Rivera at (043) 722-2252 and ditas.rivera@batangascity.gov.ph for any complaints.



VII. BUSINESS TAXES

BUSINESS REGISTRATION (RENEWAL)

(a) Manufacturers, assemblers, re-packers, processors, brewers, distillers, rectifiers and compounders of liquor, distilled spirits and wines or manufacturers of any article of commerce of whatever kind of nature, in accordance with the following schedule:

With gross sales or receipts for the preceding

Amount of Tax

Calendar year in the amount of:

Per Annum



Less than	Php 10,000	Php 295.00
10,000 or more but less than	Php 15,000	392.00
15,000 or more but less than	Php 20,000	538.00
20,000 or more but less than	Php 30,000	785.00
30,000 or more but less than	Php 40,000	1,176.00
40,000 or more but less than	Php 50,000	1,470.00
50,000 or more but less than	Php 75,000	2,352.00
75,000 or more but less than	Php 100,000	2,940.00
100,000 or more but less than	Php 150,000	3,920.00
150,000 or more but less than	Php 200,000	4,900.00
200,000 or more but less than	Php 300,000	6,861.00
300,000 or more but less than	Php 500,000	10,122.00
500,000 or more but less than	Php 750,000	14,256.00
750,000 or more but less than	Php 1,000,000	17,820.00
1,000,000 or more but less than	Php 2,000,000	24,503.00
2,000,000 or more but less than	Php 3,000,000	29,403.00
3,000,000 or more but less than	Php 4,000,000	35,284.00
4,000,000 or more but less than	Php 5,000,000	41,164.00
5,000,000 or more but less than	Php 6,500,000	42,842.00
6,500,000 or more		44,280.00 plus
fifty-six and one-fourth percent (56.25%) of one percent (1%) in excess of		Php 6,500,000.00

Manufacturers of petroleum products, natural gas or petrochemical products are subject to business tax levied under Sec.23 (a) of this Ordinance.

(b) On wholesalers, distributors, or dealers in any article of commerce or whatever kind or nature in accordance in the following schedule:

With gross sales or receipts for the preceding year in the amount of:	Amount of Tax Calendar Per Annum
Less than Php 1,000	Php 32.00



1,000 or more but less than Php	2,000	57.00
2,000 or more but less than Php	3,000	90.00
3,000 or more but less than Php	4,000	131.00
4,000 or more but less than Php	5,000	178.00
5,000 or more but less than Php	6,000	216.00
6,000 or more but less than Php	7,000	255.00
7,000 or more but less than Php	8,000	295.00
8,000 or more but less than Php	10,000	333.00
10,000 or more but less than Php	15,000	392.00
15,000 or more but less than Php	20,000	490.00
20,000 or more but less than Php	30,000	588.00
30,000 or more but less than Php	40,000	785.00
40,000 or more but less than Php	50,000	1,176.00
50,000 or more but less than Php	75,000	1,765.00
75,000 or more but less than Php	100,000	2,352.00
100,000 or more but less than Php	150,000	3,333.00
150,000 or more but less than Php	200,000	4,313.00
200,000 or more but less than Php	300,000	5,881.00
300,000 or more but less than Php	500,000	7,912.00
500,000 or more but less than Php	750,000	11,761.00
750,000 or more but less than Php	1,000,000	15,682.00
1,000,000 or more but less than Php	2,000,000	17,820.00
2,000,000 or more		19,959.00 plus
seventy-five percent (75%) of one percent (1%) in excess of Php2,000,000.00		

Dealers of petroleum products, natural gas or petrochemical products are subject to business tax levied under Sec. 23 (b) of this Ordinance.

(c) On the business of exporting and manufacturing, milling, producing, distributing, dealing or retailing of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under subsections a,b, and d of this Section:

1. Rice and corn;



2. Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and other agricultural, marine and fresh water products, whether in their original state or not.
3. Cooking oil, cooking gas;
4. Bath and laundry soap, detergents and medicines;
5. Agricultural implements, equipment & post-harvest facilities, fertilizers, pesticides, insecticides, herbicides;
 - (a) Poultry and other animal feeds;
 - (b) School supplies; and
 - (c) Cement

d) Retailers

With gross sales or receipts for the preceeding	Rate of Tax per Annum
Calendar year of Php400,000 or less	2%
In excess of Php400,000.00	1%

(e) On contractors and other independent contractors in accordance with the following schedule:

With gross receipt for the year

Less than Php	5,000	Php	50.00
5,000 or more but less than Php	10,000		110.00
10,000 or more but less than	15,000		186.00
15,000 or more but less than	20,000		295.00
20,000 or more but less than	30,000		490.00
30,000 or more but less than	40,000		687.00
40,000 or more but less than	50,000		980.00
50,000 or more but less than	75,000		1,570.00
75,000 or more but less than	100,000		2,352.00
100,000 or more but less than	150,000		3,528.00
150,000 or more but less than	200,000		4,705.00
200,000 or more but less than	250,000		6,469.00



250,000 or more but less than	300,000	8,233.00
300,000 or more but less than	400,000	10,977.00
400,000 or more but less than	500,000	14,702.00
500,000 or more but less than	750,000	16,484.00
750,000 or more but less than	1,000,000	18,266.00
1,000,000 or more but less than	2,000,000	20,493.00
2,000,000 or more		21,600.00 plus
seventy-five percent (75%) of one percent (1%) in excess of Php 2,000,000.00		

(f) On banks and other financial institutions, at a rate of seventy-five percent (75%) of one percent (1%) on the gross receipts of the preceding calendar year derived from the interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property and profit from exchange or sale of property, insurance premium.

(g) On any business, not otherwise specified in the preceding paragraphs, at a rate of two percent (2%) of the gross sales or receipts of the preceding calendar year.



**Thank You
and Stay Safe!**