



CITY GOVERNMENT OF ZAMBOANGA

CITIZEN'S CHARTER

2021 (2nd Edition)



I. BRIEF INTRODUCTION

Backgrounder on the Citizen's Charter

The Anti-Red Tape Law also known as the Republic Act No. 9485 essentially redefines public services by putting the interest to the public first and foremost as the end goal of government service delivery. Thus, it mandates all government agencies and instrumentalities to deliver public service in the most efficient manner for the sake of the convenience of the public. It intends to remove red tape by doing away with cumbersome procedures in the government agencies' provision of services to the public.

Republic Act 9485 seeks to prevent graft and corruption in the government and at the same time, improve efficiency in government service delivery. It also helps promote integrity and accountability in government service requiring all government agencies to set up respective Citizens' Charter.

Citizens' Charter provides details of the government services to guide the public on how to go about accessing such services, and guaranteed performance level that they may expect for the services. In particular, it describes: a. the step by step process to obtain a particular service; b. the persons responsible for each step of the process of getting the service; c. the maximum time to conclude the process; d. the documents or requirements to be presented by the customers (if applicable); e. the amount of fees to be paid by the customers (if applicable); f. the procedure for filing complaints (if the customer is not satisfied with the service).

Zamboanga City has developed a user-friendly Citizens' Charter handbook which aims to harness and deliver the best customer service experience in government transactions.

The Citizens' Charter creates an improved culture of public service excellence that will give customers easy access to information and government services of the highest quality.



II. Vision:

“A Metropolitan City with rich unique history, culture and natural resources that is the gateway to the ASEAN as the economic hub of Southwestern Mindanao, with a robust biodiversity and sustainable development that is globally competitive where investments thrive through good governance, and inclusivity and where people are God-loving, empowered, resilient, safe and secure in unity, peace and harmony.

III. Mission:

Improve the quality of life of its citizenry through sound local governance that delivers efficient and effective basic services and provides the necessary infrastructure;

Preserve and celebrate its rich history and cultural heritage, protect and develop its natural resources;

Establish itself as a global player in the transshipment of goods and services in the ASEAN Region, particularly in the BIMP-EAGA as the “international gateway of the region.

IV. Service Pledge:

We commit to the following principles in public office.

Serve beyond office hour when necessary

Exceed customers’ expectations

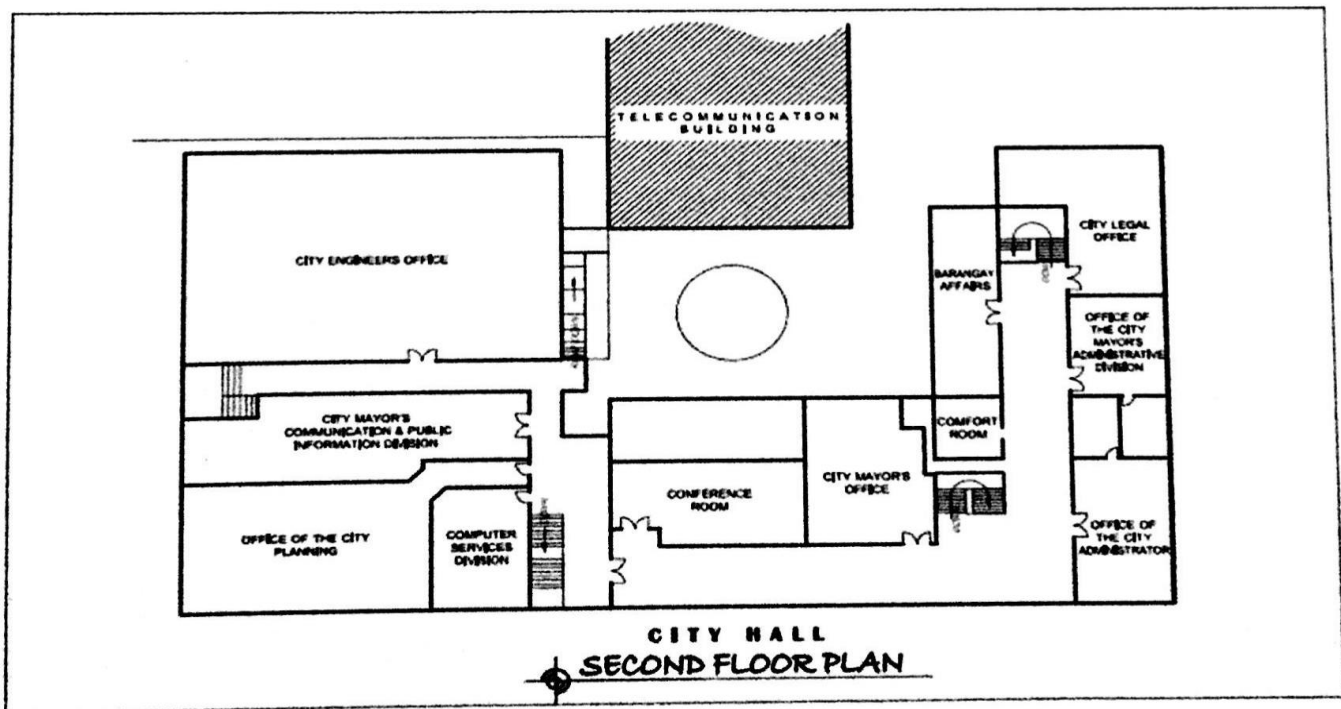
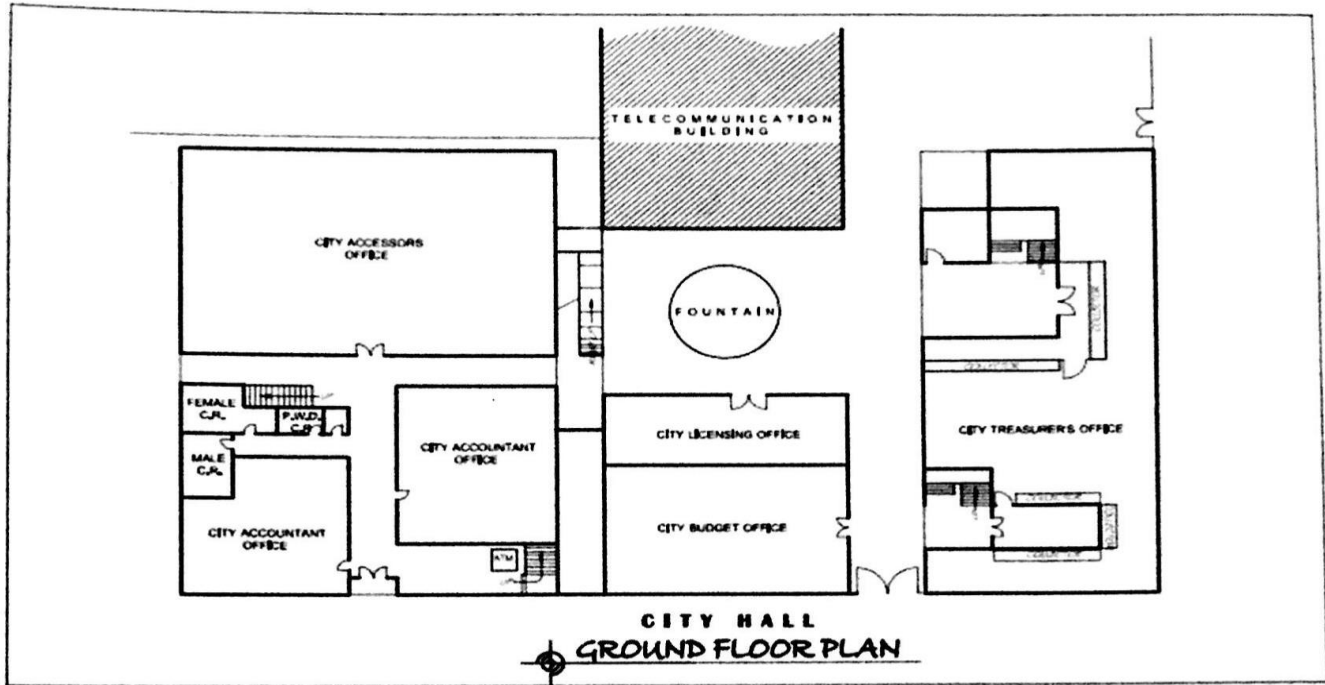
Responsive to our customers’ needs

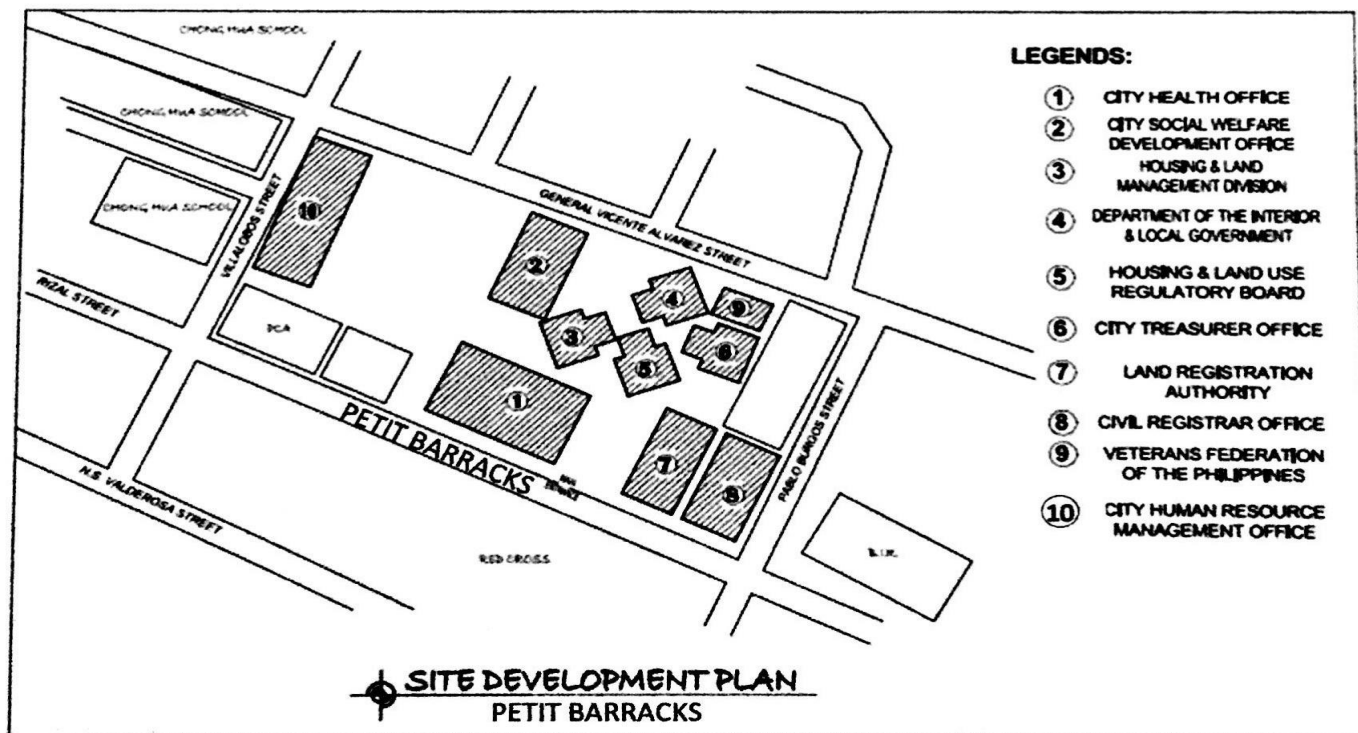
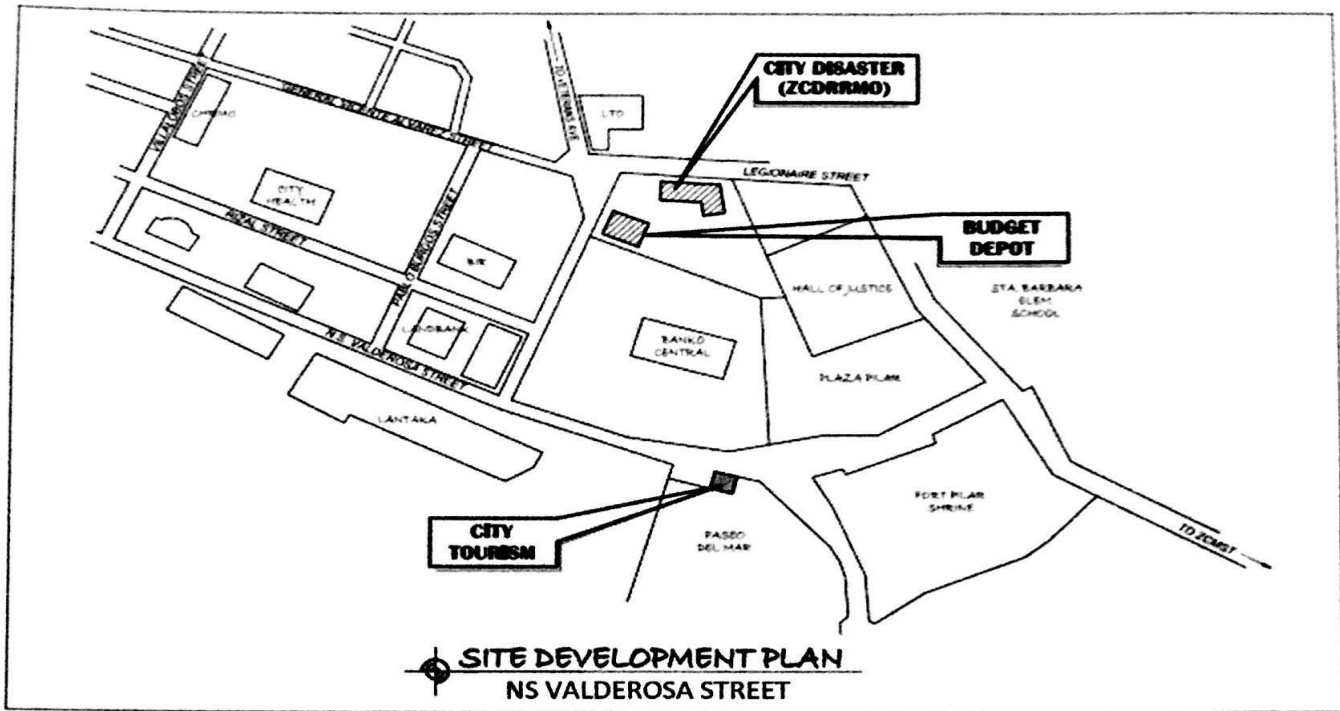
Value accountability, trust and good governance

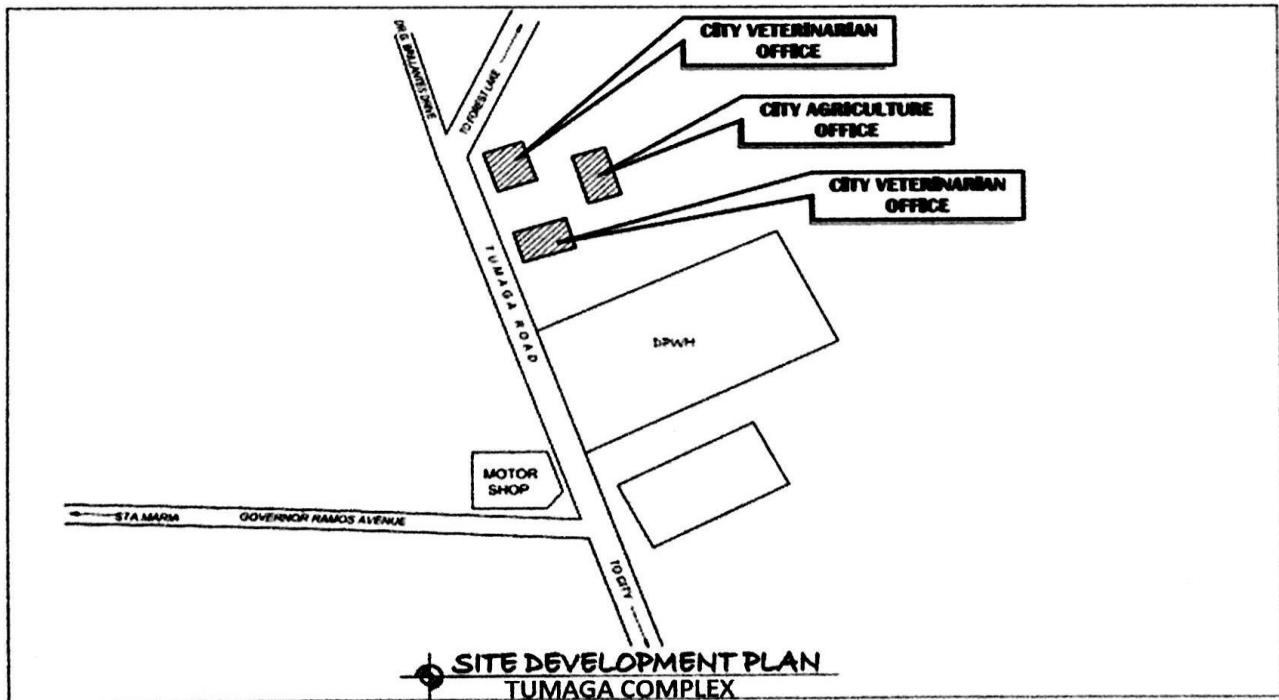
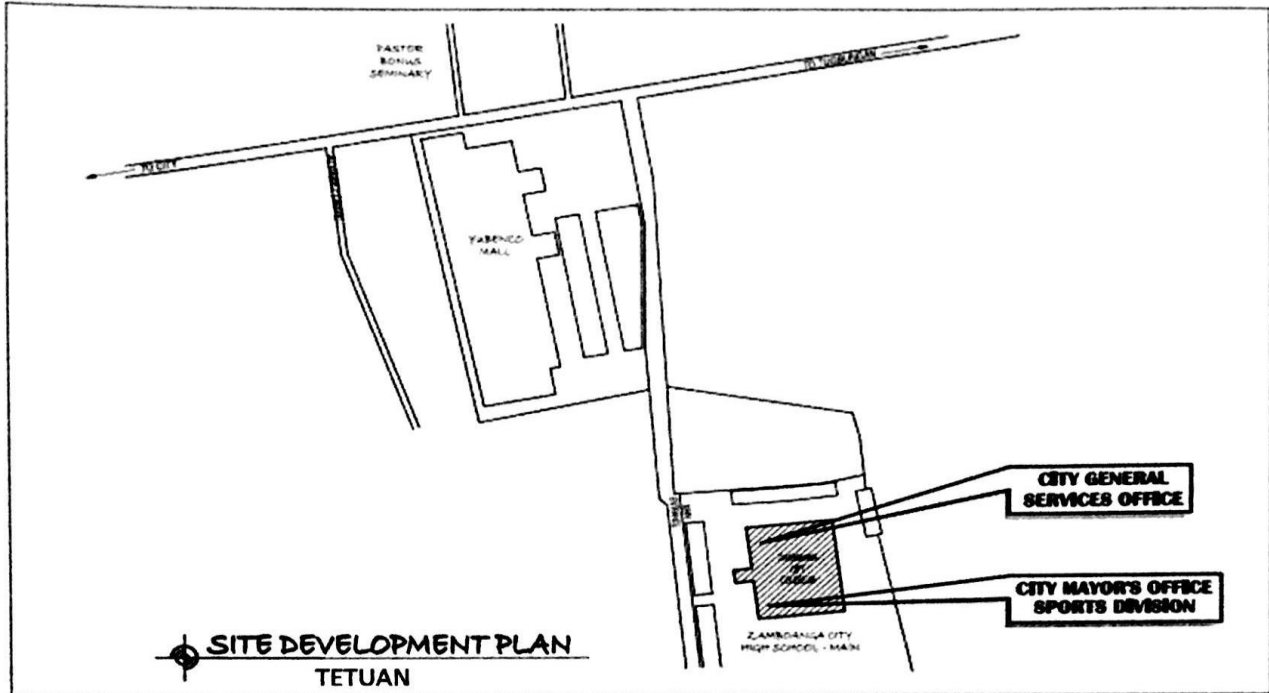
Integrity in public service

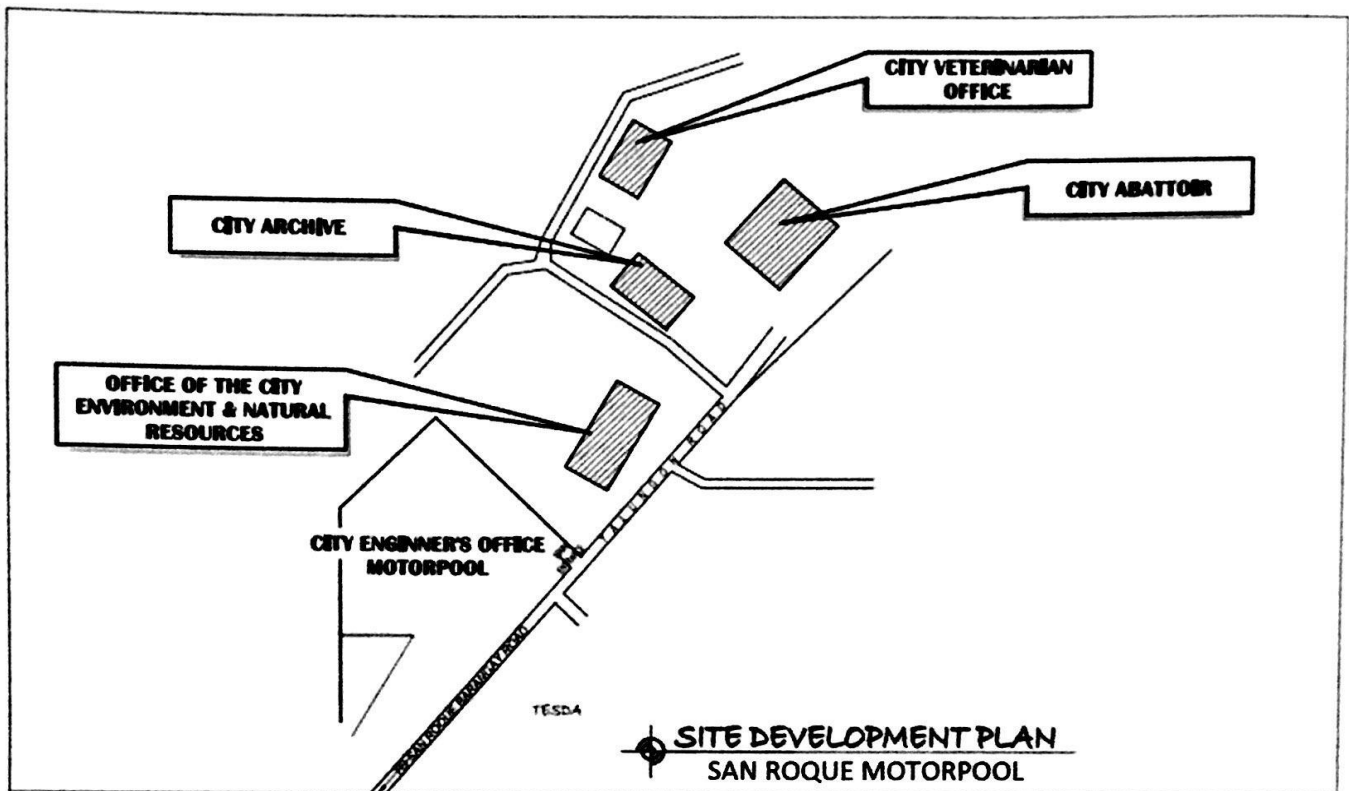
Consistency of action

Excel in all fields of services











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Office of the City Accountant Internal Services



1. Submission and Verifications of City Clearance

Submission and Verification of City Clearance of City Government Officials and Employees as to pending liquidation cash advances, travel, other receivables and withholding tax deficiency.

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Clearance duly signed by the other Department Heads/Offices concerned with Leave Application (Terminal, Maternity and Travel) and supporting documents		City Offices availing the service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit City Clearance for verification	1. Receive and verify City Clearance for the following sections: a. Bookkeeping Section: i. Check against the records or accounting system for any unliquidated cash advances/ unsettled receivables	None	3 minutes	Jose Roseller R. Lopez Accounting Clerk II Remelita G. San Diego Accountant IV
	b. Billing and Remittance Section:		5 minutes	Virginia R. Garcia Administrative Officer II



	i. Check records if there are no Tax Deficiency to be paid			
	c. Disbursement Audit and Property Inspection Division checks records if there are pending liquidation of cash advances – travel, other receivables i. Sign the duly verified City Clearance	None	2 minutes 2 minutes	<i>Deana F. Rojas-Banguih</i> Accountant II or <i>Carina G. Sadaya</i> Accountant II <i>Jo Ann Mae S. Hamili</i> City Accountant or <i>Felixberto T. Eleno</i> Assistant City Accountant
2. Claim clearance	2. Releases clearance to client	None	2 minutes	<i>Maily M. Pinlac</i> Administrative Aide I or <i>Sigmund T. Mentoya</i> Accounting Clerk I
TOTAL:		None	14 minutes	



2. Approval of GSIS Loan Application

Approval of GSIS Loan Application of Government Officials and Employees by the AAO

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Government Officials and Employees who are active GSIS Member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consolidated & Emergency Loan (Certified True Copy of Payroll/Pay slip)		City Offices availing the service		
2. Request Letter duly signed by respective Administrative Officer		City Offices availing the service		
3. GFAL II (Application Forms, Certified True Copy of Pay slip, Statement of Accounts, Disclosure of Contract.		GSIS and Lending Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirement to the Authorized Agency Officer (AAO) for verification	1. Receives and checks the completeness of documents 1.1. Approves and confirms the loan applied	None	5 minutes	<i>Cleopas R. Solamillo Jr. Administrative Officer V</i>
2. Waits for and receives approved loan from GSIS	2. Approves and releases loan	None	5 days	GSIS/Designated Banks
TOTAL:		None	5 days and 5 minutes	



FINANCIAL TRANSACTIONS DIVISION

1. Refund of Unclaimed Salary, Allowances, and Honoraria

Verification of the validity of claims per respective offices from the E-NGAS system

Office or Division:	Financial Transactions Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	City Government employees, recipients of unpaid incentives, financial assistance and allowances (i.e. teachers (LSB))			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (2 copies)		Office of the City Treasurer		
2. Payroll and official receipt (1 copy of original)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement Voucher (DV) to Bookkeeping Section, Financial Transactions Division	1. Accept Disbursement Voucher and check validity of the claims per Agency's records and attached documents	None	3 minutes	<i>Remelita G. San Diego</i> Accountant IV <i>Anson C. Maarim</i> Accountant II
2. Proceed to Receiving Desk for numbering of DV	Indicates in Disbursement Voucher source of fund where claims will be paid 2. Receive and review documents and check if			



	properly accomplished/ Signed.			
	2.1 Forward to Disbursement Audit Division for processing and review (Please see Disbursement Audit Division)		5 minutes	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
3. Get processed voucher and proceed to City Treasurer's Office for the next procedure	3. Release processed voucher to the treasury office		5 minutes	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
TOTAL:		None	13 minutes	



2. E-NGAS Property Number Validation

Verification of the property's existence against city records and validation of its property number and the appropriate repair and maintenance account to be charged with.

Office or Division:	Financial Transactions Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices of City Government of Zamboanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Pre-repair Inspection (4 copies)		Requesting office		
2. Obligation Request		Requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Request for Pre-repair Inspection and Obligation Request to Bookkeeping Section, Financial Transactions Division	1. Validate property number in the E-NGAS together with property's accountable office, compare with Obligation Request for the accuracy of amount and appropriateness of account for the repairs and maintenance account to be charged.	None	3 minutes	<i>Leny Ruth G. Russel</i> Accountant III <i>Didith D. Delas Peñas</i> Accounting Clerk II



2. Proceed to Disbursement Audit Division for processing and review	2. Process and review (<i>Please see Disbursement Audit Division</i>) 2. Release the document to client for the next procedure	None	3 minutes	Alice C. Omicting Accountant IV
TOTAL:		None	6 minutes	

3. Cancellation of Checks

Preparation of Journal Entry for the cancellation of check/s due to error/staleness/ any discrepancy making it/them invalid for further endorsement

Office or Division:	Financial Transactions Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:	Persons or entities whose existing Check or Voucher needs to be cancelled due to error/staleness/ any discrepancy		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Original copy of Check/s to be cancelled 2. Copy of Obligation Request pertaining the check for cancellation 3. Copy of Obligation Request pertaining the check for cancellation 4. Letter of Request for Cancellation stating the reason thereof 5. Report of Stale Check (if applicable)		From Treasurer's Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to Bookkeeping Section, Financial Transactions Division	1. Prepare Journal Entry	None	15 minutes	<i>Remelita G. San Diego</i> Accountant IV
	1.1 Return the whole set of documents to Administrative Division for the City Accountant's Signature on the JEV prepared	None	15 minutes	<i>Jo Ann Mae S. Hamili</i> City Accountant or <i>Felixberto T. Eleno</i> Assistant City Accountant
2. Proceed to City Treasurer's Office for the next procedure	2. Forward documents to the Treasury office	None	1 minute	<i>Nesvie D. Pangilinan</i> Administrative Aide I
TOTAL:		None	16 minutes	



BILLING AND REMITTANCE DIVISION

1. Request for GSIS Certification – Premiums

It certifies the particular premium remitted on posted date

Office or Division:	Billing and Remittance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS statement of account		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of GSIS statement of account	1. Receive and evaluate the copy of GSIS statement of account 1.1. Search for the salary card of requesting client 1.2 Start processing the request	None	5 minutes 2 days	<i>Angelica Anne B. Carpio</i> Accounting Clerk
2. Claim certification	1.3 Release certification to the client	None	5 minutes	
	TOTAL:	None	4 days & 10 minutes	



2. Request for GSIS Monthly Billing

Request for GSIS Certification – Premiums; Certifies that GSIS premiums of employee/officers were made, but not posted by GSIS, supported with Official Receipt

Office or Division:		Billing and Remittance Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		City Government Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the billing	1. Download the GSIS monthly billing or search from file if already downloaded	None	20 minutes	Angelica Anne B. Carpio Accounting Clerk I
	Prints the billing	None	10 minutes	
2. Receive the billing	2. Release the billing	None	5 minutes	
	TOTAL:	None	35 inutes	



3. Request for GSIS Certification-Loans

Request for GSIS Certification-Loans; Certifies that GSIS loans of employees/officers were made, but not posted by GSIS, supported with official receipt

Office or Division:	Billing and Remittance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
GSIS statement of account		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of GSIS statement of loan account	1. Receive and evaluate copy of GSIS statement of loan account	None	5 minutes	Nancy W. Raz Accounting Clerk II
	1.1. Search for the salary card of requesting client	None	2 days	
	1.2. Start sproccessing the request	None	2 days	
2. Return to City Accountant's Office to claim Certification	2. Release certification to the client	None	5 minutes	
	TOTAL:	None	4 days, 10 minutes	



4. Request for Philhealth Certification

Request for Philhealth Certification; Certifies that Philhealth premiums of employees/officers were made, but not posted by Philhealth supported with Official Receipt

Office or Division:	Billing and Remittance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth Statement of Account		PhilHealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of Philhealth statement of account	1. Receive and evaluate copy of Philhealth statement of account	None	5 minutes	Nancy W. Raz <i>Accounting Clerk II</i>
	1.1. Search for the salary card of requesting client	None	2 days	
	1.2. Start processing request	None	2 days	
2. Return to City Accountant's Office to claim Certification	2. Release certification to client	None	5 minutes	
	TOTAL:	None	4 days, 10 minutes	

5. Request for HDMF Certification



Request for HDMF Certification; Certifies that HDMF premiums/loans of employees/officers were made, but not posted by HDMF supported with Official Receipt

Office or Division:	Billing and Remittance Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Officials/Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HDMF Statement of Account		HDMF		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of HDMF Statement of account	1. Receive and evaluate the copy of HDMF statement of account	None	5 minutes	<i>Eillaine Joy G. Dofeliz</i> Accounting Clerk I
	1.1. Search for the salary card of requesting client	None	2 days	
	1.2. Cross-check the Statement of accounts of the client with office files and starts processing the request	None	2 days	
2. Return to City Accountant's Office to claim Certification	2. Release certification to client	None	5 minutes	
	TOTAL:	None	4 days and 10 minute	

6. Recording of VAT & EWT for Monthly Remittance



Audited suppliers' voucher for encoding of VAT & EWT

Office or Division:	Billing and Remittance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, other NGAs/LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher	1. Receive audited vouchers of suppliers from Audit Division for encoding of VAT & EWT	None	1 minute per voucher	Rizalina S. Solis Accounting Clerk III
	1.1 Forward to the City Accountant or Assistant for final review and signature	None	1 minute per voucher	
	1.2 Forward to the Administrative Division for release to the City Treasurer's Office for the next procedure	None	1 minute per voucher	Jo Ann Mae S. Hamili City Accountant or Felixberto T. Eleno Assistant City Accountant
	TOTAL:	None	3 minutes	

7. Request for SSS Certificate

To update records at SSS Office



Office or Division:	Billing and Remittance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, other NGAs/LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for SSS Certificate	1. Prepare SSS Certificate as requested 1.1 Forward to the City Accountant or Assistant for signature	None	1 day	Rizalina S. Solis Accounting Clerk III
2. Claim Certificate	2. Release Certificate	None		
TOTAL:		None	1 day	

8. Distribution of Monthly Tax Due Computation for City Government Offices



Release the updated Tax Due Computation to be deducted on the next month payroll

Office or Division:	Billing and Remittance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, other NGAs/LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the updated Monthly Tax Due Computation	1. Secure the audited payroll for the month from the audit department 1.1 Posts the Tax Deduction as per payroll	None	1 Day	Virginia R. Garcia Administrative Officer II
2. Claim tax due computation	2. Issue updated Monthly Tax Due Deduction	None	5 Minutes	
TOTAL:		None	1 day and 5 minutes	

DISBURSEMENT AUDIT AND PROPERTY INSPECTION DIVISION

1. Audit of Payroll/Voucher for Claims, Supplies and Infrastructure Projects



The activity is to pre-audit disbursement of the City Government financial transactions as to completeness of required supporting documents and as to allotment obligated for the purpose under Personal Services, Maintenance and Other Operating Expenses and Capital Outlay.

Office or Division:	Disbursement Audit and Property Inspection Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices & other NGA's/LGU's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly stamped/received Disbursement Vouchers (3 copies) with official receipt and other supporting documents		City Budget Office		
2. Refund of Unclaimed Salary, Allowances and Honoraria		Respective offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DVs/Payrolls to receiving section for numbering	1. Receive and reviews documents and check if properly accomplished/ Signed. 1.1 Record in the logbook and Designates voucher number and forward to audit division	None	5 minutes	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I



2. Proceed to audit section	2. Distribute and assign payroll and voucher to audit personnel and record on the distribution list (for those transactions not permanently assigned)	None	1 hour from the receipt from the Admin Division (Bulk Distribution)	Officer of the Day (Audit Division)
	2.1 Evaluate supporting documents as to the propriety and completeness and correctness of the computation deductions and net claims, arranges documents, Foot and total and prepare journal entries	None	20 minutes	All personnel of Audit Division except <i>Alice C. Omicting, Carina Sadaya</i> (or <i>Deanna Rojas-Banguih</i> in absence of <i>Omicting and Sadaya</i>)
	2.2 Record or card claims on applicable cards or ledgers	None	2 minutes (If no deduction) for each name or billing statement	Assigned evaluator



	2.3 Forward documents to the Head of the Division for Review	None	10 minutes	<i>Alice C. Omicting</i> Accountant IV <i>Carina G. Sadaya</i> Accountant II <i>Deanna Rojas - Banguih</i> Accountant II
	2.4 Return payroll/ voucher if deficiency is noted, as to erroneous computation, lack of signature and lack of supporting documents to the office concerned to the office concerned	None		<i>Assigned evaluator</i>
	2.5 Forward to the Billing and Remittance Section for recording of the Withholding Tax (if any) or;	None		<i>Alice C. Omicting</i> Accountant IV <i>Carina G. Sadaya</i> Accountant II <i>Deanna F. Rojas - Banguih</i> Accountant II
	2.6 Forward to the City Accountant or Assistant for final review and signature	None		<i>Jo Ann Mae S. Hamili</i> City Accountant or <i>Felixberto T. Eleno</i> Assistant City Accountant
1. Proceed to City Treasurer for the next procedure	3. Release processed voucher to the Treasury office	None	5 minutes	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
TOTAL:		None	1 hour and 42 minutes	



2. Audit of Payroll/Voucher for Claims, Supplies and Infrastructure Projects (Complex)

The activity is to pre-audit disbursement of the City Government financial transactions as to completeness of required supporting documents and as to allotment obligated for the purpose under Personal Services, Maintenance and Other Operating Expenses and Capital Outlay

Office or Division:	Disbursement Audit and Property Inspection Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices & other NGAs/LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly stamped/received Disbursement Vouchers (3 copies) with official receipt and other supporting documents		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver and submit DVs/Payrolls to receiving section for numbering	1. Receive and review documents and check if properly accomplished/ signed 1.1 Record on the logbook and designate voucher number & forwards to audit division	None	5 minutes per transaction	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
2. Proceed to audit section	2. Distribute and assign payroll and voucher to audit personnel and record on the distribution list (for those transactions not permanently assigned)	None	1 hour from the receipt from the Admin Division (Bulk Distribution)	Officer of the Day (Audit Division)



	2.1 Evaluate the supporting documents as to propriety and completeness and correctness of the computation, deductions and net claims, arrange documents, foot and total and prepare journal entries	None	4 hours for payroll 4 hours for competitive bidding 2 hours for AMP 1 week for gasoline 3 days for highly technical transactions 1 week for liquidation of cash advance-special disbursing Officer	All Personnel of Audit Division except <i>Alice C. Omicting/Carina G. Sadaya or (Deanna Rojas in the absence of Ms. Omicting and Ms. Sadaya</i>
	2.2 Record or card claims on applicable cards or ledgers	None	4 minutes per salary card/ledger	Assigned evaluator
	2.3 Forward to the Head of the Division for Review	None	1 hour for payroll 1 hour for competitive bidding 30 minutes for AMP 1 hour for gasoline 2 days for highly	<i>Alice C. Omicting</i> Accountant IV <i>Carina G. Sadaya</i> Accountant II <i>Deanna Rojas - Banguih</i> Accountant II



			technical transactions	
			3 days for liquidation of cash advance-special disbursing Officer	
	2.4 Return voucher/payroll if deficiency is noted as to erroneous computation/ lack signature/and lack of supporting documents to the office concerned.	None	1 minute	Assigned evaluator
	2.5 Return voucher/payroll if deficiency is noted as to erroneous computation/ lack signature/and lack of supporting documents to the office concerned	None	1 minute	



	2.6 Forward to the Billing and Remittance Section for recording of the Withholding Tax (if any) or	None	1 minute	<i>Alice C. Omicting</i> Accountant IV <i>Carina G. Sadaya</i> Accountant II <i>Deanna F. Rojas - Banguih</i> Accountant II
	2.7 Forward to the City Accountant or Assistant for final review and signature	None	1 minute	<i>Jo Ann Mae S. Hamili</i> City Accountant or <i>Felixberto T. Eleno</i> Assistant City Accountant
3. Proceed to City Treasurer for the next procedure	3. Release processed voucher to the treasury office	None	5 minutes	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
TOTAL:		None	10 Payroll – 6 hours, 17 minutes Competitive Bidding – 6 hours, 17 minutes AMP – 3 hours, 47 minutes Gasoline – 7 days Highly technical transactions- 5 days Cash Advance – ays	



3. Audit of Disbursement Voucher for Withdrawal of Bonds

Release of performance bond/security deposit posted by contractor or supplier to guarantee full and faithful performance of their contract

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Public-Withdrawal of Bonds		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers (3 copies)		Office/Agency concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit DV to the receiving section	1. Receive DV and assign Voucher number	None	1 minute	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
2. Proceed to Bookkeeping Section	2. Forward to the Bookkeeping Division for verification	None	2 minutes	Assigned Bookkeeping personnel
3. Submit DV to the Audit Division	3. Evaluate the documents as to completeness and correctness of the computation and prepare accounting entries	None	5 minutes	Any of the audit personnel
4. Comply with the deficiency noted	4. Return DV if deficiency is noted	None	2 minutes	<i>Alice C. Omicting</i> Accountant IV <i>Carina G. Sadaya</i> Accountant II <i>Deanna Rojas - Banguih</i> Accountant II
	4.1 Forward to the City Accountant or Assistant for final review and signature		1 minute	<i>Jo Ann Mae S. Hamili</i> City Accountant <i>Felixberto Eleno</i> Assistant City Accountant
5. Proceed to City Treasurer for the next procedure	5. Release processed voucher to the treasury office	None	5 minutes	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
TOTAL:			16 minutes	



Simple Transactions

- Monetization of Leave Credits
- Maternity Leave Benefit
- Loyalty Pay
- Payment of Utilities-(light/water/Communication)
- Cash Advance (Travel/ Disbursing Officer/Special Disbursing Officer)
- Donation and AICs (individual)
- Honoraria of Barangay Tanod
- Honoraria- Resource Speakers/Judges/ Visiting Lectures
- Other Incentives/Honoraria (Teachers/ Uniform Officers/ Others)
- Payroll- Job Order/She/Largo Vida
- Payroll- Bonus/CNA/Mid-year Bonus/Clothing Allowance/Other Incentives
- RATA
- Infrastructure Projects-Progress and Final Payment
- Replenishment of Petty Cash
- Reimbursement of the City Mayor
- Intelligence Fund Cash Advance
- Honoraria- DCW/NW
- Registration of Vehicles (GSIS and LTO)
- Remittances (GSIS/HDMF/BIR/ Philhealth/ Cooperatives)
- Subsidies to other LGU's

Complex Transactions

- Payroll-Salaries and Wages-Permanent and Casual
- Infrastructure Projects- first partial and Cluster projects
- DV-Maintenance and other Operating Expenses
- DV-Procurement of Supplies and Materials and Capital Outlay
- Travelling Allowance
- Payroll- Senior citizen
- Liquidation and Reimbursement of Travel
- Liquidation- Special disbursing Officers
- Payment of Fuel/Oil and Lubricants
- Magna Carta of Health Workers
- Consultancy Services
- Donations (to Hospital and Fire Victims and others)
- Purchase of Real Properties
- Terminal Leave Benefits
- Payment of Medicines given to indigents



Office of the City Accountant External Services



FINANCIAL TRANSACTIONS DIVISION

1. Withdrawal of Performance, Bidders Bond, Refund and Unclaimed Allowances and Honoraria

Verification of the validity of claims per respective office records from the E-NGAS System

Office or Division:		Financial Transactions Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Suppliers, City Government employees, recipients of unpaid incentives, assistance, and allowances (i.e. teachers and athletes)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher (2 copies) 2. Original payroll and official receipt (1 copy)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Disbursement Voucher (DV) to Bookkeeping Section, Financial Transactions Division	1. Accept the Disbursement Voucher and check the validity of the claims per Agency's records and/or attached official receipts, purchase requests, purchase orders, and etc; indicate in the Disbursement Voucher the source of fund where such claims shall be paid from; and specify the proper account title to be used for journal entry purposes	None	3 minutes	<i>Leny Ruth G. Russel</i> Accountant III or <i>Anson C. Maarim</i> Accountant II



2. Proceed to Receiving Desk for numbering of DV	2. Receive and number the DV	None	3 minutes per transaction	<i>Demosthenes P. Torres, Jr.</i> Administrative Aide I
3. Proceed to Disbursement Audit Division for pre-audit of the withdrawal transaction	3. Process and review (Please see Disbursement Audit Division) 3.1 Release processed voucher to the Treasury office	None		<i>Alice C. Omicting</i> Accountant IV
	TOTAL:	None	6 minutes	

BILLING AND REMITTANCE DIVISION

1. Request for BIR Form 2306 & 2307

Office or Division:	Billing and Remittance Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, other NGA's/LGU's			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIR Form 2306 & 2307		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BIR 2306 & 2307 Certificates	1. Prepare BIR Form 2306 & 2307 as requested by suppliers 1.1. Forward to the City Accountant or Assistant for signature	None	Within 3 minutes per supplier	<i>Rizalina S. Solis</i> Accounting Clerk III
2. Claim Certificate	2. Release certificate to JO Employees			
TOTAL:		None	3 minutes	



Barangay Transaction Division

1. Issuance of Certification for No Undeposited Collections

A Certification for No Undeposited Collections of Accountable Form No. 51-C is requested from the Office of the City Accountant by the Barangay Treasurer of a Barangay as a prerequisite in the purchase of Accountable Form No. 51-C in the City Treasurer Office.

It is issued after verification that collections as of request date is fully deposited upon presentation of the required ORs and its corresponding validated deposit slips.

Office or Division:	Barangay Transaction Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Treasurers of 98 Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Certification for No Undeposited Collections Slip		Office of the City Accountant		
2. Issued Accountable Form No. 51-C (ORs)		Barangay Treasurer (Client)		
3. Unissued Accountable Form No. 51-C (ORs)				
4. Validated Deposit Slip				
5. Verified Transmittal Letter of Accountable Form No. 51-C, if all ORs were submitted to Accounting		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accountable Form No. 51-C and Validated Deposit Slip	1. Accept and issue Request for Certification for No Undeposited Collections Slip	None	2 minutes	Jossilyn A. Dagalea Administrative Officer II or Aireen N. Atilano Administrative Aide I
2.Submit the Request Slip	2. Verify the request and prepare Certification for No Undeposited Collections	None	20 minutes	Barangay Bookkeeper Or Jossilyn A. Dagalea Administrative Officer II



3. Get the signed Request Slip and Certification. Then, submit Certification for signature.	4. Sign the duly verified Certification	None	2 minutes	<i>Jo Ann Mae S. Hamili</i> City Accountant or <i>Felixberto T. Eleno</i> Assistant City Accountant
3. Get the three (3) copies of signed Certification and submit to Control-In-Charge	4. Get the Request Slip and a copy of signed Certification 3.1. Record in the logbook the detail of the request and file the Certification	None	5 minutes	<i>Jossilyn A. Dagalea</i> Administrative Officer II or <i>Aireen N. Atilano</i> Administrative Aide I
TOTAL:		None	29 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	<p>3 Ways to send a Complaint/Feedback to our office</p> <p>1 - Fill out Feedback and Complaints Form provided outside the accounting office. After filling out the form, drop the same complaint form in the complaint box.</p> <p>2 – Emailed us your Concerns, Feedback/Complaint in our email account zcacctg@gmail.com or send to our Facebook page Acctg ZamboCity. A message acknowledging the receipt of the complaint will be sent to the email address or messenger.</p> <p>3 – Post your Feedback/Comment at our webpage City Accountant's Office Document Tracking System http://192.168.19.104:5555/</p>
How feedbacks are processed	<ul style="list-style-type: none"> Approach the OFFICER OF THE DAY Emailed or Comment to City Accounting email/facebook/webpage. Every End of the Day, the Person In-charge review and record all feedback collected. Feedback requiring answers are forwarded to respective divisions and they are required to answer within three (3) days of the receipt of the feedback. For inquiries and follow-ups, clients may contact the following contact numbers: tel. #991-0939(audit) / 991-2284(admin) 992-9284(bookkeeping) cp#0936-354-6247
How to file a complaint	<p>Step 1 - File Complaint/s at the Administrative Services Division (determines the veracity of complaints and direct to respective division)</p> <p>1 – Thru Forms Complaints File Complaint/s at the Administrative Services Division (determines the veracity of complaints and direct to respective division)</p> <p>2 - Thru email/Facebook Complaints Go to your email account and send your complaint to our emailed account</p>



	<p>zcacctg@gmail.com or go to our Facebook page Acctg ZamboCity and send your complain to our messenger.</p> <p>3 – log to our Webpage</p> <p>Accountant's Office Document Tracking System http://192.168.19.104:5555/ and go to comment section, located at lower portion on the Homepage.</p> <p>Step 2 - Respective Division will resolve issues/problems presented (if issues/problems cannot be resolved at their end, the division concerned will address concerns to the head of the office – City Accountant)</p> <p>Step 3 - The City Accounting Office ACTS on conflicts/complaints</p>
How complaints are processed	<p>The Admin Division Complaint Officer in charge review complaints & feedback forms/emails/comments on a daily basis and evaluates each complaint. Upon evaluation, the Complains Officer shall start the investigation and shall submit it to the Head of the Agency for appropriate action. The Complaints Officer or the Division concern to will give the feedback to the client. Thru email, letter or verbal communication.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office of the City Administrator

External Services



1. Issuance of Permits for the Conduct of Activities Regulated by the City Ordinance (Motorcade, Parade, Processions, Product Exposure, Hang Streamers, and Similar Materials)

The issued permit allows the temporary installation, posting, display and hanging of banners, streamers, tarpaulins and similar materials in public places to regulate the location/manner/duration of the same pursuant to City Ordinance No. 333 and at the same time regulating the conduct of motorcade, parade, processions, fun run, recorida and similar activities

Office or Division:	Office of the City Administrator		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Motorcade, Parade, Fun Run, Procession			
1. Written request		Applicant	
2. Security Plan		Applicant	
3. Business Permit (for Business Establishments)		Applicant	
4. Valid I.D.		Applicant	
5. Approved route		Zamboanga City Police Office	
6. Barangay Clearance/Certificate of No Objection		From the barangay where the events will be held	
Streamers, Tarpaulins, Banners, Posters			
1. Business Permit (for Business Establishments)		Applicant	
2. Valid I.D. Xerox		Applicant	
3. Contact Number		Applicant	
4. Location where to hang		Applicant	
5. Number of pieces		Applicant	
6. Indicate text on the streamers, tarpaulins, banners and posters		Applicant	
Recorda			
1. Business Permit (for Business Establishments)		Applicant	
2.Valid I.D. Xerox		Applicant	
3. Contact Number		Applicant	
4. Time and date of recorda		Applicant	
4. Approved route		ZCPO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request to receiving clerk with complete requirements	1. Receive letter request and check requirements 1.1 Return letter to the applicant with PNP form	None	5 minutes	<i>Christine Mae P. Diamante</i> Administrative Aide IV <i>Michael C. Catequista</i> Administrative Aide VI
2. Proceed to ZCPO for approval/ disapproval of request	2. Approve or disapprove permit and return documents to City Admin Office for processing	None	3 days	ZCPO Personnel
	2.1 Sign the permit	None	5 minutes	<i>Michael Angelo S. Saavedra</i> City Administrator <i>Cesar G. Raz</i> Assistant City Administrator for Operations City Treasurer Personnel
3. Pay fees and return to City Administrator's Office and present official receipt	3. Accept payment and issue official receipt	Fees based on City Ordinance No. 333	20 minutes	City Treasurer Personnel
4. Get permit	4. Release the permit	None	1 minute	<i>Christine Mae P. Diamante</i> Administrative Aide IV <i>Michael C. Catequista</i> Administrative Aide VI



Ordinance No. 333

Section 3. Except for political, religious, educational or scientific, advertisements, including sponsors of the City Tourism activities and fiestas or election propaganda materials the City shall charge;

FEES		
		Refundable Deposit
a. Streamers, banners and posters	P50.00 Each	P50.00 for every streamers, banners and posters
b. For streamers, banners and posters exceeding 32 ft.	500.00 Each	P500.00 for every streamers, banners and posters

Failure to remove the streamers, banners and posters after seven (7) day-period, the applicant shall forfeit the deposit in favor of the City Government.

2. Issuance of Burial Contract for the Conduct of Burial Services Regulated by City Ordinance No. 394

The burial contract allows anyone to conduct burial services at Mampang Public Cemetery pursuant to City Ordinance No. 394. The City Administrator's Office, located at the 2nd Floor main building City Hall is in charge of the issuance of burial contracts.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Family/Representative of deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate		City Civil Registrar		
2. Burial Permit		City Health		
3. Indigent Certificate		Barangay where applicant resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Acknowledge and evaluate requirements	None	5 minutes	<i>Michael C. Catequista</i> Administrative Aide VI
	1.1 Prepare Burial Contract	None	5 minutes	<i>Michael Angelo S. Saavedra</i> City Administrator



	1.2 Sign burial contract			Cesar G. Raz Assistant City Admiistrator for Operations
2. Have Contract Notarized	2. Notarize contract	(Fees based on notarial service of law office)	10 minutes	Any Lawyer
3. Proceed to City Treasurer's Office and pay fees	3. Accept payment and issue official receipt	Fees based on City Ordinance No. 394 Ground Floor = P10,000.00 2 nd Floor = P9,000.00 3 rd Floor = P8,000.00 4 th Floor = P7,000.00	20 minutes	City Treasurer's Office personnel
5. Return to the City Administrator's Office and present official receipt to claim burial contract	4. Release Burial Contract	None	5 minutes	Michael C. Catequista Administrative Aide VI



TOTAL:	Fees based on City Ordinance No. 394 Ground Floor= P10,000.00 2 nd Floor = P9,000.00 3 rd Floor = P8,000.00 4 th Floor = P7,000.00 Notarial fees	40 minutes	
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3. Release of Apprehended Driver's Licenses

The release of driver's licenses allows drivers to claim their apprehended drivers' licenses in an organized and systematic manner.

Office or Division:	Office of the City Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens
Who may avail:	Apprehended drivers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Citation Ticket	Office of the City Administrator
2. Official Receipt	City Treasurer
3. Valid ID	License Owner
4. Authorization letter with 1 valid ID and photo copy of ID of license owner, if proxy	License Owner



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present citation ticket to the receiving clerk	1. Verify driver's name in the list of driver's licenses turned over by the Apprehending Office/Unit/Police Station	None	5 minutes	Personnel on duty
	1.1 Ask client to return the next day, if name is not in the list.	None		
	1.2 Issue order of payment if name is in the list	None		
2. Proceed to City Treasurer's Office and pay fine	2. Receive and accept payment and issue Official Receipt	Fees based on Ordinance No. 248 and 240	20 minutes	City Treasurer's Office Personnel
3. Proceed to releasing clerk at City Hall Annex Ground Floor and present Citation Ticket and Official Receipt to claim the Driver's License.	3. Release driver's license	None	15 minutes	
TOTAL:		Fees based on Ordinance No. 248 and 240	40 minutes	



ORDINANCE NO. 248

SECTION 6. ADMINISTRATIVE FINE

a. First Offense	P100.00
b. Second Offense	P150.00
c. Third Offense	P200.00

SECTION 7. TOWING CHARGES AND STORAGE FEES, RATES of owners, operators and/or drivers shall pay the following charges for the first five kilometers or in excess or fraction thereof an additional P100.00/km for the following vehicles respectively, to wit:

Vehicles Description		Towing Charges	Storage Fee
a. Light weight with engine displacement of 0 to 1600 cc		P800.00	P50.00/day
b. Medium vehicles with engine displacement 1601 to 2800 cc		P1,000.00	P75.00/day
c. Heavy vehicles with engine displacement of 2601 cc and above		P1,200.00	P100/day

ORDINANCE NO. 240

SECTION 1.

Section 3. (a) Any person or persons violating the provisions of this ordinance shall be punished by a fine of not less than Three Hundred Pesos (P300.00), nor more than Five Hundred Pesos (P500.00), or imprisonment of not less than Ten (10) days nor more than Thirty (30) days or both fine and imprisonment at the discretion of the court.



4. Facilitate Transport of Passengers in Vehicles/Buses Utilizing the Integrated Bus Terminal (IBT) in Divisoria

The Zamboanga Integrated Bus Terminal, the premiere land transportation hub in Western Mindanao, caters to the needs of the riding public going to and coming from the rest of the country

Office or Division:	Office of the City Administrator-Integrated Bus Terminal			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public/Riding Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Terminal Fee: <ul style="list-style-type: none"> • Passenger Regular – P15.00 • PWD and Senior Citizen Standard – P10.00 		Passengers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to departure area for baggage security check and body search and inspection	1. Conduct body search and inspection	None	10 minutes	1st Shift (7:00am – 3:00pm) <i>Utility Worker I</i> Kristopher John Aguirre Edenberg A. Javier Jan Vincent S. Roca Juhlamri L. Bala, Jr. Jayson F. Duran Anthony F. Agustin Imelda T. Sedeño Jennifer M. Abule



		None	10 minutes	<p>2nd Shift (3:00pm – 11:00pm)</p> <p>Utility Worker I <i>Lucel D. Dela Peña</i> <i>Wallard A. Bolls</i> <i>Oliver C. Tilde</i> <i>Arnold A. Tumulak</i> <i>Mohammad P. Joaquin</i> <i>Emmanuel C. Rivera</i></p> <p>3rd Shift (11:00pm – 7:00am)</p> <p>Utility Worker I <i>Juliet O. Diesto</i> <i>Ronnel E. Navarro</i> <i>Ramil S. Ybid</i> <i>Joshua V. Falcasantos</i> <i>Benito Colminas</i> <i>Joel F. Enriquez</i></p>
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2. Proceed to Window 1 for payment of terminal fee.	2. Accept payment and issue the terminal ticket	Regular Passenger -P15.00 Standard PWD/ Senior Citizen -P10.00	5minutes	CTO PERSONNEL <i>Jerome I. Julian</i> Local Revenue Collection Officer II <i>Edgar Allan D. Macatangay</i> Revenue Collection Clerk II <i>Rodelio Dulap</i> Revenue Collection Clerk II <i>Angelo Nicdao</i> Revenue Collection Clerk II
3. Present terminal ticket to checker on duty	3. Verify terminal ticket	None	5 minutes	Utility Worker I <i>Edenberg A. Javier</i> – 1 st Shift Wallard A. Bolls 2 nd Shift Benito Colminas 3 rd Shift
4. Board designated bus	4. Assist passenger in boarding bus	None	10 minutes	<i>Utility Worker I</i> <i>Imelda T. Sedeño</i> 1 st Shift Lucel D. Dela Peña 2 nd Shift Juliet O. Diesto 3 rd Shift
TOTAL:		Regular Passenger -P15.00 Standard PWD/ Senior Citizen -P10.00	30 Minutes	



5. City Abattoir Roasting Services

The City Government Class “AA” Abattoir has an additional feature which is the roasting facility in compliance with Good Manufacturing Practices (GMP) Standards of the National Meat Inspection Services (NMIS), the IRR of RA 9296 by the Joint Department of Agriculture-NMIS and Department of Health – Food and Drug Administration (DOH-FDA) Administrative Order No. 01 s. of 2009. The Administrative Order delineates the functions and shared responsibilities of DA-NMIS and DOH-FDA in the regulation of meat products. The roasting facility is also in compliance with Section 6 of the City Ordinance No. 93-016, the Slaughterhouse Ordinance, which states all roasting pigs and yearling of male calves shall only be done within the City Abattoir premises and/or within the private or public slaughterhouses duly licensed by the City.

Office or Division:	Office of the City Administrator-City Abattoir			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Lechoneros, Meat Vendors / Dealers/Handlers/Roasters and the General Public.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Livestock to be slaughtered		Client		
2. Meat Inspection Certificate (MIC)		Meat Inspector		
3. Official Receipt		City Treasurer Revenue Collector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring livestock to City Abattoir	1. Receive livestock and start slaughtering process	None	5 minutes	Meat Handler/Butcher
	1.1 Prepare carcass for roasting	None	20 minutes	Meat Handler/Butcher



	1.2 Roast carcass	None	3 hours	Meat Handler/Butcher
	1.3 Drain roasted carcass	None	3 minutes	Meat Handler/Butcher
	1.4 Weigh and pack roasted carcass	None	5 minutes	Meat Handler/Butcher
	2. Pay required fees	2. Issue payment order and collect payment	No. of heads roasted x P100.00 excluding labor and charcoal	5 minutes Meat Handler/Butcher
3.Claim roasted carcass	3. Release finished product	None	5 minutes	
TOTAL:		No. of heads roasted x P100.00 excluding labor and charcoal	3 hours and 43 minutes	



6. Issuance of Certification of Stallholders for the Application of Business Permit

All stallholders are required to secure certification for application of business permit at the office of the City Administrator – Sta. Cruz Market/ Bagsakan Center. This is to ensure that all establishments will operate with business permit pursuant to the market ordinance and other applicable laws.

Office or Division:		Office of the City Administrator		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Stallholders/Stall Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification		City Treasurer's Office		
2. Sanitary Clearance		City Health		
3. Garbage Receptacles/Bins with cover		Stallholders/Stall Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit City Treasurer's Certification and City Health Sanitary Clearance	1. Receive and evaluate documents	None	2 minutes	<i>Lani R. Hachalain</i> Market Supervisor III <i>Bienvenido Y. Macias</i> Market Supervisor I <i>Ma. Leah S. Dacumos</i> Market Inspector I <i>Arsenio J. Pioquinto</i> Market Inspector I
	1.1 Approve the certification	None	1 minute	<i>Lani R. Hachalain</i> Market Supervisor III <i>Bienvenido Y. Macias</i> Market Supervisor I <i>Ma. Leah S. Dacumos</i> Market Inspector I <i>Arsenio J. Pioquinto</i> Market Inspector I
2. Claim certification	2. Release certification	None	3 minutes	<i>Lani R. Hachalain</i> Market Supervisor III



				<p>Bienvenido Y. Macias <i>Market Supervisor I</i></p> <p>Ma. Leah S. Dacumos <i>Market Inspector I</i></p> <p>Arsenio J. Pioquinto <i>Market Inspector I</i></p>
TOTAL:		None	6 minutes	



7. Cold Storage Services Facility

The Cold Storage Facility aims to provide a place for preservation of quality of commodity for future utilization and extends its shelf life and reduces post-harvest losses.

Office or Division:	City Administrator’s Office-Cold Storage			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Stallholders, Farmers and General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement Record Book		Stallholders, Farmers and General Public		
2. Commodities for deposit				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present acknowledgement record book together with the commodities for deposit	1. Receive/record commodities deposited	None	4 minutes	Dante Bernabe <i>Utility II</i> Rolando Potenciano <i>Utility II</i>
	1.2 Deposit commodities in cold storage facility	None	5 minutes	Dante Bernabe <i>Utility II</i> Rolando Potenciano <i>Ulity II</i>
2. Present approved acknowledgement record book for retrieval of deposited commodities	2.Issue Slip for payment of corresponding fees	None	2 minutes	Edmundo Pueblo <i>Utility II</i> Roger Fernandez <i>Utility Worker I (Job Order)</i> Ariel Tiña <i>Utility Worker I (Job Order)</i> Evelyn Delos Reyes <i>Administrative Aide III</i> Fausto Alvarez <i>Administrative Aide III</i>



3. Proceed to City Treasurer's Office for payment	3. Receive payment and issue official receipt	Refer to schedule of fees	2 minutes	City Treasurer's Office
4. Present Official Receipt and retrieve commodity deposited	4. Acknowledge and release commodities deposited	None	2 minutes	Solomon Ortizo <i>Revenue Collection Cerk III Bagsakan Center</i>
TOTAL:		Refer to schedule of fees	15 minutes	

a. Regular fees and charges	b. Rental fees and charges
Php 0.25 per kilogram per day	For 3 m. x 9m. Chiller- Room 1. Php 51,000.00 per month 2. Php 13,300.00 per week For 5m. x 9m. Chiller- Room 1. Php 76, 500.00 per month 2. Php 20, 000.00 per week



8. Issuance of Certification of Stallholders for the Application of Business Permit

To provide good, efficient and effective services to the general public, all stallholders are required to secure certification for application of business permit at the office of the City Administrator – Main Market. This is to ensure that all establishments operate with business permits pursuant to the market ordinance and other applicable laws.

Office or Division:	Office of the City Administrator			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Stallholders/Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certification		City Treasurer's Office		
2.Sanitary Clearance		City Health		
3.Provides Garbage Receptacles/Bins with cover		Stallholders/Stall Owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit City Treasurer's Certification and City Health Sanitary Clearance	1. Receive and evaluate documents	None	2 minutes	Darren Salian <i>Market Inspector II</i>
	1.1 Approve certification	None	1 minute	Roy Lorena <i>Market Inspector II</i>
2. Claim certification	2. Release certification	None	5 minutes	Darren Salian <i>Market Inspector II</i>
TOTAL:		None	8 minutes	



Office of the City Agriculturist External Services



AGRICULTURAL ENGINEERING INSPECTION AND VALIDATION SERVICES

1. Conduct of Validation and Inspection of Agricultural Engineering Related Project/ Program Site

Submission of Inspection and validation report that is requested by other government department/agencies or by clients.

Office or Division:	City Agriculturist Office Agricultural Engineering Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities All local farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For G2G - Submit letter/resolution request for inspection/ validation at the City Mayor's office.	1.Forward letter/ resolution request to OCA with instruction.	None	2 Hours	City Mayor's Personnel
	1.2Receive Letter request and record it in the logbook and forward it to City Agriculturist for review, instruction and routing	None	1 Hour/ depending on availability of City Agriculturist	Thelma M. Garcia <i>Administrative Aide VI</i> Carmencita C. Sanchez <i>City Agriculturist</i>
	1.3 Routine	None	15 Minutes	Thelma M. Garcia <i>Administrative Aide VI</i>
	1.4 Receipt and recording of communication in the logbook of the Agricultural Engineering Division for routing to concerned section or	None	15 Minutes	Konrad Karl L.C. Angeles <i>Agricultural Technologist</i>



	personnel/ Division head			
	1.5 Review communication and assign personnel/team to coordinate with concerned Agricultural Field Office/ field personnel/ and client for scheduling of activity	None	2 Days	Erwin V. Kulayan <i>Engineer IV</i> Ludweig P. Look <i>Agricultural Technologist</i> Adrian S. Garito <i>Engineer II</i> Konrad Karl L.C. Angeles <i>Agricultural Technologist</i>
2. Prepare and provide necessary logistics for the conduct of the inspection/validation	2. Conduct inspection/ validation	None	2 Days per site	Adrian S. Garito <i>Engineer II</i> Ludweig P. Look <i>Agricultural Technologist</i> Konrad Karl L.C. Angeles <i>Agricultural Technologist</i>
	2.2 Review documents	None	1 Hour	Erwin V. Kulayan <i>Engineer IV</i>
	2.3 Submit/provide copy of inspection and validation repo with recommendations/ endorsement to requesting party	None	1 Day	Erwin V. Kulayan, <i>Engineer. IV</i> Carmencita C. Sanchez <i>City Agriculturist</i>
TOTAL:			6 Days and 2.5 Hours	
1. Seek for G2Gof AFO/barangay/DA on request for inspection/ validation	1. Forward endorsement to CMO with instruction 1.2 Route endorsement to OCA for review	None		CMO personnel



	2. Upon receipt of instruction/communication from CMO, record it in the logbook and forward it to City Agriculturist for review, instruction and routing	None	1 Hour/ depending on availability of City Agriculturist	Thelma M. Garcia <i>Administrative Aide VI</i> Carmencita C. Sanchez <i>City Agriculturist</i>
	1.3 Review with instruction route to Division for action	None	15 Minutes	Carmencita C. Sanchez <i>City Agriculturist</i>
	1.4 Record in logbook for routing to concerned section or personnel/ Division Head	None	15 Minutes	Konrad Karl L.C. Angeles <i>Agricultural Technologist</i>
	1.5 Review and assign personnel/team coordinates for coordination and scheduling	None	2 Days	Erwin V. Kulayan, <i>Engineer IV</i> Ludweig P. Look <i>Agricultural Technologist</i> Adrian S. Garito <i>Engineer II</i> Konrad Karl L.C. Angeles <i>Agricultural Technologist</i>
	1.6 Inform requesting party thru official letter on section taken and schedule and needed preparation.	None	1 Hour	Erwin V. Kulayan <i>Engineer IV</i>
2. Provide necessary logistics for the activity	2. Conduct inspection/ Validation	None	2 Days per site	Jeffrey L. Pepito <i>Engineer II</i> Ludweig P. Look <i>Agricultural Technologist</i> Konrad Karl L.C. Angeles <i>Agricultural Technologist</i>



	2.1 Prepare inspection and validation report for review by Division Chief	None	1 Day	
	2.2 Review documents	None	1 Hour	Erwin V. Kulayan <i>Engineer IV</i>
	2.3 Provide copy of inspection and validation report with recommendation to requesting party	None	1 Day	Erwin V. Kulayan <i>Engineer IV</i> Carmencita C. Sanchez <i>City Agriculturist</i>
TOTAL:		None	6 Days per site	



AGRIBUSINESS DIVISION

1. Technical extension services on agribusiness for walk-in clients

Office or Division:	Agribusiness Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers, Fisher folk, RIC and 4H			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request assistance for agribusiness matters (market- matching, market linkage, etc)	1. Engage in conversation with walk-in clients regarding the marketing of their produce/ product	None	15 Minutes	Daniel C. Espiritusanto <i>Agricultural Technologist</i> Catherine PhilsR. Alsa <i>Casual</i> Liza Mae A. Albani <i>Agricultural Technician I</i>
	2. Contact with potential buyers and set schedule for meeting. Establish the link between the producer and the buyer	None	1 Day	
TOTAL:		None	1 Day and 15 Minutes	



2. Linkages, collaboration and coordination with government organizations or non- government organizations on agribusiness-related activities

Office or Division:	Agribusiness Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All government agencies and non- government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send official communication to the office	1. Receive communication	None	1 Minute	Daniel C. Espiritusanto <i>Agricultural Technologist</i> Catherine Phils R.alsa <i>Casual</i> Liza Mae A. Albani <i>Agricultural Technician I</i>
	2. Act on communication	None	5 Minutes	
	3. Communicate with agencies concerned	None	5 Minutes	
	4. Set meeting with agencies concerned	None	-	
	5. Implementation of the activity/project	None	-	
TOTAL:		None	11 Minutes	



CROPS MANAGEMENT DIVISION

1. Technical Extension Services on Crop Production and Crop Protection for On-Farm Clients

Conduct field inspection and monitoring and extend technical assistance to the farmers.

Office or Division:	Crops Management Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Farmers of Agriculture Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request schedule with the OCA crops technical personnel for the farm visit thru calls or text	1. Set schedule for the farm visit	None	5 Minutes	Isidro A. Quijano, Jr. <i>Agricultural Center Chief II</i> Adones Q. Nicanor <i>Agricultural Technologist</i> Rolando C. Peralta <i>Agricultural Technologist</i> Edgar S.J. Natividad <i>Agricultural Technologist</i> Samira T. Kalam <i>Agricultural Technologist</i>
	2. Conduct on-farm visitation and recommends latest good agricultural practices for crop production services and assess / identify / validate crop pests and diseases for crop protection services and recommend pest and disease management strategies and conduct soils and water management strategies in the area.	None	1 Day	
TOTAL:		None	1 Day and 5 Minutes	



2. Technical Extension Services on Crop Production and Crop Protection for Walk-In Clients

Conduct field inspection and monitoring and extend technical assistance to the farmers.

Office or Division:		Crops Management Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Client		
Who may avail:		Farmers of Agriculture Sector		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek technical advice on crop production and crop protection	1. Engage in conversation with the concerns of the client/s	None	30 Minutes	Isidro A. Quijano, Jr. <i>Agricultural Center Chief II</i> Adones Q. Nicanor <i>Agricultural Technologist</i> Rolando C. Peralta <i>Agricultural Technologist</i> Edgar S.J. Natividad <i>Agricultural Technologist</i> Samira T. Kalam <i>Agricultural Technologist</i>
	1.1 Set schedule for an actual farm visit upon the requests of the clients	None	5 Minutes	
	1.2 Conduct on-farm visitation and recommends latest good agricultural practices for crop production services and assess / identify / validate crop pests and diseases for crop protection services and recommend pest and disease management strategies and conduct soils and water management strategies.	None	1 Day	
TOTAL:		None	1 Day and 35 Minutes	



3. Linkage and collaboration with the Government Organizations (GO's) and Non- Government Organizations (NGO's) on Special Projects for Crop Production and Crop Protection Activities

Conduct special projects with the GO's and NGO's.

Office or Division:	Crops Management Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Farmers of Agriculture Sector			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official communication from concerned agency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send official communication to OCA	1. Receive communication from concerned agency	None	1 Minute	Isidro A. Quijano, Jr. <i>Agricultural Center Chief II</i> Adones Q. Nicanor <i>Agricultural Technologist</i> Rolando C. Peralta <i>Agricultural Technologist</i> Edgar S.J. Natividad <i>Agricultural Technologist</i> Samira T. Kalam <i>Agricultural Technologist</i>
	1.1 Conduct meeting with the concerned agency on the guidelines and protocol of the special project/s and set schedule for the implementation of the project	None	4 Hours	
	1.2 Supervise, monitor and gather data of the project	None	-	
TOTAL:		None	4 Hours and 1 Minute	



FISHERES AND REGULATORY SERVICES DIVISION

1. Issuance of Fishery Permits and Licenses (Fishery Establishment Operators)

The issuance of Fishery Permits and Licenses to Fishery Establishment Operators are required under Section 18 of City Fishery Ordinance No. 2002-89. The Office of the City Agriculturist accepts applications and conducts on-site inspection to evaluate compliance with the set standards and protocols.

Office or Division:	Fisheries and Regulatory Services Division (FRSD)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Transacting Public G2B – Government to Business Entity		
Who may avail:	All Fishery Establishment Operators: Fishery/Marine Product Dealers, Retailers, and Processors, Ice Plant/Cold Storage Operators, Fishery Processing Plant Operators, Fish Drying Plant Operators, Flea Market Operators, Fish Vendors, Shipyard Operators, Fish Landing Operators, Fishing Establishment Operators, Pet shop Owners, Blast Freezer Operators, Fish Meal Operators, Salt Processors and Traders.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form		Office of the City Agriculturist – Fisheries & Regulatory Services Division, Veterans Avenue Ext., Tetuan, Z.C.	
2. Barangay Clearance (1 original, 1 photocopy)		Barangay Hall – Barangay Secretary	
3. Community Tax Certificate (Cedula) (1 original, 1 photocopy)		Barangay Hall – Barangay Treasurer’s Office/ City Treasurer’s Office – Cash Receipt Division	
4. 1 pc. 2 x 2 Colored ID Picture		Picture of the applicant	
5. Photocopy previous Fishery Permit		Office of the City Agriculturist – Fisheries & Regulatory Services Division, Veterans Avenue Ext., Tetuan, Z.C.	
NATIONAL AGENCIES REGULATORY POLICIES (Pursuant to JMC No. 01, Series of 2016 Section 6.2 & RA No. 11032 Section 17 (a)dated May 28, 2019)			
1. Certificate of Non-Coverage (CNC) (small-scale establishment), Environmental Clearance Certificate (ECC) for large-scale establishments/exporters 1.2 Wastewater Discharge Permit		Department of Environment & Natural Resources (DENR) – Environment & Management Bureau (EMB) –Pasonanca, Z.C.	



1.3 Permit to Operate Air Pollution Installation				
2. Food & Drug License		Food & Drug Administration (FDA)-Upper Calarian, Z.C.		
3. Feed Establishment Registration Certificate		Bureau of Animal Industry (BAI) – Tumaga, Z.C.		
4. Ice Plants Water Analysis Result		Zamboanga City Medical Center – Sta. Catalina, Z.C.		
5. Commercial Fishing Vessel/Gear Licenses		Bureau of Fisheries & Aquatic Resources (BFAR)-R.T. Lim Blvd., Z.C.		
6. Engineering plans and designs of the port		Office of the City Engineer's- City Hall, N.S. Valderosa St., Z.C.		
7. Foreshore Lease Agreement (FLA)		Department of Environment & Natural Resources (DENR) - City Environment & Natural Resources Office (CENRO) –General Vicente Alvarez, Zone IV, Z.C.		
8.Zoning clearance		Office of the City Planning and Development Coordinator- City Hall, N.S. ValderosaSt.,Z.C.		
9. Philippine Ports Authority Clearance (PPA)		Philippine Ports Authority (PPA), Port Area, Z.C.		
10. Philippine Reclamation Authority Permit (PRA)		Philippine Reclamation Authority (PRA), Makati City		
11. MARINA Certificate of Registration		Maritime Industry Authority (MARINA) – CAP Building, Zone IV, Z.C.		
12. Fish Port Accreditation		Philippine Fisheries Development Authority – Sangali, Z.C.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Application Form and submits together with the requirements	1.1 Receives the required documents and checks for completeness 1.2 Issues the Order of Payment after assessment 1.3 Schedule for a site inspection of the fishery establishment	None	15 Minutes	Mylene H. Delos Reyes <i>Utility Worker II</i>



2. Pays the required fees at the City Treasurer's Office	2.1 Accepts the payment based on the Order of Payment issued by the Office of the City Agriculturist 2.2 Issues Official Receipt	License Fee – PHP 2,000.00	30 Minutes	Collecting Officer City Treasurer's Office- Cash Receipt Division
3. Proceeds to the Office of the City Agriculturist and submits photocopy of Official Receipt for recording and processing of License/Permit	3.1 Receives and checks the Official Receipt 3.2 Conducts fishery establishment inspection 3.3 Process the License/Permit	None	1 Day	Ramil G. Delos Reyes Aquaculturist I Freddie A. Bagaan <i>Agricultural Technologist</i> Mylene H. Delos Reyes <i>Utility Worker I</i> Ramil G. Delos Reyes <i>Agriculturist I</i>
4. Receives approved License/Permit to Operate	Release the License/Permit to operate to the applicant	None	10 Minutes	Mylene H. Delos Reyes <i>Utility Worker II</i> Ramil G. Delos Reyes <i>Agriculturist I</i>
TOTAL:		PHP 2,000.00	1 Day and 55 Minutes	



2. Issuance of Fishery Permits and Licenses (Municipal Fishing Boat Operators)

The issuance of Fishery Permits and Licenses to Municipal Fishing Boat Operators are required under City Ordinance No. 2005-133 and City Fishery Ordinance No. 2002-89. The Office of the City Agriculturist accepts applications, conducts boat admeasurements and issues permits for the operation of municipal fishing boats.

Office or Division:	Fisheries and Regulatory Services Division (FRSD)		
Classification:	Simple		
Type of Transaction:	G2C – Government to Transacting Public		
Who may avail:	All fisherfolk who are operating within the Zamboanga City waters with motorized and non-motorized fishing boats of three (3) gross tonnage and below		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Application Form		Office of the City Agriculturist – Fisheries & Regulatory Services Division, Veterans Avenue Ext., Tetuan Z.C.	
2. Barangay Clearance of the Owner and Operator (1 original, 1 photocopy)		Barangay Hall (Owner’s residence) – Barangay Secretary	
3. Community Tax Certificate (Cedula) of the Owner and Operator (1 original, 1 photocopy)		Barangay Hall – Barangay Treasurer’s Office/ City Treasurer’s Office – Cash Receipt Division	
4. PNP OR PNP Maritime Clearance that the boat has no record of any criminal offenses (1 original, 1 photocopy)		Zamboanga City Police Office – Police Clearance Unit Don Pablo Lorenzo St., Zone IV, Zamboanga City PNP Maritime Police – Zamboanga City Maritime Police Station, Paniran Port Area Zamboanga City	
5. Affidavit of Ownership (1 original, 1 photocopy)		Zamboanga City Hall of Justice – Public Attorney’s Office (PAO)	
6. Official Receipt of Engine (1 original, 1 photocopy)		Establishment where the engine was bought by the applicant	
7. Stencil of Engine Serial Number		Engine of the applicant	
8. 2 copies. 2 x 2 Colored Picture of the Owner and Operator		Picture of the applicant	
9. Fish net sample		Fishing net used by the applicant	
10. Admeasurement of the municipal fishing boat		Office of the City Agriculturist – Fisheries and Regulatory Services Division and District Agricultural Field Offices	
11. 2 copies Colored Boat Picture(5 x 7) showing clearly the registration number of the fishing boat (to be submitted before the release of the original permit/license)		Picture of the fishing boat of the applicant at the docking area	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Application Form in the office lobby and submits together with the requirements	<p>1.1 Receives the required documents and checks for completeness</p> <p>1.2 Conducts fishing boat admeasurement and calculates its Gross Tonnage (GT)</p> <p>1.3 Issues Order of Payment</p>	None	1 day	<p>Kristine Joy R. Rosa <i>Administrative Aide III</i></p> <p>Analiza B. Salili <i>Aquaculturist I</i></p> <p>Mary Ann B. Casuyon <i>Utility Worker I</i></p> <p>Grace C. Caceres <i>Aquaculturist II</i></p> <p>Lizamae A. Albani <i>Agricultural Technician I</i></p> <p>Hairun A. Munap <i>Agricultural Technologist</i></p> <p>Analiza B. Salili <i>Aquaculturist I</i></p> <p>Omar Sumaidi O. Abdurasid <i>Clerk II</i></p>
2. Pays the required fees at the City Treasurer's Office	<p>2.1 Accepts the payment based on the order of payment issued by the Office of the City Agriculturist</p> <p>2.2 Issues Official Receipt</p>	<p>Certificate of Number – PHP 150.00</p> <p>Motorized Permit to Operate Less than 0.10 GT – PHP100.00 0.11 – 0.50 GT – PHP125.00 0.51 – 1.0 GT</p>		



		– PHP150.00 1.01 – 2.0 GT – PHP250.00 2.1 – 3.0 GT – PHP450.00 Non- motorized Less than 0.50 GT – PHP50.00 0.51 – 1.00 GT – PHP100.00 1.01 GT- 2.00 GT- – PHP200.00 Motor Vessel Operator's License (MVOL) PHP 100.00 Fishing Gear License PHP 100.00 Fisherman's License card PHP 50.00 Change of Engine PHP 200.00 Change of Use PHP 150.00 Change of Body Configuration	30 Minutes	
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		PHP 150.00 Change of Color PHP 150.00	Collecting Officer City Treasurer's Office -Cash Receipt Division	
3. Proceeds to the Office of the City Agriculturist and submits Original copy of Official Receipt for recording and processing of License/Permit to operate	3.1 Receives and check the Official Receipt 3.2 Issues Temporary permit to Operate indicating there at the registration Number to be painted in the hull of the boat of the applicant 3.3 processes the application and recommends for its approval to the City Agriculturist	None	10 minutes	Marineth B. Galleron Aquaculturist II Kristine Joy R. Rosa <i>Agricultural Technician I</i> Mary Ann B. Casuyon Utility Worker I Grace C. Caceres Aquaculturist II Lizamae A. Albani Agricultural Technician I Hairun A. Munap Agricultural Technologist Analiza B. Salili Aquaculturist I Omar Sumaidi O. Abdurasid Clerk II
5. Receives approved License/Permit to operate	5.1 Releases License/Permit to operate to the applicant	none	10 minutes	Marinneth B. Galleron Aquaculturist II
TOTAL:		None	1 Day and 30 Minutes	



3. Issuance of Fishery Permits and Licenses (Fishery Structure)

The issuance of Fishery Permits and Licenses to Fishery Structure Operators are required under Section 11 of City Fishery Ordinance No. 2002-89. The Office of the City Agriculturist accepts applications and conducts on-site inspection and issues permits for the operation of fisheries structures

Office or Division:	Fisheries and Regulatory Services Division (FRSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	All Fishery structure Operators: Seaweed Farmers, Fish Cage Operators, Fish Pen Operators, Backyard Fishpond Operators, Fish Corral Operators, and Oyster and Mussels Culture Bed Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Office of the City Agriculturist – Fisheries & Regulatory Services Division, Veterans Avenue Ext., Tetuan, Z. C.		
2. Barangay Clearance (1 original, 1 photocopy)		Barangay Hall (Owner's residence) – Barangay Secretary		
3. Community Tax Certificate (Cedula) (1 original, 1 photocopy)		Barangay Hall – Barangay Treasurer's Office/ City Treasurer's Office – Cash Receipt Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up Application Form in and submits together with the requirements	1.1 Receives the required documents and checks for completeness 1.2 Conducts site inspection and surveys the fishery structure 1.3 Issues the Order of Payment if all the required documents submitted	None	15 Minutes	Kristine Joy R. Rosa Agricultural Technician I Mary Ann B. Casuyon Utility Worker I Grace C. Caceres Aquaculturist II Lizamae A. Albani Agricultural Technician II Hairun A. Munap Agricultural Technologist Omar Sumaidi O. Abdurasid Clerk II Oscar C. Camacho Utility Worker II Culianan Fishery



				<p>Check point</p> <p>Napsirul J. Arasad Utility Worker I Culianan Fishery Checkpoint</p> <p>Edwin R. Francisco Administrative Aide I Culianan Fishery Check point</p>
2. Pays the imposed auxiliary fees	<p>2.1 Receives payment based on the auxiliary invoice issued by the Office of the City Agriculturist-Fishery Inspector</p> <p>2.2 Issues Official Receipt</p>	<p>Fish (Fresh, Dried, Live, etc.) Seaweed (Fresh/Dried) PHP200.00</p> <p>Marine invertebrate species PHP200.00</p> <p>All other fishery products unclassified PHP 200.00</p>	5 Minutes	<p>Collecting Officer City Treasurer's Office- Cash Receipt Division</p>
3. Reviews and secures Official Receipt	3.1 Issues the Official Receipt	None	5 minutes	<p>Collecting Officer City Treasurer's Office- Cash Receipt Division</p>
TOTAL:			25 Minutes	



4. Issuance of Auxiliary Invoice to Fishery Products Shippers/Traders

The issuance of Auxiliary Invoice to all shippers of marine fishery and aquatic products either raw or processed is required under Section 20 of City Fishery Ordinance No. 2002-89. The Office of the City Agriculturist issues auxiliary invoice and conducts inspection to all out-going shipments transported either in air, land and water transportation from point of origin to point of destination.

Office or Division:	Fisheries and Regulatory Services Division (FRSD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public G2B - Government to Business Entity			
Who may avail:	Marine Product Shippers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Permit to Operate (PTO) Fishery Establishment/ Business Permit (1 photocopy)		City Government of Zamboanga - Office of the City Agriculturist – Fisheries & Regulatory Services Division, Veterans Avenue Ext., Z.C.		
2. Local Transport Permit (LTP)/ Quarantine Clearance (for live fishery and aquatic products only)		Bureau of Fisheries & Aquatic Resources (BFAR-IX), R.T. Lim Blvd., Z.C.		
3. Delivery Receipt (Factura)		Shipper/Fishery Establishment Operator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures and present all the required documents and provides fish sample for examination of not less than one (1) kilo for small fish/species or two (2) kilos for bigger fish/species	1.1 Receives and checks required documents	None	5 minutes	Kadil T. Lumandong <i>Aquaculturist I</i> Philippine Port Authority (PPA) Checkpoint
	1.2 Inspect the products for shipment		5 minutes	Richard A. Orquijo <i>Special Agent I</i> Airport Checkpoint
	1.3 Assesses and issues auxiliary invoice		5 minutes	Rolando E. Vasquez <i>Special Agent I</i> Airport Checkpoint



2. Pays the required fees at the City Treasurer's Office	<p>2.1 Receives payment based on the order of payment issued by the Office of the City Agriculturist</p> <p>2.2 Issues Official Receipt</p>	<p>Application Fee php 50.00</p> <p>License Fee:</p> <p>Seaweed Farm Php 200.00</p> <p>Fish Corral php 800.00</p> <p>Oyster and Mussel Culture Bed php 1,000.00</p> <p>Fish cage php 2,000.00</p> <p>Fish pen php 2,000.00</p> <p>Backyard Fishpond php 800.00</p>	30 Minutes	Collecting Officer City Treasurer's Office- Cash Receipt Division
3. Proceeds to the Office of the City Agriculturist and submits the original cop of official Receipt for recording and processing of License/permit to operate	<p>3.1 Receives and checks the Official receipt</p> <p>3.2 Processes the application and recommends for the approval to the City Mayor</p>	None	1 Day	Kristine Joy R. Rosa Agricultural Technician I
4. Returns to the Office of the City Agriculturist for the release of License/permit to operate	4.1 Release License/permit to operate to the applicant	None	10 minutes	Kristine Joy R. Rosa Agricultural Technician I
TOTAL			1 Day and 55 Minutes	



Note:

Culianan Fishery Checkpoint - has four (4) Fishery Inspectors rendering 24 hours on duty to cater the issuance of auxiliary invoices to fish shippers using land transportation

Zamboanga City Airport Checkpoint is manned by two (2) Fishery Inspectors who render the issuance of auxiliary invoice pending on the flight schedules at least (3) hours before plane flight departure.

Zamboanga City PPA Wharfs Checkpoint is manned by one (1) Fishery Inspector who renders the issuance of auxiliary invoice depending on the schedule of boat carrier's arrival and departure which is at least three (3) hours before departure.

INFORMATION SECTION/FITS CENTER

1. Information Dissemination on Agri-Fishery Production

Disseminate information updates on Agri-fishery programs and projects of the office

Office or Division:	Information Section/ FITS Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Concerned Government Agencies- walk in clients & Agri- Fishery clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for IEC material on Crop Production Guide, Livelihood Trainings and other agri-fishery IEC materials (walk-in)	1.0 Review and inquire on the clients' request of IEC materials and other information materials needed	None	30 minutes	Ellen L. Mapili <i>Information Officer I</i>
	1.1 Verify and confirm for the requested information materials	None	30 minutes	Mathelyn C. Gatilogo <i>Information Officer II</i>
	1.2 Print the IEC materials if needed	None	30 minutes	Jesus S. Basilio <i>Agricultural Technician II</i>



2. Request for coordination, documentation and assistance for agri-fishery information drive activities and other related activities	2.0 Coordinate w/ other agency who ask for the section assistance	None	1 hour	
	2.1 Coordinate closely w/ the schedule and activities for a certain drive or caravan	None	1 hour	
	2.2 Reproduce & produce IEC materials to be distributed to customers during info drive	None	1 hour	
	TOTAL	None	4 hours and 30 minutes	



PLANNING, MONITORING AND EVALUATION SECTION

1. Request for Agriculture Statistics and other related Statistical Data

Provide Agricultural Statistics and other related Statistical Data

Office or Division:	Planning, Monitoring and Evaluation Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter address to City Agriculturist for Agriculture Statistics and other related Statistical Data	1. Review and discuss the requested data to the PMES Chief	None	10 minutes	Marita N. Maravilla <i>Agriculturist II</i>
2. Proceed to PMES and wait for the release of statistical data	2. Prepare the requested agriculture statistics and related statistical data needed	None	1 hour	Suceine Alvarez <i>Agricultural Technologist</i> Ramil Valente <i>Agricultural Technologist</i>



	2.1. Verify and confirm that the contents of the final action document is in accordance with existing guidelines and affix initial or signature on action document	None	15 minutes	Marita N. Maravilla <i>Agriculturist II</i>
3. Present ID and claim requested data	3. Record the final action document in the Document Tracking System (DTS) and release to the client	None	1 minute	Suceine Alvarez <i>Agricultural Technologist</i> Ramil G. Valente <i>Agricultural Technologist</i>
TOTAL:		None	1 hour and 31 minutes	



RESEARCH, EXPERIMENT AND DEMONSTRATION SERVICES

1. TILAPIA DISPERSAL/DISTRIBUTION

Office or Division:	City Agriculturist Office-Research, Experiment & Demo. Services Division			
Classification:	Simple			
Type of Transaction:	Government to fish farmer/backyard pond operators			
Who may avail:	Backyard fishpond operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tilapia Dispersal Request Form		City Agriculturist Office – Research Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures TILAPIA DISPERSAL REQUEST FORM	1. Gives request form to clients.	None	1 min.	Dispersal personnel of REDSD Thomas T. Lacandalo Utility Worker II
2. Fill-up request form	2. Assesses request form.		1 min.	
3. Pick-up tilapia fingerlings.	3. Approves request		5 min.	
	4. Conducts ocular inspection of the area		1 day	
	5. Disperses tilapia fingerlings.		4 hours	
TOTAL:		None	1 days, 4 hours and 7 minutes	



Office of the City Assessor

External Services



1. Issuance of New Tax Declaration

The issuance of new Tax Declaration is one of the primordial tasks of the Office of the City Assessor as it signifies and attests that a particular real property was duly registered and assessed by the Office. The information found in the Tax Declaration will be used by various stakeholders such as banks, businessmen, inventors, planners and government for taxation purposes, among others.

Office:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen G2B – Government to Business G2G – Government to Government		
Who may avail:		General Public, LGU, GOCC, and other Gov't Instrumentalities, Banks, All Institutions		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Title (1-Photocopy)		Register of Deeds, Record's Division		
2. Certificate of Non-Tax Delinquency (Updated)/Official Receipt		Office of The City Treasurer (Land Tax Division)		
3. Deed of Sale/Deed Of Donation/Extrajudicial Settlement/Any Document of Proof of Transfer (1-Photocopy)		Notary Public		
4. Certificate of Authorizing Authority		Bureau of Internal Revenue		
5. Special Power of Attorney/Authorization		Person Being Represented		
6. Any Valid I.D. of Buyer/Seller & Representative		Company I.D., GSIS, SSS, DFA, Post Office, Senior Citizen Affairs, PAG-IBIG, Residence Certificate		
7. Subdivision Plan (For Subdivision)		Bureau of Lands		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the Office Clerk for the Issuance of New Tax Declaration	1. Receive, record, check and verify documents/requirements for the issuance of new Tax Declaration.	None	10 Minutes	Ma. Rochelle R. Rodriguez Assessment Clerk II
	1.1 Issue Claim Slip after initial assessment and forward documents to Records Division.		5 Minutes	Ma. Rochelle R. Rodriguez Assessment Clerk II



	1.2 Receive, check, research, and verify documents	None	5 Minutes	<p>Evelyn S.A Falcatan <i>Assessment Clerk III</i></p> <p>Ma. Rochelle R. Rodriguez <i>Local Assessment Operations Officer I</i></p> <p>Edeline S. Wee <i>Assessment Clerk II</i></p>
	1.3 Review and verification (Prepare Field Appraisal and Assessment Sheet) Submit to Tax Mapper		30 Minutes	<p>Evelyn S.A Falcatan <i>Assessment Clerk III</i></p> <p>Edeline S. Wee <i>Assessment Clerk II</i></p> <p>Eduardo J. Baird, Jr. <i>Local Assessment Operations Officer I</i></p> <p>Jose A. Bosante <i>Local Assessment Operations Officer I</i></p> <p>Aivelle A. Espiritusanto <i>Local Assessment Operations Officer I</i></p> <p>Eduard Zon S. Estandian <i>Local Assessment Operations Officer I</i></p> <p>Cathy C. Mentoya <i>Local Assessment Operations Officer I</i></p>



	1.4 Assignment of Pin or sketch Submit to Tax Mapping Chief		20 Minutes	Laurie Joy Y. Sebastian <i>Tax Mapper II</i> Glenda R. Salazar <i>Tax Mapper I</i> Glaiza Kate F. Mateo <i>Draftsman I</i> Charlie S. Macoycruz <i>Utility Worker I</i> Oliver S. Natividad <i>Admin. Aide III</i> Ryann Jay C. Juaton <i>Assessment Clerk I</i>
	1.5 Check, verify and sign Field Appraisal and Assessment Sheet Forward to Appraiser		10 Minutes	Mel Anthony R. Lacastesantos <i>Tax Mapper IV</i>
	1.6 Appraise, reclassify or assess Field Appraisal and Assessment Sheet Forward to Appraisal Chief		45 Minutes	Eduardo J. Baird, Jr. <i>Local Assessment Operations Officer I</i> Jose A. Bosante Local Assessment Operations Officer I Aivelle A. Espiritusanto <i>Local Assessment Operations Officer I</i> Eduard Zon S. Estandian <i>Local Assessment Operations Officer I</i>



	1.7 Check, verify and recommend for approval Submit to Evaluation Division		10 minutes	Cathy C. Mentoya <i>Local Assessment Operations Officer I</i>
	1.8 Review and evaluate Field Appraisal and Assessment Sheet Submit to City Assessor		5 minutes	Godofredo B. Mateo, Jr. <i>Local Assessment Operations Officer IV</i>
	1.9 Approve and sign Field Appraisal and Assessment Sheet		10 minutes	Louis Allan A. Ebojo <i>Local Assessment Operations Officer IV</i>
	1.10 Printing and releasing of Tax Declaration		5 Minutes	Nova Jane P. Lacbao <i>Local Assessment Operations Officer II</i>
				Erwin E. Bernardo <i>City Assessor</i>
				Priscila A. Ybañez <i>Assessment Clerk II</i>
TOTAL:		None	2 Hours and 40 Minutes	

*For Complex Transaction (more than 1 Transaction) – 7 Days

*For Subdivision – 20 days



2. Certificate of Improvement, Certificate of No Improvement, Certificate of No Property, Certificate of Landholding

The issuance of Certificate of Improvement or No Improvement is a requirement by the Bureau of Internal Revenue during sale of the real property while the Certificate of No Property may be required by government agencies to individuals for them to be able to avail of vital government services such as hospitals for medical services. The issuance of Certificate of Landholding, on the other hand, is required by the BIR during the filing of Estate Tax of the deceased real property owner or during the filing of Extra-Judicial Settlement of Estate.

Office:	Office of the City Assessor
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	General Public, LGU, GOCC, and other Gov’t Instrumentalities, Banks, All Institutions
Checklist Of Requirements	Where To Secure
1. Request Form	Assessor’s Office (Record’s Division)
2. Official Receipt of Payment	City Treasurer’s Office
3. Photocopy of Title	Register of Deeds, Record’s Division
4. Photocopy of Official Receipt of Real Property Tax	City Treasurer’s Office
5. ID of Owner	Company I.D., GSIS, SSS, DFA, Post Office, Senior Citizen Affairs, PAG-IBIG, Residence Certificate, PRC, Driver’s License, any Government issued ID
6. Special Power of Attorney (SPA), if Representative.	Notary Public
7. ID of Representative	Company I.D., GSIS, SSS, DFA, Post Office, Senior Citizen Affairs, PAG-IBIG, Residence Certificate, PRC, Driver’s License, any Government issued ID



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form from the Records Division and fill out the form	1. Give request form to be filled out by the requesting party	None	1 Hour	Criselda P. Dimalanta <i>Bookbinder I</i>
2. Submit duly accomplished request form to the Office Clerk for initial assessment and verification	2. Check, verify and issues the order of payment	None	1 Hour	Criselda P. Dimalanta <i>Bookbinder I</i>
3. Proceed to the City Treasurer's Office for payment of certification fee by showing the Duly accomplished request form	3. Receive payment and issues official receipt	Php 30.00 per page	1 Hour	Jowelina C. Reyes <i>RCC III</i> Ester G. Limen <i>RCC II</i> Marissa J. Eijansantos <i>RCC II</i>
4. Return to the Office of the City Assessor (Records Division) to submit request form with the official receipt and 2 pieces documentary stamps and wait for the claim slip	4. Receive request form, O.R. and documentary stamps and issue claim slip 4.1 Research, encode & print certification	None	1 Hour 1 Hour	Criselda P. Dimalanta <i>Bookbinder I</i> Ma. Cristina B. Delgado <i>Assessment Clerk I</i> Maybellyn C. Arisgado <i>Bookbinder I</i> Joel A. De Mesa <i>Utility Worker I</i> Criselda P. Dimalanta <i>Bookbinder I</i>



				<p>Ma. Cristina B. Delgado <i>Assessment Clerk I</i></p> <p>Maybellyn C. Arisgado <i>Bookbinder I</i></p> <p>Joel A. De Mesa <i>Utility Worker I</i></p>
	4.2 Verify, check and sign certificates	None	1 Hour	Joeffrey G. Salilig <i>Local Assessment Operations Officer III</i>
	4.3 Approve and sign certification	None	1 Hour	Erwin E. Bernardo <i>City Assessor</i>
				Irene C. Allian <i>Asst. City Assessor</i>
5. Return to the Office of the City Assessor the following day for the certification	5. Release certification	None	1 Hour	Criselda P. Dimalanta <i>Bookbinder I</i>
TOTAL:		Php 30.00 per page	8 hours	

*For more than 1 Certification – 3 days

*For more than 5 Certifications – 5 days



3. Issuance of Maps

The issuance of Tax Maps provides the public with vital real property information such as location of the real property, accessibility and distance to important public installations and areas of growth and development. Tax Maps are the single most important tool in the real property assessment process.

Office:	Office of The City Assessor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	General Public, LGU, GOCC, and other Gov't Instrumentalities, Banks, All Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Request Form		Tax Mapping Division		
2. Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form from the Tax Mapping Division	1. Give Request Form	None	1 Minute	Aubrey S. Francisco <i>Administrative Aide I</i> Glenda R. Salazar <i>Tax Mapper I</i>
2. Fill up the request form and submit to the Office Clerk for The Order of Payment	2. Receive, check, and verify and issue the order of payment		5 Minutes	Aubrey S. Francisco <i>Administrative Aide I</i> Glenda R. Salazar <i>Tax Mapper I</i>
3. Proceed to the Office of the City Treasurer and pay the required fee	3. Receive payment and issue official receipt	PHP50.00 A4 Bond Paper/per page PHP400.00 A3 Bond Paper/per page PHP 800.00 A1 Bond Paper/per page PHP1,500.00		



		A0 Bond Paper/per page		
4. Return to the Office of the City Assessor and submit the request form and O.R. (Tax Mapping Division)	4. Receive the request form and O.R. and submit to Tax Mapper.		5 Minutes	Aubrey S. Francisco <i>Administrative Aide I</i>
	4.1 Identify and locate properties		30 Minutes	Glenda R. Salazar <i>Tax Mapper I</i>
				Michael F. Candido <i>Administrative Aide I</i>
				Laurie Joy Y. Sebastian <i>Tax Mapper II</i>
				Glaiza Kate F. Mateo <i>Draftsman I</i>
				Charlie S. Macoycruz <i>Utility Worker I</i>
				Oliver S. Natividad <i>Administrative Aide III</i>
				Ryann Jay C. Juaton <i>Assessment Clerk I</i>
5. Review and get map	5. Present base map to the requesting party		15 Minutes	Aubrey S. Francisco <i>Administrative Aide I</i>
				Glenda R. Salazar <i>Tax Mapper I</i>
				Michael F. Candido <i>Administrative Aide I</i>
Total:		None	56 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Feedback and Complaints Form and drop it at the designated drop box of the receiving desk located at the entrance of the Office of the City Assessor.</p> <p>Contact info: 991-2294 or cityassessor@gmail.com</p>
How to feedbacks are processed	<p>Every Friday, the Administrative Officer of the Office of the City Assessor opens the drop box to compile and record all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant division and they are required to answer within three (3) days from the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact telephone number: 991-2294 or cityassessoroffice@gmail.com</p>
How to file a complaint	<p>Answer the Client Feedback and Complaints Form and drop it at the designated drop box of the receiving desk located at the entrance of the Office of the City Assessor.</p> <p>Complaints can also be filed via letter addressed to the Department Head of the Office of the City Assessor or thru telephone call. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evident <p>For inquiries and follow-ups, clients may contact telephone number: 991-2294 or cityassessoroffice@gmail.com</p>
How complaints are processed	<p>Every Friday, the Administrative Officer of the Office of the City Assessor opens the drop box to compile and record all complaints submitted.</p> <p>The Administrative Officer evaluates the complaints and forwards it to concerned division for appropriate actions. If the concerned division cannot resolve the issues, the complaints will be forwarded to the City Assessor.</p> <p>For inquiries and follow-ups, clients may contact telephone number: 991-2294 or cityassessoroffice@gmail.com</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office of the City Budget
Budget Preparation Division
External Services



1. Preparation of Annual/Supplemental Budget

Evaluates, reviews, and checks the proposed budget from all City offices, Courts, Schools, and Non-Offices for the preparation of Annual/Supplemental Budget.

Office or Division:	Office of the City Budget			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, School, Courts and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Ceiling		Office of the City Budget Office		
2. BP Form A – Proposed Budget Matrix		Office/Division Concerned		
3. BP Form B – Justification Working Paper (JWP)		Office/Division Concerned		
4. BP Form C – Deployment of Personnel by MFO and PPA		Office/Division Concerned		
5. BP Form D – List of Retirees		Office/Division Concerned		
6. LBP Form No. 2 – Programmed Appropriation and Obligation by Object of Expenditures		Office/Division Concerned		
7. LBP Form No. 4 – Mandate, Vision/Mission, Major Final Output, Per		Office/Division Concerned		
8. BP Form E – Project Procurement Management Plan (PPMP)		Office/Division Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Budget Proposal at the receiving section	1. Receive and encode Proposal	None	10 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



	1.2 Distribute documents to concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I</i> <i>Casual</i>
	1.3 Evaluate completeness and correctness of documents	None	15 days	Lara G. Solis <i>Budget Officer II</i> Cheryl T. Hamid <i>Budget Officer II</i> Vernaline A. Villapando <i>Budgeting Assistant Evaluators</i>
	1.4 Encode data in preparation for Technical Budget Hearing	None	15 days	Lara G. Solis <i>Budget Officer II</i> Cheryl T. Hamid <i>Budget Officer II</i> Vernaline A. Villapando <i>Budgeting Assistant Evaluators</i>
	1.5 Conduct Technical Budget Hearing	None	2 days	Local Finance Committee



	1.6 Consolidate in the budgetary forms data of all approved appropriation through the preparation of the Local Expenditure Program (LEP)	None	30 days	Lara G. Solis <i>Budget Officer II</i> Cheryl T. Hamid <i>Budget Officer II</i> Vernaline A. Villapando <i>Budgeting Assistant Evaluators</i>
	1.7 Check, review, and initial in all budgetary forms	None	15 Days	Aileen B. Cabili <i>Budget Officer IV</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Sign all budgetary forms	None	3 days	Geraldine M. Dela Paz <i>City Budget Officer</i>
	1.9 Submit LEP to the City Council for the enactment of ordinance and authorization	None	1 day	City Mayor thru City Budget Officer
TOTAL:		None	81 days, 20 minutes	



2. Releasing of Approved Annual/Supplemental Budget

The City Budget Office notifies all City Offices, Courts, Schools, and Non-offices of their approved Annual Budget and requests additional requirements for the releasing of Budget.

Office or Division:	Office of the City Budget			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, School, Courts and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Annual Budget (BP Form A, Form B, Form C, Form D, LBP Form No. 2, LBP Form No. 4, BP Form E)		Office of the City Budget Office		
2. Appropriation Ordinance		SP Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive Appropriation Ordinance from the City Sangguniang Panlungsod	1.1 Prepare draft letter for the release of Approved copy of Annual/ Supplemental Budget to concerned offices	None	2 day	Lara G. Solis <i>Budget Officer II</i> Cheryl T. Hamid <i>Budget Officer II</i> Vernaline A. Villapando <i>Budgeting Assistant Evaluators</i>
	1.2 Check and review the draft letter	None	1 day	Aileen B. Cabili <i>Budget Officer IV</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.3 Finalize letter to be released to concerned offices	None	2 days	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.4 Initial the letter	None	30 minutes	Aileen B. Cabili



				<i>Budget Officer IV</i> <i>Pilar G. Perez</i> <i>Acting Asst. City</i> <i>Budget Officer</i>
	1.5 Approve and sign the letter	None	30 minutes	<i>Geraldine M. Dela Paz</i> <i>City Budget Officer</i>
	1.6 Prepare for release of letter attached with the documents	None	1 day	<i>Michael A. Tadeo</i> <i>Administrative Aide I</i> <i>Casual</i> <i>Releasing</i>
2. Receive the documents	2. Furnish copy to the Budget Execution Division for the release of budget	None	1 day	<i>Michael A. Tadeo</i> <i>Administrative Aide I</i> <i>Casual</i> <i>Releasing</i>
TOTAL:		None	7 days and 1 hour	

3. Recommends Funding for Budgetary Requests

Evaluate all budgetary requests of City Offices, Barangays, National Government agencies/ Instrumentalities and transacting public.

Office or Division:	City Budget Office-Budget Preparation Division		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government G2C - Government to Citizen		
Who may avail:	City Government Offices, School, Courts, Government Instrumentalities, transacting public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request		Office Concerned / Requesting clients	
2. Supporting documents		Office Concerned / Requesting clients	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Budgetary request	1. Receive and encode the needed data	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute the documents to concerned	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Evaluate/ research data relative to the budgetary request and prepare recommendation	None	6 days	Lara G. Solis <i>Budget Officer II</i> Cheryl T. Hamid <i>Budget Officer II</i> Vernaline A. Villapando <i>Budgeting Assistant Evaluators</i>
	1.4 Review, check and initial in the recommendation	None	1 hour	Aileen B. Cabili <i>Budget Officer IV</i>
	1.5 Sign the communication	None	10 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.6 Prepare for release of communication	None	30 minutes	Michael A. Tadeo <i>Administrative Aide I Releasing</i>



2. Receive the documents	2. Deliver the communication	None	2 hours	<p>Alfredo A. Abequibel <i>Utility Worker II</i></p> <p>Edgar E. Ortiz <i>Administrative Aide I Casual</i></p> <p>Efren R. Acejas <i>Administrative Aide III Liaisons</i></p>
TOTAL:		None	6 days, 3 hours, 55 minutes	



Office of the City Budget
Budget Execution Division
External Services



1. Preparation of Allotment Release Orders (ARO)

The Budget Execution Division prepares the allotment release order upon compliance of required supporting documents for the execution and implementation of Projects/Programs/Projects (PPA's) of different city offices, courts and schools.

Office or Division:	Office of the City Budget			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, Public Elementary and National High Schools, Courts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Summary of Financial and Physical Performance Targets (LBE Form No. 3)		Office/Department Concerned		
2. Detailed Financial and Physical Performance Targets (LBE Form No. 3a)		Office/Department Concerned		
3. Project Procurement Management Plan (PPMP)		Office/Department Concerned		
4. Budgetary Programs		Office/Department Concerned		
5. Work Sheets		Office/Department Concerned		
6. Estimates of Bill of Materials and Labor Cost and other supporting documents for Infrastructure Projects		Office/Department Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to Receiving Section	1. Receive and encode in the CBOBS/Ssheets	None	10 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual Encoder</i>



	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute to concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Evaluate, compute, and verify the documents	None	30 minutes – simple transactions 2 days – complex transactions	Marilyn H. Iturralde <i>Budget Officer II</i> Sonny B. Galicia <i>Budget Officer I</i> Alexie V. Villarin <i>Budgeting Aide Evaluators</i>
	1.4 Encode/prepare ARO in the CBO system	None	30 minutes – simple transactions 1 hour – complex transactions	Marilyn H. Iturralde <i>Budget Officer II</i> Sonny B. Galicia <i>Budget Officer I</i> Alexie V. Villarin <i>Budgeting Aide Evaluators</i>
	1.5 Review the ARO in the CBO system	None	15 mins.	Anselma S. Vicente <i>Budget Officer IV</i>
	1.6 Affix signature in the ARO as a recommendation for approval and approve the ARO in the CBO system	None	1 day	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.7 Record the documents to be signed by the City Mayor or City Administrator	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>



	1.8 Forward the ARO and other supporting documents to the City Mayor for signature	None	1 day	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.9 Sign the ARO	None	2 days	Ma. Isabelle G. Climaco <i>City Mayor</i>
2. Return the signed documents	2. Retrieve ARO and all supporting documents	None	1 day	Karen A. Pang <i>Administrative Aide I Casual</i>
	2.1 Prepare for release of documents	None	1 days	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
3. Receive the documents	3. Deliver the documents to the Office/Division Concerned	None	1 day	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I - Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	Simple Transactions - 7 days, 1 hour, 40 minutes Complex Transactions - 9 days, 1 hour, 40 minutes	



2. Request for Transfer of Funds

In case of insufficient funds for a specific account, the office concerned submits a letter of request for the transfer of funds.

Office or Division:		Office of the City Budget		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		City Government Offices, Public Elementary and National High Schools, Courts		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for transfer of funds		Office/Department concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to the Receiving section	1. Receive and encode the document submitted	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents to the concerned division	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute documents to concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Evaluate, compute, and verify the documents	None	1 hour – simple transactions 1 day – complex transactions	Marilyn H. Iturralde <i>Budget Officer II</i> Sonny B. Galicia <i>Budget Officer I</i> Alexie V. Villarin <i>Budgeting Aide Evaluators</i>



	1.4 Prepare a draft recommendation letter and Executive Order of the Local Chief Executive (LCE)	None	1 Hour	Marilyn H. Iturralde <i>Budget Officer II</i> Sonny B. Galicia <i>Budget Officer I</i> Alexie V. Villarin <i>Budgeting Aide</i> <i>Evaluators</i>
	1.5 Review the evaluator sheet and draft letter	None	30 minutes	Anselma S. Vicente <i>Budget Officer IV</i>
	1.6 Finalize the draft letter	None	1 hour	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I</i> <i>Casual Encoders</i>
	1.7 Review and affix initial for approval	None	10 mins.	Anselma S. Vicente <i>Budget Officer IV</i>
	1.8 Affix signature on the recommendation letter for the approval of the Executive Order	None	1 day	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.9 Forward Executive Order for signature of the LCE	None	1 day	Karen A. Pang <i>Administrative Aide I</i> <i>Casual</i>
	1.10 Approve the Executive Order for the transfer of funds	None	2 days	Maria Isabelle G. Climaco <i>City Mayor</i> <i>Local Chief Executive</i>
	1.11 Retrieve the approved Executive Order	None	10 minutes	Karen A. Pang <i>Administrative Aide I</i> <i>Casual</i>



	1.12 Prepare to release the documents	None	30 minutes	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
2. Receive the documents	2. Deliver the documents to concerned offices/divisions	None	1 day	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I - Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	Simple transactions – 5 days, 4 hour, 35 minutes Complex transactions – 6 days, 3 hour, 35 minutes	



3. Prepare Communications

For queries and request of report on particular cases.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Offices, Public Elementary and National High Schools, Courts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for other transactions		Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to the Receiving section	1. Receive and encode the document	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents to the concerned division	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute to concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Evaluate, compute, and analyze the documents	None	2 hrs. – simple transaction 1 day – complex transactions	Marilyn H. Iturralde <i>Budget Officer II</i> Sonny B. Galicia <i>Budget Officer I</i> Alexie V. Villarin <i>Budgeting Aide Evaluators</i>



	1.4 Prepare a draft letter for the recommendation or denial of request	None	1 hour	Marilyn H. Iturralde <i>Budget Officer II</i> Sonny B. Galicia <i>Budget Officer I</i> Alexie V. Villarin <i>Budgeting Aide Evaluators</i>
	1.5 Review and finalize the letter	None	1 hour	Anselma S. Vicente <i>Budget Officer IV</i>
	1.6 Finalize the draft letter	None	1 hour	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.7 Approval of Action	None	30 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the documents	None	1 hour	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
2. Receive the documents	2. Deliver the documents to the concerned office/individual	None	1 hour	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	Simple transactions – 7 hour, 35 minutes Complex transactions – 1 day, 5 hours, 45 minutes	



Office of the City Budget
Budget Control Division
Internal Services



1. Processing of Obligation Request (ObR)

Process Obligations Request (ObR) with Voucher and other Supporting Documents for payment of salaries and wages.

Office or Division:	City Budget Office – Budget Control Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Officials and Employees, Local School Board Teachers,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		Office/Division Concerned		
2. Obligation Request (ObR)		Office/Division Concerned		
3. Disbursement Voucher		Office/Division Concerned		
4. Approved Leave		City Human Resource Management Office (CHRMO)		
5. Appointment/Contract of Service (for newly hired employees and Job Order employees)		City Human Resource Management Office (CHRMO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office, Receiving section	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual Encoder</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual Encoder</i>
	1.2 Evaluate claims as to proper charges and availability of appropriation; check from required checklist the attached supporting documents.			Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i>



	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System			<i>Kristle Mae J. Quinday</i> <i>Budgeting Assistant</i> <i>Nicole Marie M. Vasquez</i> <i>Administrative Aide I</i> <i>Evaluators</i>
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	5 minutes	
	1.3 Record number, and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 mins.	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	<i>Gerome A. Cabugza</i> <i>Administrative Aide I</i> <i>Casual Receiver</i>
3. Submit the corrected ObR in the Receiving section	3. Receive and re-date the ObR	None	15 minutes	



	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	<p>Maricel D. Camaingking <i>Budget Officer I</i></p> <p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p> <p>Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i></p>
	3.3 Review documents and enter transactions in Budget System, then affix initial on the ObR	None	20 Minutes	<p>Annaliza B. Ferrer <i>Budget Officer IV</i></p>



	3.4 Approve in Budget System and sign ObR	None	20 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
4. Claim/Receive ObR	4. Print out the processed Obligation Request and release to the concerned person or deliver to the Office of the City Accountant	None	10 minutes	Jose Jabil <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 2 hours, 20 minutes	



2. Processing of Obligation Request (ObR) for other Personnel Service transaction

Process Obligations Request (ObR) with Voucher and other Supporting Documents for other personnel benefits and allowances to other government officials and employees.

Office or Division:	City Budget Office – Budget Control Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Officials and Employees, Local School Board Teachers,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		Office/Division Concerned		
2. Obligation Request (ObR)		Office/Division Concerned		
3. Disbursement Voucher		Office/Division Concerned		
4. Master list		Office/Division Concerned		
5. Clearance		Office/Division Concerned		
6. Approved Leave/Notice of Loyalty Pay/Notice of Salary		City Human Resource Management Office (CHRMO)		
7. Adjustment/Longevity/Certification to Entitlement for Bonus/		City Human Resource Management Office (CHRMO)		
8. Certification of Medico Legal/Medical Certificate		City Health Office		
9. GSIS Computation Sheet		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/ payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>



	1.2 Evaluate claims as to proper charges and availability of appropriation, and check from required checklist the attached supporting documents.	None	3 days	<p>Maricel D. Camaingking <i>Budget Officer I</i></p> <p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p> <p>Nicole Marie M. Vasquez <i>Administrative Aide I</i> <i>Evaluators</i></p>
	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System			
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	
	1.3 Record number and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	



2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i>
3. Submit the corrected ObR in the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I</i> <i>Evaluators</i>
	3.3 Review documents and enter transactions in Budget System, then affix initial on the ObR	None	20 Minutes	Annaliza B. Ferrer <i>Budget Officer IV</i>



	3.4 Approve in Budget System and sign ObR	None	20 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	3.4 Approve in Budget System and sign ObR	None	20 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
4. Claim/Receive ObR	4. Print out the processed Obligation Request and release to the concerned person or deliver to the Office of the City Accountant	None	10 minutes	Jose Jabil <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 2 hours, 15 minutes	



3. Processing of Obligation Request (ObR) for Travel

Process Obligation Request (ObR) with Voucher and other supporting documents for official travel of the City Officials and employees, such as Trainings, Seminars, Meeting, etc.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Officials and Employees, Local School Board Teachers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		Office/Division Concerned		
2. Obligation Request (ObR)		Office/Division Concerned		
3. Disbursement Voucher		Office/Division Concerned		
4. Itinerary of Travel		Office/Division Concerned		
5. Travel Order		Office/Division Concerned		
6. Training Module		Office/Division Concerned		
7. Certificate of Appearance		Office/Division Concerned		
6. Tickets and other Receipts (for reimbursements)		Concerned Individual		
6. Authority of the City Mayor/Officer-in-Charge with Memorandum		Office of the City Mayor		
7. Invitation to Seminars/Trainings		Sponsoring Agency/Institution		
8. DILG Authority		DILG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>



	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.2 Evaluate claims as to proper charges and availability of appropriation, and check from required checklist and supporting documents.	None	3 days	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i>
	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System	None		Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i>
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i>
	1.3 Record number and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i>



3. Submit the corrected ObR to the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	<p>Maricel D. Camaingking <i>Budget Officer I</i></p> <p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p> <p>Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i></p>
	3.3 Review documents and enter transactions in the Budget System and affix initial	None	20 minutes	Annaliza B. Ferrer <i>Budget Officer IV</i>
	3.4 Approve in the Budget System and sign ObR	None	20 minutes	<p>Geraldine M. Dela Paz <i>City Budget Officer</i></p> <p>Pilar G. Perez <i>Acting Asst. City Budget Officer</i></p>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>



4. Claim/Receive ObR	4. Record in the releasing book and release to the concerned person or deliver to the City Accountant Office	None	10 minutes	Jose Jabil <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 3 hours, 35 minutes	

4. Processing of Obligation Request (ObR) for other Transactions

Process Obligations Request (ObR) with Voucher and other supporting documents for other transactions under the Maintenance and Other Operating Expenses (MOOE)

Office or Division:	Office of the City Budget		
Classification:	Simple		
Type of Transaction:	G2G - Government to Government		
Who may avail:	Local Government Officials and Employees, Local School Board Teachers,		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Obligation Request (ObR)		Office/Division Concerned	
2. Disbursement Voucher		Office/Division Concerned	
3. Training Module		Office/Division Concerned	
4. Certification		Office/Division Concerned	
5. Purchase Request		Office/Division Concerned	
6. DILG Authority		DILG	
7. Approved Purchase Request (PR), ABC/BAC Resolution		Bids and Awards Committee (BAC)	
8. Official Receipts		Store/Supplier	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the excel sheet	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.2 Evaluate claims as to proper charges and availability of appropriation, and check from required checklist the attached supporting documents.	None	3 days	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i>
	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System	None		Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i>



	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	
	1.3 Record number and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i>
3. Submit the corrected ObR to the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i>



				Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i>
	3.3 Review documents and enter transactions in the Budget System and affix initial	None	20 minutes	Annaliza B. Ferrer <i>Budget Officer IV</i>
	3.4 Approve in the Budget System and sign ObR	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
4. Claim/Receive ObR	4. Print out the processed Obligation Request and release to the concerned person or deliver to the Office of the City Accountant	None	10 minutes	Jose Jabil <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 2 hours, 15 minutes	



Office of the City Budget
Budget Control Division
External Services



1. Processing of Obligation Request (ObR) of Travel for External Clients

Process Obligation Request (ObR) with voucher and other supporting documents for payment of travel & training allowance to national government teachers and employees and private individual.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who may avail:	National Government Agencies, Service Providers, Suppliers and Contractors, Judges, Prosecutors, Court Personnel, PLEB Members, Uniformed Personnel, Scholars, Day Care Worker, Barangay Tanods, SCAA, Public School Teachers, Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		} Office/Division Concerned		
2. Obligation Request (ObR)				
3. Disbursement Voucher				
4. Itinerary of Travel				
5. Travel Order				
6. Training Module				
7. Certificate of Appearance				
8. Tickets and other Receipts		Concerned Individual		
9. Invitation to Seminars/Trainings		Sponsoring Agency/Institution		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with the required supporting documents attached and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza Administrative Aide I Casual Receiver Anna Camilla L.V. Bucoy Administrative Aide I Casual Encoder



	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.2 Evaluate claims as to proper charges and availability of appropriation, and check from required checklist the attached supporting documents	None	3 days	Maricel D. Camaingking <i>Budget Officer I</i>
	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System			Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i>
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I</i> <i>Evaluators</i>
	1.3 Record number and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	



2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i>
3. Submit the corrected ObR to the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i>
	3.3 Review documents and enter transactions in the Budget System and affix initial	None	15 minutes	Annaliza B Ferrer <i>Budget Officer IV</i>
	3.4 Approve in the Budget System and sign ObR	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



2. Processing of Obligation Request (ObR) for External Clients

Process Obligations Request (ObR) with voucher and other supporting documents for payment of per diem, honoraria, incentives, assistance, and allowance to national government teachers and employees and private individual

Office or Division:	City Budget Office – Budget Control Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Client			
Who may avail:	National Government Agencies, Service Providers, Suppliers and Contractors, Judges, Prosecutors, Court Personnel, PLEB Members, Uniformed Personnel, Scholars, Day Care Worker, Barangay Tanods, SCAA, Public School Teachers, Indigents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll		Office/Division Concerned		
2. Obligation Request (ObR)		Office/Division Concerned		
3. Disbursement Voucher		Office/Division Concerned		
4. Master list		Office/Division Concerned		
5. Certification (Teacher's Incentives)		Dep-Ed Division Office		
6. Listing of Scholars		Concerned College/Universities		
7. Memorandum of Agreement (MOA)		Office of the City Legal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the excel sheet	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual</i> <i>Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual</i> <i>Encoder</i>



	<p>1.2 Evaluate claims as to proper charges and availability of appropriation, and check from required checklist the attached supporting documents.</p> <p>1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System</p>	None	3 days	<p>Maricel D. Camaingking <i>Budget Officer I</i></p> <p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p>
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	<p>Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i></p>
	1.3 Record number and sign slip of returned ObR	None	15 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	<p>Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i></p>



3. Submit the corrected ObR to the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	<p>Maricel D. Camaingking <i>Budget Officer I</i></p> <p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p> <p>Nicole Marie M. Vasquez <i>Administrative Aide I</i> <i>Evaluators</i></p>
	3.3 Review documents and enter transactions in the Budget System and affix initial	None	5 minutes	<p>Annaliza B. Ferrer <i>Budget Officer IV</i></p>
	3.4 Approve in the Budget System and sign ObR	None	5 minutes	<p>Geraldine M. Dela Paz <i>City Budget Officer</i></p> <p>Pilar G. Perez <i>Acting Asst. City Budget Officer</i></p>
	3.5 Forward the ObR for releasing	None	5 minutes	<p>Karen A. Pang <i>Administrative Aide I</i> <i>Casual</i></p>
	TOTAL:	None	3 days, 2 hours, 10 minutes	



3. Processing of Obligation Request (ObR) for Land

Process Obligations Request (ObR) with Voucher and other Supporting Documents for payment to suppliers, contractors, private individuals for acquisition of land.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	Government to Local Officials and Employees;			
Who may avail:	National Government Agencies, Service Providers, Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (ObR)		}	Office of the City Legal	
2. Disbursement Voucher				
3. Deed of Sale				
4. Land Title		Owner/Seller		
5. SP Resolution		Sangguniang Panglungsod (SP)		
6. Appraisal Committee Resolution		Office of the City Assessors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System and E-NGAS	None	15 minutes	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i>



	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification			Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i>
	1.3 Record number and sign slip of returned ObR	None	15 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i>
3. Submit the corrected ObR to the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i>



				<i>Kristle Mae J. Quinday</i> <i>Budgeting Assistant</i> <i>Nicole Marie M. Vasquez</i> <i>Administrative Aide I</i> <i>Evaluators</i>
	3.3 Review documents and enter transactions in the Budget System and affix initial	None	20 minutes	<i>Annaliza B. Ferrer</i> <i>Budget Officer IV</i>
	3.4 Approve in the Budget System and sign ObR	None	5 minutes	<i>Geraldine M. Dela Paz</i> <i>City Budget Officer</i> <i>Pilar G. Perez</i> <i>Acting Asst. City Budget Officer</i>
	3.5 Forward the ObR for releasing	None	5 minutes	<i>Karen A. Pang</i> <i>Administrative Aide I</i> <i>Casual</i>
4. Claim/Receive ObR	4. Print out the processed Obligation Request and release to the concerned person or deliver to the Office of the City Accountant	None	10 minutes	<i>Jose Jabil</i> <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 2 hours, 25 minutes	



4. Processing of Obligation Request (ObR) for Equipment

Process Obligations Request (ObR) with Voucher and other Supporting Documents for payment to suppliers, contractors, private individuals for acquisition of goods.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	National Government Agencies, Service Providers, Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (ObR)		Office/Division Concerned		
2. Disbursement Voucher		Office of the General Services (GSO)		
3. Acceptance/Inspection Report				
4. Signed Purchase Request		Bids and Awards Committee (BAC)		
5. Signed ABC				
6. BAC Resolution				
7. Charged Invoice		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.2 Evaluate claims as to proper charges and availability of appropriation.	None	3 days	Maricel D. Camaingking <i>Budget Officer I</i>



	and check from required checklist the attached supporting documents. 1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System			<p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p> <p>Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i></p>
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	
	1.3 Record number and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	<p>Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i></p>
3. Submit the corrected ObR to the Receiving section	3. Receive and re-date the ObR	None	15 minutes	



	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	<p>Maricel D. Camaingking <i>Budget Officer I</i></p> <p>Arlene D. Uy <i>Administrative Asst. VI</i></p> <p>Jose W. Jabil <i>Utility Worker II</i></p> <p>Angelyn E. Lloren <i>Budgeting Assistant</i></p> <p>Kristle Mae J. Quinday <i>Budgeting Assistant</i></p> <p>Nicole Marie M. Vasquez <i>Administrative Aide I</i> <i>Evaluators</i></p>
	3.3 Review documents and enter transactions in the Budget System and affix initial	None	15 minutes	<p>Annaliza B. Ferrer <i>Budget Officer IV</i></p>
	3.4 Approve in the Budget System and sign ObR	None	5 minutes	<p>Geraldine M. Dela Paz <i>City Budget Officer</i></p> <p>Pilar G. Perez <i>Acting Asst. City Budget Officer</i></p>
	3.5 Forward the ObR for releasing	None	5 minutes	<p>Karen A. Pang <i>Administrative Aide I</i> <i>Casual</i></p>



4. Claim/Receive ObR	4. Print out the processed Obligation Request and release to the concerned person or deliver to the Office of the City Accountant	None	10 minutes	Jose Jabil <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 2 hours, 10 minutes	

5. Processing of Obligation Request (ObR) for Infrastructure Projects

Process Obligations Request (ObR) with Voucher and other Supporting Documents for payment to suppliers, contractors, private individuals for acquisition of goods.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	Government to Government (G2G)			
Who may avail:	National Government Agencies, Service Providers, Suppliers and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request (ObR)		Office of the City Engineers (CEO)		
2. Disbursement Voucher				
3. Statement of Work Accomplishment				
4. Change Order				
5. Contract of Agreement		Office of the City Legal		
6. BAC Resolution – Bidding documents (Bill of Quantities, ARO, Bill of Materials)		Bids and Awards Committee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher/payroll and ObR with attached required supporting documents and submit to City Budget Office Receiving section.	1. Receive ObR and encode entry in the Budget System	None	15 minutes	Gerome A. Cabugza Administrative Aide I Casual Receiver



				Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Forward the ObR to the Control Division	None	5 minutes	Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.2 Evaluate claims as to proper charges and availability of appropriation, and check from required Checklist the attached supporting documents.	None	3 days	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i>
	1.2a (For complete documents and transactions in order) Record and encode transaction in the Budget System	None		Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I Evaluators</i>
	1.2b (For transactions not in order) Prepare return slips for incomplete supporting documents or for verification	None	15 minutes	



	1.3 Record number and sign slip of returned ObR	None	5 minutes	
	1.4 Contact client to inform of returned ObR	None	5 minutes	
2. Get the returned ObR and make the necessary corrections or provide the lacking documents	2. Release the returned ObR and request client to receive on the duplicate copy of the return slip	None	15 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i>
3. Submit the corrected ObR in the Receiving section	3. Receive and re-date the ObR	None	15 minutes	
	3.1 Forward to the concerned evaluator	None	5 minutes	
	3.2 Re-check and review the corrections done	None	15 minutes	Maricel D. Camaingking <i>Budget Officer I</i> Arlene D. Uy <i>Administrative Asst. VI</i> Jose W. Jabil <i>Utility Worker II</i> Angelyn E. Lloren <i>Budgeting Assistant</i> Kristle Mae J. Quinday <i>Budgeting Assistant</i> Nicole Marie M. Vasquez <i>Administrative Aide I</i> <i>Evaluators</i>
	3.3 Review documents and enter transactions	None	20 minutes	Annaliza B. Ferrer <i>Budget Officer IV</i>



	in the Budget System and affix initial			
	3.4 Approve in the Budget System and sign ObR	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	3.5 Forward the ObR for releasing	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
4. Claim/Receive ObR	4. Print out the processed Obligation Request and release to the concerned person or deliver to the Office of the City Accountant	None	10 minutes	Jose Jabil <i>Utility Worker II - Releasing</i>
TOTAL:		None	3 days, 2 hours, 15 minutes	



Office of the City Budget
Budget Review and Accountability Division
External Services



1. Barangay Annual Budget for Review

In compliance with the Republic Act No. 7160, each barangay is required to submit their Barangay Annual Budget for review and approval of the City, which will serve as an instrument to effectively manage the development of the barangay. The Barangay Annual Budget consists of the all the barangay's detailed statements of income and expenditures, planning and policy adoption, program and project implementation, financial control, and management information.

Office or Division:	Office of the City Budget			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter to the SP thru CBO		Punong Barangay / Barangay Treasurer		
2. Appropriation Ordinance				
3. Budget Message				
4. Barangay Budget Preparation Forms (BBPF Nos. 1 – 4)				
5. Certified Statement of Income				
6. Barangay Development Council (BDC) Resolution				
7. Computation for Increase in Honoraria				
8. Computation of Monetization of Leave Credits				
9. Identified PPAs attributed within the budget				
10. Gender and Development (GAD) Plan				
11. Annual Investment Plan (AIP)				
12. 5% Local Disaster Risk Reduction Management Plan				
13. Barangay Council Resolution Approving Reversions				
14. Certificate of Reversion		City Accountant Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Barangay Annual Budget (BAB) for review with attached complete requirements	1. Receive and encode documents	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual Encoder</i>



	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Conduct preliminary review of the documents and prepare a draft of review letter	None	5 Days	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II Evaluators</i>
	1.4 Conduct final review of the documents and letter	None	1 Day	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the review letter	None	5 minutes	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.6 Check and affix initial on the review letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.7 Approve/Sign and recommend to SP the Barangay Annual Budget (BAB)	None	5 minutes	Geraldine Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



	1.8 Prepare to release the BAB to the SP thru the City Mayor's Office (CMO)	None	1 Day	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
2. Receive the documents	2. Deliver documents to CMO	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	7 days, 1 hour	



2. Approving the Barangay Annual Budget

The City Budget Office is tasked to review the correctness of all details and amounts in the Barangay Annual Budget, which afterwards forwards to the Sangguniang Panglungsod (SP) for the approval of the barangay budget in the form of an SP Resolution.

Office or Division:	Office of the City Budget
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Barangay Officials
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Transmittal Letter of SP to CBO	Office of the Sangguniang Panlungsod
2. SP Resolution approving the Barangay Annual Budget	
3. Transmittal Letter to the SP thru CBO	
4. Appropriation Ordinance	
5. Budget Message	
6. Barangay Budget Preparation Forms (BBPF Nos. 1 – 4)	
7. Certified Statement of Income	
8. Barangay Development Council (BDC) Resolution	
9. Computation for Increase in Honoraria	
10. Computation of Monetization of Leave Credits	
11. Identified PPAs attributed within the Budget	
12. Gender and Development (GAD) Plan	
13. Annual Investment Plan (AIP)	
14. 5% Local Disaster Risk Reduction Management Plan	
15. Barangay Council Resolution approving Reversions	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SP Resolution approving the Barangay Annual Budget (BAB) in the City Budget Office receiving section	1. Receive and encode the SP Resolution approving the BAB	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Evaluate the SP Resolution and prepare letter for the barangay furnishing copy of the approved BAB	None	15 minutes	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II Evaluators</i>
	1.4 Review the SP Resolution and letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the letter for the barangay	None	1 day	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.6 Conduct final review and affix initial on the letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>



	1.7 Approve the letter furnishing the copy of BAB to the Punong Barangay / Barangay Treasurer	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the approved Barangay Annual Budget	None	1 Day	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
2. Receive the documents	2. Release/deliver approved Barangay Annual Budget to Punong Barangay / Barangay Treasurer	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	2 days, 1 hour, 15 minutes	



3. Barangay Supplemental Budget for Review

Supplemental budget is a financial plan authorized by a legislative body through the enactment of an ordinance or law that authorizes the changes in the annual appropriation ordinance or law. It is prepared under the following circumstances: when funds are actually available as certified by the Barangay Treasurer; when new revenue sources (other than those identified in the annual budget) can support the additional budgetary requirements; and in times of public calamity.

Office or Division:	Office of the City Budget			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter to the SP thru CBO		Punong Barangay / Barangay Treasurer		
2. Appropriation Ordinance				
3. Budget Message				
4. Barangay Budget Preparation Form No. 455				
5. Statement of Appropriation				
6. Barangay Development Council (BDC) Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Barangay Annual Budget (BAB) for review with attached complete requirements	1. Receive and encode the documents	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Conduct preliminary review of the documents and prepare a draft of review letter	None	5 Days	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II Evaluators</i>
	1.4 Conduct final review of the documents and letter	None	1 Day	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the review letter	None	5 minutes	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.6 Check and affix initial on the review letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.7 Approve and recommend to SP the Barangay Supplemental Budget (BSB)	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the BAB to the SP thru the City Mayor's Office (CMO)	None	1 Day	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
2. Receive the documents	2. Deliver the document to the CMO	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	7 days, 1 hour	



4. Approving the Barangay Supplemental Budget

The City Budget Office is tasked to review the correctness of all details and amounts in the Barangay Annual Budget, which afterwards forwards to the Sanggunian Panglungsod (SP) for the approval of the barangay budget in the form of an SP Resolution.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter of SP to CBO		<div>Office of the Sangguniang Panlungsod</div>		
2. SP Resolution approving the Barangay Annual Budget				
3. Transmittal Letter to the SP thru CBO				
4. Appropriation Ordinance				
2. Budget Message				
6. Barangay Budget Preparation Form No. 455				
7. Statement of Appropriation				
8. Barangay Development Council (BDC) Resolution				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SP Resolution approving the Barangay Annual Budget (BAB) to the City Budget Office receiving section	1. Receive and encode the SP Resolution approving the BSB	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I</i> <i>Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I</i> <i>Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Evaluate the SP Resolution and prepare letter for the barangay furnishing copy of the approved BSB	None	15 minutes	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II Evaluators</i>
	1.4 Review the SP Resolution and letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the letter for the barangay	None	1 day	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.6 Conduct final review and affix initial on the letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.7 Approve letter furnishing the copy of BSB to the Punong Barangay / Barangay Treasurer	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the approved BSB	None	1 Day	Michael A. Tadeo <i>Administrative Aide I Releasing</i>



2. Receive the documents	2. Deliver the document to the CMO	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	2 days, 1 hour, 15 minutes	

5. Sangguniang Kabataan (SK) Annual Budget for Review

As a requisite for the use of the SK fund, the SK shall develop a plan or a work program (or a purchase order) which reflects the projects that they intend to fund for the year. The plan or work program must be approved by the majority members of the Sangguniang Barangay.

Office or Division:	Office of the City Budget		
Classification:	Complex		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All Sangguniang Kabataan (SK) Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Transmittal Letter to the SP thru CBO		<div style="display: flex; align-items: center; justify-content: center;"> <div style="font-size: 3em; margin-right: 10px;">}</div> SK Chairman / SK Treasurer </div>	
2. SK Resolution			
3. Annex A			
4. Certification from the Barangay Treasurer			
5. Annual Barangay Youth Investment Program (ABYIP)			
6. Comprehensive Barangay Youth Development Plan (CBYDP)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the SK Annual Budget (AB) for review with attached complete requirements	1. Receive and encode the documents of the SK AB for review	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Conduct preliminary review of the documents and prepare a draft of review letter	None	5 Days	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II Evaluators</i>
	1.4 Conduct final review of the documents and letter	None	1 Day	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the review letter	None	5 minutes	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.6 Check and affix initial on the review letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>



	1.7 Approve and recommend to SP the SK AB	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the SK AB to the SP thru the City Mayor's Office (CMO)	None	1 Day	Michael A. Tadeo <i>Administrative Aide I</i> <i>Releasing</i>
2. Receive the documents	2. Deliver documents to CMO	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I</i> <i>Casual</i> Efren R. Acejas <i>Administrative Aide III</i> <i>Liaisons</i>
TOTAL:		None	7 Days, 1 hour	



6. Approving the SK Annual Budget

The City Budget Office is tasked to review the correctness of all details and amounts in the Barangay Annual Budget, after which forwards to the Sanggunian Panglungsod (SP) for the approval of the SK budget in the form of an SP Resolution.

Office or Division:	Office of the City Budget			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan (SK) Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter of SP to CBO		Office of the Sangguniang Panlungsod		
2. SP Resolution approving the SK Annual Budget				
1. Transmittal Letter to the SP thru CBO				
2. SK Resolution				
3. Annex A				
4. Certification from the Barangay Treasurer				
5. Annual Barangay Youth Investment Program (ABYIP)				
6. Comprehensive Barangay Youth Development Plan (CBYDP)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SP Resolution approving the SK Annual Budget (AB)	1. Receive and encode SP Resolution approving the SK AB	None	5 minutes	Gerome A. Cabugza Administrative Aide I Casual Receiver Anna Camilla L.V. Bucoy Administrative Aide I Casual Encoder
	1.1 Route documents	None	5 minutes	Geraldine M. Dela Paz City Budget Officer Pilar G. Perez Acting Asst. City Budget Officer
	1.2 Distribute to concerned division	None	5 minutes	Karen A. Pang Administrative Aide I Casual



	1.3 Evaluate SP Resolution and prepare letter for the SK furnishing copy of the approved SK AB	None	15 minutes	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II</i> <i>Evaluators</i>
	1.4 Review the SP Resolution and letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the letter for the SK	None	1 day	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I</i> <i>Casual Encoders</i>
	1.6 Conduct final review and affix initial on the letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.7 Approve the letter furnishing the copy of SK AB to the SK Chairman / SK Treasurer	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the approved SK AB	None	1 Day	Michael A. Tadeo <i>Administrative Aide I</i> <i>Releasing</i>
2. Receive the documents	2. Release/deliver the approved SK AB Budget to the SK Chairman / SK Treasurer	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I</i> <i>Casual</i> Efren R. Acejas <i>Administrative Aide III</i> <i>Liaisons</i>
TOTAL:		None	2 days, 1 hour, 15 minutes	



7. Sangguniang Kabataan (SK) Supplemental Budget for Review

Same with the Barangay, the SK also has its own Supplemental Budget in cases when there are actual available funds realized after the closing of the book and certified by the SK Treasurer; when new revenue sources (other than those identified in the annual budget) can support the additional budgetary requirements; and in times of additional activities or projects.

Office or Division:	Office of the City Budget			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan (SK) Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter to the SP thru CBO		SK Chairman / SK Treasurer		
2. SK Resolution				
3. Annex A				
4. Certification from the Barangay Treasurer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SK Supplemental Budget (SB) for review with attached complete requirements	1. Receive and encode the documents of the SK SB for review	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.3 Conduct preliminary review of the documents and prepare a draft of review letter	None	5 Days	Giselle G. Ducanes <i>Budget Officer III</i> Cynthia A. Francisco <i>Budget Officer II Evaluators</i>
	1.4 Conduct final review of the documents and letter	None	1 Day	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.5 Encode the review letter	None	5 minutes	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I Casual Encoders</i>
	1.6 Check and affix initial on the review letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.7 Approve and recommend to SP the SK SB	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>



	1.8 Prepare to release the SK SB to the SP thru the City Mayor's Office (CMO)	None	1 Day	Michael A. Tadeo <i>Administrative Aide I Releasing</i>
2. Receive the documents	2. Deliver the document to the CMO	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I Casual</i> Efren R. Acejas <i>Administrative Aide III Liaisons</i>
TOTAL:		None	3 Days, 1 hour	



8. Approving the SK Supplemental Budget for Review

The City Budget Office is tasked to review the correctness of all details and amounts in the Barangay Annual Budget, after which forwards to the Sangguniang Panglungsod (SP) for the approval of the SK supplemental budget in the form of an SP Resolution.

Office or Division:	Office of the City Budget			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Sangguniang Kabataan (SK) Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter to the SP thru CBO		} Office of the Sangguniang Panlungsod		
2. SK Resolution				
3. Annex A				
4. Certification from the Barangay Treasurer				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SK Supplemental Budget (SB) for review with attached complete requirements	1. Receive and encode the documents of the SK SB for review	None	5 minutes	Gerome A. Cabugza <i>Administrative Aide I Casual Receiver</i> Anna Camilla L.V. Bucoy <i>Administrative Aide I Casual Encoder</i>
	1.1 Route the documents	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.2 Distribute to the concerned division	None	5 minutes	Karen A. Pang <i>Administrative Aide I Casual</i>
	1.4 Conduct final review of the documents and letter	None	1 Day	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>



	1.5 Encode the review letter	None	5 minutes	Genecis G. Alonzo <i>Administrative Aide III</i> Jennifer T. Lacastesantos <i>Administrative Aide I</i> <i>Casual Encoders</i>
	1.6 Check and affix initial on the review letter	None	5 minutes	Maria Agnes C. Rodriguez <i>Budget Officer IV</i>
	1.7 Approve and recommend to SP the SK SB	None	5 minutes	Geraldine M. Dela Paz <i>City Budget Officer</i> Pilar G. Perez <i>Acting Asst. City Budget Officer</i>
	1.8 Prepare to release the SK SB to the SP thru the City Mayor's Office (CMO)	None	1 Day	Michael A. Tadeo <i>Administrative Aide I</i> <i>Releasing</i>
2. Receive the documents	2. Deliver the document to the CMO	None	30 minutes	Alfredo A. Abequibel <i>Utility Worker II</i> Edgar E. Ortiz <i>Administrative Aide I</i> <i>Casual</i> Efren R. Acejas <i>Administrative Aide III</i> <i>Liaisons</i>
TOTAL:		None	3 Days, 1 hour	



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office Contact Info: 478-5099 or complaints@sampleagency.gov.ph
How feedbacks are processed	Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. For inquiries and follow-ups, clients may contact the following telephone number: 002-2019.
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations and Information Office. Complaints can also be filed via telephone. Make sure to provide the following information: - Name of person being complained - Incident - Evident For inquiries and follow-ups, clients may contact the following telephone number: 002-2019
How complaints are processed	The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and shall submit it to the Head of the Agency for appropriate action. The Complaints Officer will give the feedback to the client. For inquiries and follow-ups, clients may contact the following telephone number: 002-2019
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



Office of the City Civil Registrar

External Services



1. Registration of Birth

Registration of Certificates of Live Birth, whose place of birth is within the area of jurisdiction of Zamboanga City. The reglementary period for Timely Registration is within 30 days from the time of birth.

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of live Birth (Municipal form No. 102, Series, 2016)		Hospital, Lying In Clinic, Health Center		
2. Affidavit of Admission of Paternity with AUSF (Mother opted for the child to use the surname of the father), for unmarried parents		CCRO, Notary Public		
3. Affidavit of Legitimation, if child is legitimated by subsequent marriage of parents		CCRO, Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents	1. Evaluate and check documents 1.1 Accept and receive birth certificate for registration, if parents married at the time of birth 1.2 Check completeness of documents, if parents not married at time of birth	None	5 minutes	Dennis Von H. Enriquez <i>Bookbinder II</i>



2. Pay required fees at Counter 1	2. Receive payment and issue official receipt	Admission of Paternity Php 100.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>
<i>Note: Admission of Paternity, AUSF & Affidavit of Legitimation</i>		AUSF PhP100.00 Affidavit of Legitimation PhP100.00		
3. Secure claim stub	3. Issue claim stub	None	1 minute	Dennis Von H. Enriquez <i>Bookbinder II</i>
4. Claim birth certificate	4. Release birth certificate Note: Hospital, Lying-in Clinic, Health Centers submitted by Bulk	None	3 days	Denn Von H. Enriquez <i>Bookbinder II</i>
TOTAL		PhP300.00	3 days, 7 minutes	



2. Application for Marriages/Issuance of Marriage License/Exempts from License (Affidavit of Cohabitation (Art. 34)

Marriage is a special contract of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life. Marriage License is a prerequisite for the solemnization of a valid marriage.

Office or Division:	Office of the City Civil Registrar	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Data Sheet		City Civil Registrar’s Office (CCRO)
2. Birth Certificate or Baptismal Certificate		CCRO/Churches
3. Parental Consent (Age: 18-20 yrs. Old) Parental Advice (Age: 21-24 yrs. Old)		City Civil Registrar’s Office (CCRO)
4.Pre-Marriage Counseling Seminar Certificate (PD No. 965 & Art. 16 of the Family Code)		City Social Welfare Development Office (CSWD)
5. If previously married: <ul style="list-style-type: none">○ Death Certificate of the deceased spouse○ Judicial decree of annulment or declaration of nullity of marriage, declaration of presumptive death with certificate of finality○ For Filipino nationals divorced abroad-divorce decree with judicial recognition of foreign decree		CCRO/PSA Court Court
6. Military/Coast Guard Approval – for members of the Armed Forces of the Philippines/Coast Guard		AFP/Coastguard Headquarters
7. Certificate of No Marriage (CENOMAR)- 30 yrs old & above		Philippine Statistics Authority (PSA)
8. Community Tax Certificate		City Treasurer’s Office (CTO)
9. For Foreign Nationals: <ul style="list-style-type: none">○ Legal capacity to contract marriage issued by their respective diplomatic or consular officials in the Philippines○ Birth certificate○ Passport○ If divorced, original or certified copy of divorce decree		Embassy of foreign national



10. For those living together as husband and wife for more than five (5) years:		CCRO/PSA		
<ul style="list-style-type: none"> Birth Certificate of applicants and their children 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit data sheet and comply with requirements	1. Receive and review Data Sheet. 1.1 Issue instructions and list of requirements and documents for application of marriage. 1.2 Review and receive submitted requirements, if complete	None	10 minutes	Evangeline T. Racho <i>Assistant Registration Officer</i> Joimie Evangelista <i>Administrative Aide III</i>
2. Proceed to Counter 1 for payment of required fees *Make sure to secure Official Receipt that will be issued*	2. Receive payment and issue Official Receipt	Marriage Application PHP50.00 Marriage License PHP50.00 Certificate of Legal Capacity PHP100.00 Preparation and administering oath (Consent parental Advice) PHP50.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>



<p>2. Proceed to Counter 1 for payment of required fees</p> <p>*Make sure to secure Official Receipt that will be issued*</p>	<p>2. Receive payment and issue Official Receipt</p>	<p>Marriage Application PHP50.00</p> <p>Marriage License PHP50.00</p> <p>Certificate of Legal Capacity PHP100.00</p> <p>Preparation and administering oath (Consent/parental Advice) PHP50.00</p>	<p>1 minute</p>	<p>Julie T. Francisco <i>Revenue Collection Clerk III</i></p>
<p>3. Present Official Receipt</p>	<p>3. Receive Official Receipt and prepare application for marriage license/affidavit of cohabitation for marriage exempt from License (Art. 34)</p> <p>3.1 Review application for signature of DH/ADH</p> <p>3.2 Sign marriage application/affidavit of cohabitation</p>	<p>None</p>	<p>20 minutes</p> <p>5 minutes</p>	<p>Evangeline T. Racho <i>Assistant Registration Officer</i></p> <p>Joimie Evangelista <i>Clerk I</i></p> <p>Jade L. Haralbe <i>Clerk I</i></p> <p>Rosabel C. Delos Reyes <i>Registration Officer IV</i></p> <p>Alexander Eric F. Elias <i>Department Head</i></p> <p>Maria Luisa G. Bugante <i>Asst. Dept. Head</i></p>



	<p>3.3. Return signed documents to Division Chief for record/instruction</p> <p>3.4. Post Notice of Application for Marriage License</p> <p>3.5. Release affidavit of cohabitation</p> <p>3.6 Release Marriage License</p>		1 minute	<p>Rosabel C. Delos Reyes <i>Registration Officer IV</i></p>
4. Review and sign application for marriage license/affidavit of cohabitation (Art.34)	<p>4. Review application for signature of DH/ADH</p> <p>4.1 Sign marriage application/affidavit of cohabitation</p> <p>4.2 Return signed documents to Division Chief for record/instruction</p> <p>4.3 Release affidavit of cohabitation</p>	None	<p>5 minutes</p> <p>1 minute</p> <p>1 minute</p>	<p>Rosabel C. Delos Reyes <i>Registration Officer IV</i></p> <p>Alexander Eric F. Elias <i>Department Head</i></p> <p>Maria Luisa G. Bugante <i>Asst. Dept. Head</i></p> <p>Rosabel C. Delos Reyes <i>Registration Officer IV</i></p>
<p>5. Claim Marriage License after the completion of the required Posting period*</p> <p>*Posting period for Application with License – 10 days</p>	5. Release Marriage License	None	<p>1 day (after posting period*)</p> <p>*Posting period for Application with License – 10 days</p>	<p>Nelida A. Domingo <i>Registration Officer II</i></p>



TOTAL:	Marriage Application PHP50.00 Marriage License PHP50.00 Certificate of Legal Capacity PHP100.00 Preparation and administering oath (Consent/parental Advice) PHP50.00	1 day (after the 10-day posting period) and 28 minutes	
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3. Registration of Marriage Certificates

This service refers to the registration of marriage certificates solemnized within the jurisdiction of Zamboanga City. Reglementary period for Registration of Marriage Certificate are as follows: Marriage with License – within 15 days following the solemnization of marriage, and; Marriage exempt from license requirement – within 30 days following the solemnization of marriage.

Office or Division:		Office of the City Civil Registrar		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Marriage (Municipal Form No. 97, Revised, 2016) with attached Marriage License and Application for Marriage License.		Solemnizing Officers (Judge, Priest, Pastor, Timuay)		
2. Affidavit of Cohabitation for marriage exempt from license under Art. 34 of EO No.209		CCRO		
3. Written request of both parties in a Sworn statement that the Marriage be solemnized in places other than those authorized by law		CCRO/ Solemnizing Officers/Lawyer		
4. Prenuptial Agreement (Optional)		Lawyer/CCRO/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form	1. Accept and receive marriage Certificates for registration 1.1 Evaluate documents 1.2 Return documents with discrepancies and advise client on necessary corrections	None	5 minutes	Nelida A. Domingo <i>Registration Officer II</i>



	1.3 Review and sign documents		3 minutes	Rosabel C. Delos Reyes <i>Registration Officer IV</i>
	1.4 Assign registry number and register documents		1 minute	Nelida A. Domingo <i>Registration Officer II</i>
TOTAL:		None	9 minutes	

4. Registration of Death Certificates

Death is a permanent disappearance of all evidence of life at any time after live birth has taken place. The reglementary period for Registration of Death Certificate is within 30 days from the time of death.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Death (Municipal Form No. 103 & 103A- Fetal Death, Revised, 2016)		Hospitals City Health Office		
1. Embalmer certificate 2. Burial permit 3. Transfer permit (for burial outside Zamboanga City)		Funeral Parlors City Health Office City Health Office		
1. Notification of Death 2. Death certificate 3. Burial permit 4. Transfer permit (for burial outside Zamboanga City) 5. Embalmer certificate		Health Center City Health Office City Health Office City Health Office Funeral Parlors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form and requirements	1. Accept and receive Death Certificates for registration	None	5 minutes	Ma. Jessie F. Dagamanuel <i>Registration Officer III</i> Ellie Jean Dr Lim <i>Clerk I</i>
TOTAL:		None	5 minutes	



5. Registration of Foundling

Foundling is a deserted or abandoned infant or child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts or birth and parentage. The reglementary period for registration is within 30 days from the date found/commitment of the child.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Certificate of Foundling			DSWD/CCRO	
2. Affidavit of the Finder stating the facts & circumstances surrounding the finding of the child			Notary Public	
3. Certification of the barangay captain/police authority stating report made by the finder			Barangay Hall/Police Station	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished forms	1. Check and receive accomplished forms	None	5 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i>
	1.1 Review and sign documents		5minutes	
	1.2 Assign registry number		1 minute	
2. Claim registered documents	2. Release documents	Note	1 day	Maria Cristina M. De Leon <i>Registration Officer IV</i>
TOTAL:		None	1 day, 11 minutes	



6. Registration of Court Orders/Decrees & Legal Instruments

The reglementary period for registration for court orders/decrees and legal instruments are as follows:

- Court Order/Decree - within 10 days after the decree/order has become final and executory
 - Adoption – within 30 days from the date it became final
- Legal Instruments – within 30 days from the date of execution except the following:
 - Affidavit to Use the Surname of the Father) *not later than 20 days after the execution*
 - Acknowledgment/Admission of Paternity of the instrument - 20 days

Office or Division:	Office of the City Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Registration of Court Order/Decree: 1. Original copy of the decision with Certificate of Finality.	Court
Legal Instruments (Original copy) 1. Affidavit of Acknowledgment/Admission of Paternity / Affidavit to Use the Surname of the Father, others 2. Legitimation	CCRO/Notary Public
3. Birth Certificate	CCRO
4. Marriage Certificate	CCRO
3. Community Tax Certificate/CEDULA of Parents.	CTO
NOTE: • All legal instruments execute abroad shall be registered in the Civil Registry Office, Mar	



<ul style="list-style-type: none"> AUSF executed abroad shall be registered in Philippine Foreign Service Post 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed forms	1. Receive documents 1.1 Return documents with discrepancies and instruct on necessary corrections 1.2 Review and sign documents		5 minutes 3 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i>
2. Proceed to Counter 1 & pay the required fees *Make sure to secure Official Receipt issued*	2. Receive payment and issue Official Receipt	Acknowledgment/Admission –PHP100.00 AUSF PHP100.00 Legitimation PHP100.00 Court Order PHP100.00	1 minute	Julie T. Francisco <i>Revenue Collector Clerk III</i>



		Legal Capacity PHP100.00 Pre-Nuptial PHP100.00 Re-Appearence PHP 100.00 Admission of Paternity PHP100.00 Delayed Registration PhP50.00		
3. Wait for registered documents	3.Assign registry number and register documents	None	1 minute	Maria Cristina M. De Leon <i>Registration Officer IV</i> Shalom May V. Guevara <i>Clerk I</i>
4. Claim registered documents Note: - Affected documents registered in Zamboanga City (ZC) for annotation - Affected documents registered outside Z.C. -	4. Release documents	None	3 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i> Shalom May V. Guevara <i>Clerk I</i>



Request for a certified copy for annotation with the concerned Civil Registrar				
		Acknowledgment/ Admission –PHP100.00 AUSF PHP100.00 Legitimation PHP100.00 Court Order PHP100.00 Legal Capacity PHP100.00 Pre-Nuptial PHP100.00 Re-Appearance PHP100.00 Admission of Paternity PHP100.00 Delayed Registration PhP50.00	13 minutes	
	TOTAL:			



7. Issuance of Court Order/ Legal Instruments and Amended/Annotated Civil Registry Documents – Registered in Zamboanga City

These are documents registered in Zamboanga City that have undergone amendments, corrections and changes in the status of individuals through court order/decrees and legal instruments.

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished duly request form		CCRO		
2. Request for certified copies amended/annotated records		CCRO		
<i>NOTE: Subject to the provision of non-disclosure of Birth Information under Section 7 of PD 603 of the Child and Youth Welfare Code/R.A. No. 10173, "Data Privacy Act of 2012"</i>				
3. Valid ID (Examples: Postal ID, COMELEC)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request or verification slip	1. Receives request/ verification slip	(1) Set certified copy of Court Order Php240.00 (1) set Certified copy of legal Instrument Php80.00 (1) set Certified copy of Annotated/	3 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i> Ma. Asie G. Tubil II <i>Clerk III</i> Ma. Asie G. Tubil II <i>Clerk III</i>



		Amended civil registry documents Php80.00		
2. Proceed to Counter 1 and pay the required fees *Make sure to secure Official Receipt issued*	2. Receive payment and issue Official Receipt	None	1 minute	Julie T. Francisco <i>Revenue Collector Clerk III</i>
3. Present Official Receipt	3. Assign registry number and register documents	None	1 minute	Maria Cristina M. De Leon <i>Registration Officer IV</i>
4. Claim certified copies of requested documents	4. Release documents	None	3 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i> Shalom May V. Guevara <i>Clerk I</i>
TOTAL:		(1) set Certified copy of Court Order Php240.00 (1) set Certified copy of Legal Instruments Php80.00	8 minutes	



8. Acts on Petition for Correction of Clerical Error and Change of First Name under the Provisions of Republic Act. No. 9048 & 10172

An Act further authorizing the City/Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month of Birth or Sex of a Person Appearing in the Civil Registry Documents without Need of a Judicial Order, Amending for this purpose Republic Act 9048 and 10172.

Office or Division:	Office of the City Civil Registrar		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Certified True Copy of Document to be Corrected (PSA & CCR/LCR copy RA9048)		Philippine Statistics Authority (PSA) City Civil Registrar’s Office (CCRO)	
Change of First Name - at least 4 documents showing correct first name			
1. Baptismal Certificate		Churches	
2. Marriage Contract		PSA/CCRO	
3. Birth certificates of children, if Married		PSA/CCRO	
4. School Records		Schools	
5. Voters Record		COMELEC	
6. NBI & Police Clearance (for change of name purpose)		City Police Office NBI	
7. Certificate of Employment with no derogatory records with the employer, if employed		Client’s employer	
8. Affidavit of Self-employment, if self-employed		Notary Public/Lawyer	
9. Affidavit of Non-Employment/unemployed		Notary Public/Lawyer	
10. Valid IDs (Postal ID, COMELEC, Employment ID)		Client	
11. Duly notarized Petition for Change of Name		CCRO Notary Public/Lawyer	
2. Correction of Clerical Error			
2.1. Duly notarized Petition for correction of Clerical Error		CCRO Notary Public/Lawyer	



2.2. Other requirements may vary depending on the error contained in the documents to be corrected	Client
3. Correction of Clerical Error (R.A.10172, requirements for correction of sex, date, and month of birth in the birth certificate) – 2 photocopies of each, original copy for presentation	
1. PSA and CCR/LCR copy of Birth Certificate	PSA, CCRO
2. Earliest school record (Elem.)	Schools
3. Medical Records (Immunization/Laboratory Exams/Previous Hospitalization)	Hospitals/Clinics
4. Baptismal Certificate/Paggunting (Muslim Rites)	Churches/Sharia Court
5. Clearances from the following: <ul style="list-style-type: none"> ○ Employer – Certification of No Pending Cases (If not employed, Affidavit of Non-/If employed, Affidavit of Self-Employment) ○ National Bureau of Investigation ○ Philippine National Police 	Employer Notary Public, Lawyer NBI City Police
6. Medical Certification from an accredited gov't physician certifying that the petitioner has not undergone sex change or sex transplant	City Health Office/ Government Hospitals
7. Other documentary evidences which may show the correct sex or date and month of birth such as: <ul style="list-style-type: none"> ○ Marriage Certificate ○ Birth Certificate of children 	PSA, CCRO PSA, CCRO
8. Duly Notarized Petition for correction of Clerical Error	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit certified true copy of document subject for correction and comply with requirements <i>Note:</i> Migrant Petition for correction of Clerical Error and Change of First Name <i>Note:</i> <i>Approved petitions will take 8-9 months or may exceed depending on the action of the concerned CCR/LCR and PSA , Mla</i>	1. Receive document and requirements 1.1 Evaluate and review requirements	None	20 minutes	Mary Lorraine T. Ng <i>Registration Officer II</i> Stenellie Grace S. Albolario <i>Clerk III</i> Elizel L. Sulpot <i>Administrative Aide I</i>
2. Proceed for interview	2. Interview client	None	2 minutes	Atty. Alexander Eric F. Elias <i>Department Head II</i>
3. Notarization of Petition Form				Any Notary Public
4. Proceed to Window/Counter 1 for payment of required fees *Make sure to secure official receipt issued*	3. Receive payment and issue official receipt	Filing of the correction of clerical and typographical error (RA9048) PhP1,000.00 Filing fee for Change of first Name or Nickname PhP3,000.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk</i>



		<p>Service Fee for Migrant Petition for Correction of Clerical and typographical error PhP 500.00</p> <p>Service Fee for Migrant Petition for change of First Name or Nickname PhP1,000.00</p> <p>Petition to correct the day and/or month in the date of birth or sex (RA10172) PhP3,000.00</p> <p>Service Fee for Migrant Petition for correction of clerical error in the day and/or month in the date of birth (RA10172) PhP1,000.00</p>		
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5. Present official receipt and receive further instruction	5. Receive official receipt		5 minutes	Mary Lorraine T. Ng Registration Officer I
	<p>5.1 Advise client to follow-up their petition with the Office of the City Civil Registrar after 6-7 months</p> <p>5.2. For Migrant Petition, advise client to wait for call/text from CCRO for further instruction</p>	None		<p>Stenelli Grace S. Albolario <i>Clerk III</i></p> <p>Elizel L. Sulpot <i>Administrative Aide I</i></p>
<p>6. Wait for decision on petition <i>Note</i></p> <p><i>Petition shall be posted for 10 consecutive days. Petitioner is advised to follow-up their petition with the Office 4-6 months after receipt of the petition to determine if the same has been approved or impugned by the Office of the Civil Registrar-General, PSA, Mla. Petitions for Change of First Name/ Correction of sex or day and month of birth in the birth certificates shall be published in a newspaper once a week for 2-consecutive weeks in a newspaper of general circulation (Local or National newspaper)</i></p>	Take action on client's petition	None	5 Minutes	Atty. Alexander Eric F. Elias <i>City Civil Registrar</i>



7. Follow up petition	Inform client of outcome of petition (approved or impugned)	None	2 minutes	Mary Lorraine T. Ng <i>Registration Officer II</i> Stenelli Grace S. Albolario <i>Clerk III</i>
TOTAL:		Filing of the correction of clerical and typographical error (RA9048) PhP1,000.00 Filing fee for Change of first Name or Nickname PhP3,000.00	35 minutes <i>Note:</i> <i>Approval will take 4-6 months or may exceed depending on the action of the PSA, Mla</i>	
		Service Fee for Migrant Petition for Correction of Clerical and typographical error PhP500.00 Service Fee for Migrant Petition for change of First Name or Nickname PhP1,000.00 Petition to correct the		



	day and/or month in the date of birth or sex (RA10172) PhP3,000.00 Service Fee for Migrant Petition for correction of clerical error in the day and/or month in the date of birth (RA10172) PhP1,000.00		
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9. Issuance of Certified Copies of Civil Registry Documents

Issuance of true and certified copy of the Civil Registry documents that contains information relative to his/her Birth, Marriage, Death and court orders, legal instruments and certificate of foundling and other civil registry documents.

Office or Division:	Office of the City Civil Registrar		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Valid ID		Client	
2. Request/Verification Slip		Office of the City Civil Registrar, Counter 2 and 3	
Note: Request for Birth record and other civil registry documents is subject to the provision of non-disclosure of Birth Information under Section 7 of PD 603 of the Child and Youth Welfare Code/R.A. No. 10173, "Data Privacy Act of 2012"			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request/verification slip Office Employee evaluates request	1. Receive request for verification of civil registry records 1.1 Evaluate request		5 minutes	(For Birth, Marriage Record & Legal Instrument/Court Order, Foundling) Expedito M. Miguel <i>Asst. Registration Officer</i>
				Pastor S. Ancheta, Jr <i>Clerk III</i> (For Death Record) Ma. Jessica F. Dagamanuel <i>Registration Officer III</i> Ellie Jean Dr. Lim <i>Clerk I</i>
2. Proceed to Window/Counter No. 1 for payment of required fees. *Make sure to secure official receipt issued*	2. Receive payment and issue official receipt	Research Fee PHP50.00 Certification Fee P30.00 (Note: PHP30.00 for every additional copy)	1 minute	Julie T. Francisco <i>Revenue Collection Clerk</i>
3. Submit verification slip with the official receipt for schedule of release/issuance of claim stub.	3. Issue claim stub	None	1 minute	For Birth, Marriage Record & Legal Instrument/Court Order, Foundling) Expedito M. Miguel <i>Asst. Registration Officer</i> Pastor S. Ancheta, Jr <i>Clerk III</i>



				(For Death Record) Ma. Jessica F. Dagamanuel <i>Registration Officer III</i> Ellie Jean Dr. Lim <i>Clerk I</i>
4. Present claim stub *Non-Availability of Record proceed to Counters 5 (Birth), 12 (Marriage), 13 and 14 (Death), *Please see Delayed Registration service*	4. Release certified copy of civil registry records or certification of Non-Availability of Record	None	1 day	(For Birth Marriage Record & Legal Instrument/Court Order, Foundling) OFFICER OF THE DAY at Public Assistance Complaint Desk (For Death Record) Counter 13 or 14
TOTAL:		Research Fee PHP50.00 Certification Fee P30.00 (Note: PHP30.00 for every additional copy)	1 day and 8 minutes	



10. Delayed Registration of Civil Registry Documents

The delayed registration of civil registry documents, allows an individual to register information of all vital events in his life such as birth, marriage, death, and other civil registry documents such as foundling, court orders/decrees and legal instruments be recorded in appropriate registers even after the prescribed period for registration from the occurrence of the event.

10. a. Delayed Registration of Birth Certificate

Delayed registration of birth is registration beyond the reglementary period of 30 days from the date of birth.

Office or Division:	Office of the City Civil Registrar
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	General Public
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Negative Certification – LCR FORM 1B or 1C (Birth)	CCRO
2. Accomplished Certificate of Live Birth (Municipal Form No. 102, Series 2007)	Hospitals, Lying-In Clinics, Home where the occurrence of birth
3. At least 2 Documentary evidences showing the name, date and place of birth & filiations of the child such as: <ul style="list-style-type: none"> • Immunization/Nursery Card • Baptismal/Dedication Certificate • School Record (DepEd Form 137) • Voter's Registration Record • Employment/Service Record • Insurance Membership Record 	Health Centers Churches Schools COMELEC Office Employer Client - GSIS/SSS & other insurance company
4. Joint affidavit of 2 disinterested persons	Notary Public, Lawyer
5. Marriage Contract of parents/document owner	CCRO where document is registered
6. Latest Community Tax Certificate/ID of Father/mother/document owner	City Treasurer's Office/CCRO



7. Affidavit of Legitimation, if child is legitimated by subsequent marriage of parents		Notary Public		
8. Affidavit to Use the Surname of the Father <ul style="list-style-type: none"> For children ages 0-6 old – Mother or guardian (in the absence of the mother) executes an Affidavit to Use the Surname of the Father (AUSF) For children ages 7-17 years old – Father executes Affidavit of Admission of Paternity and the child executes the AUSF attested by the mother/guardian For children aged 18 and above- child executes AUSF with no attestation of the mother/guardian 		CCRO, where document is registered/ Notary Public		
9. Assessment Report of Guardianship		CSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form with complete requirements	1. Accept and check application for delayed registration of birth for completion	None	5 minutes	Dan Angelo M. Solon <i>Clerk I</i> Mohfa I. Masbud <i>Administrative Aide III</i>
2. Proceed to Counter 1 for payment of the required fees	2. Receive payment and issue official receipt	Delayed Registration Fee PHP 50.00 Birth with Acknowledgment/ Admission of Paternity PHP100.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>



3. Review documents and give return slip			5 minutes	Arnie M. Rubio <i>Registration Officer II</i> Maria Jinky t. Garcellano <i>Assistant Registration Officer</i>
4. Wait for registered documents	4. Post Notice of list of applicants for delayed registration in the bulletin board (10 days posting)	None	10 days (posting period)	Dan Angelo M. Solon <i>Clerk I</i> Mohfa I. Masbud <i>Administrative Aide III</i>
	4.1 Review and sign documents 1 day after the completion of the posting period 4.2 Assign registry number	None	5 minutes 1 minute	Lourdes J. Angeles <i>Registration Officer IV</i> ennis Von H. Enriquez <i>Bookbinder II</i>
4. Claim registered documents	4. Release registered documents	None	3 days <i>Note: Hospitals, Lying In Clinic, Centers are submitted by Bulk</i>	Jovelyn T. Salapas <i>Clerk III</i> Mohfa I. Masbud <i>Administrative Aide III</i>
TOTAL:		Delayed Registration Fee PHP 50.00 Birth with Acknowledgment/ Admission of Paternity PHP100.00	3 days, 12 minutes (After the 10-day posting period)	



10. b. Delayed Registration of Marriage Certificate

The delayed registration of marriage certificate allows the registration of marriage and be recorded in appropriate registers even after the prescribed period for registration from the occurrence of the event:

1. Marriage with License – beyond 15 days following the solemnization of marriage,
2. Marriage exempt from license requirement – beyond 30 days following the solemnization of marriage

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Marriage (Municipal Form No. 97, Series 2016)		Court – if marriage solemnized by Judges, Church – if marriage solemnized by Priests, Pastor, Timuay		
2. Negative Certification – LCR FORM 3B or 3C		Office of the City Civil Registrar		
3. Affidavit executed by the Solemnizing officer/contracting parties stating the reasons of the delay		Office of the City Civil Registrar Court/Church		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form with complete requirements	1. Receive and evaluate documents	None	5 minutes	Nelida A. Domingo <i>Registration Officer II</i>
2. Proceed to the Cashier for payment of the required fees	2. Receive payment and issue official receipt	Delayed Registration fee PHP50.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>
3. Wait for registered documents	3. Post Notice of list of applicants for delayed registration of	None	1 minute (after the 10-day posting period)	Nelida A. Domingo <i>Registration Officer II</i>



	documents in the bulletin board		5 minutes	Rosabel C. Delos Reyes <i>Registration Officer IV</i>
	3.1 Review and sign documents 1 day after the completion of the posting period			
	3.2 Assign registry number and register documents		1 minute	Nelida A. Domingo <i>Registration Officer II</i>
4. Claim registered documents	4. Release registered documents	None	1 minute	Nelida A. Domingo <i>Registration Officer II</i>
TOTAL:		Delayed Registration fee PHP50.00	14 minutes (after 10-day posting period)	



10. c Delayed Registration of Death

The delayed registration of death certificates, allows the registration of death be recorded in appropriate registers even after the prescribed period for registration from the occurrence of the event.

Registration of Death Certificates whose place of death is within the jurisdiction of the City of Zamboanga. Registration of Death beyond 30 days

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Certificate of Death (Municipal Form No. 103, Series 2016)		Hospital City Health Office		
2. Burial Permit/Transfer Permit or 2C		City Health Office City Civil Registrar's Office		
3. Affidavit of the nearest of kin explaining the circumstances of death and the reasons of the delay		Notary Public		
4. Joint Affidavit of 2 disinterested persons (2 Imams) attesting to the facts of death for Muslim		Notary Public		
5. Church Record, Barangay Certification, Community Tax of petitioner, Muslim Attachment to be signed an Imam (For Muslims only)		Churches Barangay Hall CCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form with complete requirements	1. Evaluate and receive death certificates for registration	None	5 minutes	Ma. Jessica F. Dagamanuel <i>Registration Officer III</i>



2. Proceed to Counter 1 for payment of the required fees	2. Receive payment and issue official Receipt	Delayed Registration Fee PHP50.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>
3. Wait for registered documents	3. Post Notice of list of applicants for delayed registration of documents in the bulletin board	None	10 days (posting period)	Ellie Jean Dr. Lim <i>Clerk I</i>
	3.1 Review and sign documents 1 day after the completion of the posting period 3.2 Assign registry number and register document		5 minutes 1 minute	Ma. Jessica F. Dagamanuel <i>Registration Officer III</i> Ellie Jean Dr. Lim <i>Clerk I</i>
4. Claim registered documents	4. Release registered documents	None	1 minute	Ma. Jessica F. Dagamanuel <i>Registration Officer III</i> Ellie Jean Dr. Lim <i>Clerk I</i>
TOTAL:		Delayed Registration Fee PhP50.00	10 days, 3 minutes (10-day posting)	



10. d. Delayed Registration of Court Order/Decrees, Legal Instruments

The delayed registration of court orders/decrees, legal instruments is recorded in the appropriate registers even after the prescribed period for registration from the occurrence of the event.

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Court Order/Decrees, Legal Instruments subject for delayed registration		Notary Public CCRO		
2. Affidavit for delayed registration of Court Orders/Decrees/Legal instruments		Notary Public CCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form with complete requirements	1. Receive documents for registration 1.1 Review correctness of documents		10 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i> Shalom May V. Guevara <i>Clerk I</i>
2. Proceed to the Cashier for payment of required fees	2. Receive payment and issue official receipt	Affidavit to Use the Surname of the Father (AUSF) PHP 100.00 Affidavit for Legitimation by subsequent marriage PhP100.00 Delayed Registration Fee PhP50.00	1minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>



3. Proceed for interview	3. Interview applicants	None	10 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i> Shalom May V. Guevara <i>Clerk I</i>
4. Wait for registered documents	4. Post Notice of list of applicants for delayed registration of documents in the bulletin board	None	10 days (posting period)	
5. Claim registered documents	5. Registers documents	None	1 minute	
TOTAL:		Affidavit to Use the Surname of the Father PHP 100.00 Affidavit for Legitimation by subsequent marriage PhP100.00 Delayed Registration Fee PhP50.00	10 days, 21 minutes (10-day posting)	



10. e. Delayed Registration of Foundling

The registration of documents beyond 30 days from the date of finding/commitment of the child.

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of the foundling certificate		DSWD		
2. Affidavit stating the reason for the delay		Notary Public		
3. Certificate of finder/commitment of the child		DSWD		
4. Case Study Report		DSWD		
5. Police Report		CPO		
6. Media Report		Any Media Company		
7. Certificate Declaring Child Legally Available for Adoption		DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished prescribed form with complete requirements	1. Evaluate and review correctness of documents	None	5minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i>
2. Proceed to Counter 1 for payment of the required fees	2. Receive payment and issue official receipt	Delayed Registration fee PHP 50.00	1minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>
3. Wait for registered documents	2. Receive documents for registration 2.1 Post documents	None	5minutes 10 days (posting period)	Maria Cristina M. De Leon <i>Registration Officer IV</i> Shalom May V. Guevara <i>Clerk I</i>



	2.2 Approve and number document		3 minutes	Maria Cristina M. De Leon <i>Registration Officer IV</i>
3. Claim registered documents	3. Release registered documents	None	1 minute	
TOTAL:		Delayed Registration fee PHP 50.00	10 days & 14 minutes (10-day posting)	



11. Out-of-Town Reporting of Birth

An Out-of-Town Reporting of Birth occurs when the birth certificate presented to the civil registrar of a city/municipality is not its place of birth. This document will be forwarded to the civil registrar of a city/municipality where the birth occurred for registration.

Office or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Negative Certification		Philippine Statistics Authority (PSA)		
2. Supporting Documents: <ul style="list-style-type: none">• Baptismal Certificate• Voter's Registration Certificate• SSS E1• School Record – Form 137• Marriage Certificate & etc.		Church COMELEC Owner's copy School CCRO, PSA		
3. Affidavit of out of town delayed registration of birth (Must be typewritten)		Notary Public for Affidavit		
4. Cedula and valid ID (Postal ID, Comelec)		Cedula – City Treasurer's Office Client		
5. Birth Certificate Form (1 set)		CCRO		
6. 2 Mailing Envelopes (long, any color)		Client		
7. Processing fee		City Treasurer's Office		
8. Data Sheet		CCRO		
9. Photocopy of all documents (2 copies each)		Client		
Note: Bring all originals for evaluation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive and evaluate documents 1.1 Interview client 1.2 Process out-of-town reporting of birth	None	10minutes	Jovelyn t. Salapas <i>Clerk III</i>



	1.3. Schedule for mailing (3 days after completion of requirements)			
2. Receive information on scheduled release	2. Prepare birth certificate and transmittal letter	None	10 minutes	Jovelyn T. Salapas <i>Clerk III</i>
3. Proceed to Counter 1 for payment of the required fees	3. Receive payment and issue official receipt	Processing fee PHP 100.00	1minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>
4. 4. Wait for release of registered documents Note: Release of registered documents varies, on the action/response by concerned Municipal/Civil Registrar where documents were registered (Inclusive of the 10-day posting period)	4. Instruct client to mail MCR/CCR for registration	None	5 minutes	Document Owner
5. Receive acted documents	5.Contact clients for release thru call of text	None	3minutes	Jovelyn T. Salapas <i>Clerk III</i>
TOTAL:		Processing fee PHP 100.00	29 minutes (10-day posting)	



12. Endorsement of Civil Registry Documents to Philippine Statistics Authority (PSA, MANILA)

Endorsement of civil registry documents to the Philippine Statistics Authority, Manila for issuance of annotated, amended, corrected civil registry documents in security paper (SECPA).

Office or Division:		Office of the City Civil Registrar		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please list requirements ie:		CCRO		
1. Application form				
2. Civil Registry Documents to be endorsed to PSA		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form at Counter 4	1. Receive form and documents for endorsement	None	1 minute	Ma. Asie G. Tubil II <i>Clerk III</i>
2. Proceed to counter 1 for payment of required fees	2. Receive payment and issue official receipt	Research Fee PHP 50.00 Certification Fee PHP 30.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>
3. Return to CCRO at Counter 4 and pay Mailing fee	3. Receive payment (Courier to issue Official Receipt)	Mailing fee PhP130.00	3 minutes	Ma. Asie G. Tubil II <i>Clerk III</i>
4. Wait for the release of requested documents	5. Schedule release of owner's copy of the endorsement	None	6 days	
6. Get documents	6. Release documents	None	1 minute	Ma. Asie G. Tubil II <i>Clerk III</i>
TOTAL:		Research Fee Php 50.00 Certification Fee Php 30.00 Mailing fee PhP130.00	6 days and 5 minutes	



13. Endorsement of Civil Registry Documents to Philippine Statistics Authority (PSA, Zamboanga City)

Endorsement of civil registry documents (Birth, Marriage, Death, and other civil registry documents), issued *Negative or None Availability of Records* at the Philippine Statistics Authority, Zamboanga City.

Office or Division:	Miscellaneous Civil Registry Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Please list requirements ie: 1. Application form		CCRO		
2. Civil Registry Documents to be endorsed to PSA		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out form at Counter 4	1. Receive form and documents for endorsement	None	1 minute	Ma. Asie G. Tubil li <i>Clerk III</i>
2. Proceed to counter 1 for payment of required fees <i>Note: Return to window 4 to submit the request/verification slip</i>	2. Receive payment and issue official receipt	Research Fee PHP50.00 Certification Fee PHP30.00	1 minute	Julie T. Francisco <i>Revenue Collection Clerk III</i>



3. Wait for release and receive requested documents <i>Note: Schedule of Transmittal to PSA, Zamboanga City is Every Tuesday and Friday</i>	3. Schedule and release owner's copy	None	3 minutes	Ma. Asie G. Tubil II <i>Clerk III</i>
TOTAL:		Research Fee PhP50.00 Certification Fee PhP30.00		



FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill out Feedback Form and drop at the designated drop box at the corner near entrance of the Office
How feedbacks are processed	<ul style="list-style-type: none"> • Approach the OFFICER OF THE DAY • Every Friday, the Person In-charge opens the drop box and compiles and records all feedback submitted. • Feedback requiring answers are forwarded to respective divisions and they are required to answer within three (3) days of the receipt of the feedback. • For inquiries and follow-ups, clients may contact the following contact numbers: tel. #062-991-0807/ cp#09359684001
How to file a complaint	<p>Step 1</p> <p>File Complaint/s at the Administrative Services Division (determines the veracity of complaints and direct to respective division)</p>
How complaints are processed	<p>Step 2</p> <p>Respective Division will resolve issues/problems presented (if issues/problems cannot be resolved at their end, the division concerned will address concerns to the top management-Civil Registrar)</p> <p>Step 3</p> <p>The Civil Registrar ACTS on conflicts/complaints</p>
Contact Information of Contact Center ng Bayan(CCB), Presidential Complaints Center(PCC), ARTA	<p>ARTA: complaints@arta.gov.ph/ 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565(SMS)</p>



Office of the City Disaster Risk Reduction and Management

Disaster Risk Reduction and Management Services
External Services



1. Availment of Disaster Prevention and Mitigation Services

This service refers to the provision of technical assistance to Disaster Risk Reduction Management and Public Safety (DRRMPS) to design, program, coordinate and implement disaster risk reduction and management activities consistent with the National Disaster Risk Reduction and Management Council's standards and guidelines.

Office or Division:	Office of the City Disaster Risk Reduction and Management – Research and Planning Division			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter Request (i.e. data, site assessment)		From the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to zcdrmo2014@gmail.com with following details: <ul style="list-style-type: none"> ✓ contact details of the requesting party ✓ requested data ✓ pictures and exact location for ocular site inspection 1.1. Secure a received copy for reference on follow up through email or contact the office landline number at 990-1171.	1. Receive and record in log book to indicate the control number, date and time it was received.	None	1 minute	Emilly P. Mahusay/ Jennifer M. Santos (Utility Worker I)
	1.1 Acknowledge receipt of the email.	None	1 minute	Elmeir E. Apolinario, Ph.D. CDRRMO
	1.2 Endorse with instructions to concerned personnel/ division	None	2 minutes	Cheermielourdes P. Bejerano Administrative Officer V
	1.3 Route to concerned	None	3 minutes	Data:



	personnel/ division 1.4 Reply requesting party on: a. Availability of requested data			Engr. Ellaine G. Tamudmud <i>LDRRMO II</i>
	b. Schedule of the ocular site inspection			(Ocular Site Inspection) Mark Anthony G. Maravilla <i>Utility Worker I</i>
2. Collect data requested b. Join ocular site inspection subject to existing health protocols	2. Submit report to CDRRMO 2.1 Send recommendation to concerned agency		1 day 5 minutes	Mark Anthony G. Maravilla <i>Utility Worker I</i> Cheermielourdes P. Bejerano AO V
TOTAL:		None	4 days, 12 minutes	



2. Availment of Disaster Preparedness Services

This service refers to the provision of administrative and training services to conduct training, orientation and knowledge management activities on Disaster Risk Reduction Management and Public Safety (DRRMPS) at the local level, including the barangays.

Office or Division:	Office of the City Disaster Risk Reduction and Management			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letter of Intent / Request		From the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
. Submit letter of intent/ request zcdrrmo2014@gmail.com with the following details: <ul style="list-style-type: none"> ✓ Contact details of the requesting party ✓ proposed date and venue of the training ✓ Target Participants ✓ Estimated number of participants DRRM subject matter	1. Receive letter and record in log book to indicate the control number, date and time it was received	None	1 minutes	Emilly P. Mahusay/ Jennifer M. Santos <i>Utility Worker I</i>
	Acknowledge receipt of the email.	None	1 minute	Emilly P. Mahusay/ Jennifer M. Santos <i>Utility Worker I</i>
	1.2 Evaluate request and Coordinate with requesting party (i.e. upon the availability of training team, provide logistical and	None	5 minutes	Cheermielourdes P. Bejerano <i>Administrative Officer V</i>



1.2. Secure a received copy for reference on follow up through email or contact the office landline number at 990-1171.	administrative requirements).			
	1.3 Endorse with instructions to concerned personnel/ division.	None	2 minutes	Elmeir E. Apolinario, Ph.D. <i>CDRRMO</i>
	1.4 Route to concerned personnel / division.	None	3 minutes	Cheermielourdes P. Bejerano <i>Administrative Officer V</i>
	1.5 Inform requesting party of approval of request.	None	5 minutes	Jennifer M. Santos <i>Utility Worker I</i>
2. Attend the training subject to the existing health protocols.	2. Implement/ conduct the trainingsubject to the existing health protocols	None		Abdel Azsad O. Kanti, RN, MAN, <i>AREMT LDRRMO II</i>
TOTAL:		None	17 minutes	



3. Availment of Disaster Response Service

This service refers to the provision of services to respond and manage the adverse effect of emergencies and carry out recovery activities in the affected area.

Office or Division:	Office of the City Disaster Risk Reduction and Management			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Emergency Call via landline, mobile and handheld radio communication to Zamboanga City Emergency Operations Center.		From the Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call emergency hotline and inform all details of emergency.	1. Acknowledge emergency call and verify important details of emergency / disaster.	None	1minute	DRRM Emergency Operator on Duty
a. Using PLDT landline, dial: (062)990-1171 (Office Hours) (062) 926-1848 (062) 926-9274 (062) 955-9601 (062) 926-1849 (24/7)	1.1 Report emergency to CDRRMO / Operations Chief for instructions	None	1 minute	DRRM Emergency Operator on Duty
	1.2 Dispatch Team to respond to emergency.	None	2 minutes	Elmeir E. Apolinario, Ph.D. CDRRMO
b. Using mobile phone, dial: 09177113536 09189357858	1.3 Proceed to emergency site and respond	None	7 minutes average response time depending on the location	Clint S. Senosa LDRRMO IV DRRM Response
TOTAL:		None	11 minutes	



Feedback and Complaint Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box of the receiving desk located at the ground floor of ZCDRRMO or you may send to this Contact Info: 990-1171 or zcdrrmo2014@gmail.com
How feedbacks are processed	<p>Every Friday, the AO V opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant division 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 number: (062)990-1171.</p>
How to file a complaint	<p>Answer the client Complaint Form and drop it at the designated drop box of the receiving desk located at the ground floor of ZCDRRMO.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evident <p>For inquiries and follow-ups, clients may contact the following telephone number: (062)990-1171.</p>
How complaints are processed	<p>The AO V opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the AO V shall start the investigation and shall submit it to the CDRRMO for appropriate action.</p> <p>The AO V will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (062)990-1171.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office of the City Engineer External Services



1. Issuance of Building Permit

All persons, firms or corporations including agencies or government instrumentalities wanting to erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done must first obtain a building permit from the building official of the Office of the City Engineer, 2nd floor, Centro Latino, Paseo del Mar, Zone IV, Zamboanga City.

Office or Division:	Office of the City Engineer
Classification:	Simple, Complex and Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Filipino Citizens
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Forms <input type="checkbox"/> Building Permit (Form 1) <input type="checkbox"/> Electrical Permit (Form 2) <input type="checkbox"/> Sanitary Permit (Form 3) <input type="checkbox"/> Mechanical Permit (Form 4) <input type="checkbox"/> Electronic Permit Form 5	Receiving Section at Centro Latino, Paseo del Mar
DOCUMENTARY REQUIREMENTS 2. If the applicant is the registered lot owner <input type="checkbox"/> Certified true copy of the Transfer Certificate of Title (CTC) <input type="checkbox"/> Tax Declaration <input type="checkbox"/> Current Real Property Tax Receipt If the applicant is not the registered lot owner <input type="checkbox"/> Duly Notarized Copy of the Contract of Lease or <input type="checkbox"/> Duly Notarized Copy of Deed of Absolute Sale <input type="checkbox"/> Duly Notarized Copy of Sale <input type="checkbox"/> Duly Notarized Authorization from the Lot Owner	Register of Deeds, Pettit Barracks, Zone IV
3. Minimum of (5) five sets of standard plans and specifications prepared, signed and sealed by the design professionals. <input type="checkbox"/> Architectural documents <input type="checkbox"/> Civil/Structural documents	Client / Applicant



<ul style="list-style-type: none"> a. Signed and Sealed Structural Analysis and design for Two (02) b. Boring and Load Test for Three (03) Storey up () Electrical documents () Mechanical documents () Sanitary documents () Plumbing documents () Electronics documents () Geodetic documents () Fire Protection plan (if applicable) 	
4. Three (03) photocopies of valid licenses (PRC ID) of all involved professionals and Professional Tax Receipt (PTR)	Client/Applicant
5. Current Real Property Tax Receipt	Maintained but need not be secured separately from the Assessor's Office beforehand. Instead it will be generated inside the OSCP.
6. Construction Safety and Health Program (CHSP) required by DOLE	Department of Labor and Employment (DOLE RIX)
7. National Government Agency and Local requirements <ul style="list-style-type: none"> a. Locational Clearance (To be processed within the OSCP backroom thru volocation of the Zoning Office and BFP) b. Whenever necessary, written clearances shall be obtained from the various authorities exercising and enforcing regulatory functions affecting buildings/structures. Application for said clearances shall be requested by the owner/applicant for building permit shall be sufficient not to cause further delay in processing the building permit application by the Building Official. Such 	From concerned National Government Agencies or Office



<p>authorities who are expected to enforce their own regulations are:</p> <ul style="list-style-type: none"> b1. Department of Public Works and Highways (DPWH) b2. Air Transportation Office (ATO) b3. Housing and Land Use Regulatory Borad (HLURB) b4. Local Government Unit (LGU) b5. Department of Tourism b6. Department of Environment and Natural Resources (DENR) b7. Department of Transportation and Communication (DOTC) b8. Department of Interior and Local Government (DILG) b9. Philippine Ports Authority (PPA) b10. Department of Education (DepEd) b11. Department of Health (DOH) b12. Philippine Institute of Volcanology and Seismology (PHIVOLCS) b13. Department of Agrarian Reform (DAR) b14. Department of Agriculture (DA) b15. Department of Labor and Employee (DOLE) b16. National Housing Authority (NHA) 		<p>From concerned National Government Agencies or Office</p>		
<p>8. Fire Safety Evaluation Clearance (FSEC)</p>		<p>Need not be secured separately form the BFP beforehand. Instead it will be generated inside the OSCP.</p>		
<p>9. Locational Clearance form the Office of the City Plannin g and Development Office (CPDO)</p>		<p>Need not be secured separately form the BFP beforehand. Instead it will be generated inside the OSCP.</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit application forms and Documentary Requirements.	1. Check the completeness of the submitted documents	None	30 minutes	Engr. Monette Lorraine F. Luna (Receiving Officer)
	Backroom Operation (OSCP verifies documents, evaluates plans as to compliance to National Building Code of the Philippines and its referral codes, assess for the fees to be paid by the applicant (see attached Table 9. Sequence and Enumeration of tasks and input/output documents in Flow	None	5 days for Simple Building Permit, 7 days for Complex and 21 days for Highly Technical	One-Stop Construction Permitting (OSCP) Backroom
2. Receipt of the Order of Payment	2. Issue order of Payment	Fees is computed based on the 2005 Revised Implementing Rules and Regulations of the National Building Code of the Philippines	30 Mins	Engr. Monette Lorraine F. Luna (Receiving Officer)



3. One Time Payment	3. Receipt of Payment	Fees is computed based on the 2005 Revised Implementing Rules and Regulations of the National Building Code of the Philippines	30 Mins	City Treasurer's Office Personnel/ Collector and BFP Collecting Agent
4. Receives Building Permit, Fire Safety Evaluation Clearance (FSEC), Locational Clearance and other documents and clearances.	4. Issue of Building Permit, Fire Safety Evaluation Clearance (FSEC) Locational Clearance and other documents and clearances or Return applications to the applicant in cases where the applications are non compliant to the implementing rules and regulations of the National Building Code of the Philippines	None	30 Mins	Engr. Monete Lorraine F. Luna (Receiving Officer)



2. Issuance of Occupancy Permit

All persons, firms, or corporations including agencies or government instrumentalities wanting to erect, construction, alter, repair, move, convert or demolish any building or structure or cause the same to be done must first obtain a building permit form the Building Official of the Office of the City Engineer/Office of the Building Official, 2nd Floor, Centro Latino, Paseo del Mar, Zone IV, Zamboanga City.

Office or Division:	City Engineer's Office - Building and Industrial Safety Inspection Division			
Classification:	Simple, Complex and Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Filipino Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Forms		Receiving Section at Centro Latino, Paseo del Mar		
DOCUMENTARY REQUIREMENTS 2. Duly Accomplished and Notarized Certificate of Completion () Certificate of Compeltion () Certificate of Final Electrical Inspection/Completion () Certificate of Completion Sanitary/Plumbing Installation		Receiving Section at Centro Latino, Paseo del Mar		
3. One (1) copy of the construction logbook		Client/Applicant		
4. One (01) copy of the construction logbook		Client/Applicant		
5. Photograph of the completed structures of all involved professionals		Client/Applicant		
6. Fire Safety Inspection Certificate (FSEC)		Need not be secured separately form the BFP beforehand, instead it will be generated inside the OSCP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and Documentary Requirements	1. Check the completeness of the submitted documents	None	30 minutes	Engr. Monette Lorraine F. Luna (Receiving Officer)



	Backroom Operation (Joint Inspectorate Team conducts joint inspection and verification)	NONE	5 days for Simple Building Permit, 7 days for Complex and 21 days for Highly Technical	OSCP Joint Inspection Team
2. Receipt of the Order of Payment	2. Issue order of Payment	Fees is computed based on the 2005 Revised Implementing Rules and Regulations of the National Building Code of the Philippines	30 Mins	Engr. Monette Lorraine F. Luna (Receiving Officer)
3. One Time Payment	3. Receipt of Payment	Fees is computed based on the 2005 Revised Implementing Rules and Regulations of the National Building Code of the Philippines	30 Mins	City Treasurer's Office Personnel/Collector and BFP Collecting Agent
3. Receives Occupancy Permit, Fire Safety inspection Certificate (FSIC) and other related documents and certificate	Issue of Occupancy Permit, Fire Safety Inspection Certificate (FSIC), and other documents and Clearances	None	30 Mins	Engr. Monette Lorraine F. Luna (Receiving Officer)



Schedule of Fees and Other Charges

Regardless of the type of construction, the cost of any building / structure for the purpose of assessing the corresponding fees shall be based on the following table:

LOCATION	GROUP		
All Cities and Municipalities	A, B, C, D, E, G, H, I	F	J
	P10,000.00	P8,000.00	P6,000.00

Construction / addition / renovation / alteration of buildings / structures under Group/s and Sub-Divisions shall be assessed as follows:

a. Division A-1

	Area in sq. meters	Fee per sq. meter
i.	Original complete construction up to 20.00sq meters	P2.00
ii.	Additional / renovation / alteration up to 20. 00sq.meters regardless of floor area of original construction	2.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters	3.40
iv.	Above 50.00 sq. meters to 100.00 sq. meters	4.80
v.	Above 100.00 sq. m. to 150 sq. meters	6.00
vi.	Above 150.00 sq. meters	7.20

Sample Computation for Building Fee for a 75.00 sq. meters floor area:

Floor area = 75.00 sq. meters

Therefore area bracket is a.iv.

Fee = P4.80 / sq. meter

Building Fee = 75.00 x 4.80 = P360.00

b. Division A-2

	Area in sq. meters	Fee per sq. meter
i.	Original complete construction up to 20.00sq meters	P3.00
ii.	Additional / renovation / alteration up to 20. 00sq.meters regardless of floor area of original construction	3.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters	5.20
iv.	Above 50.00 sq. meters to 100.00 sq. meters	8.00
v.	Above 100.00 sq. m. to 150 sq. meters	8.40

c. Divisions B-1 / C-1 / E-1,2,3 / F-1 / G-1,2,3,4,5 / H-1,2,3,4/ I-1 and J-1,2,3

	Area in sq. meters	Fee per sq. meter
i.	Up to 500	P23.00
ii.	Above 500 to 600	22.00



iii.	Above 600 to 700	20.50
iv.	Above 700 to 800	19.50
v.	Above 800 to 900	18.00
vi.	Above 900 to 1,000	17.00
vii.	Above 1,000 to 1,500	16.00
viii.	Above 1,500 to 2,000	15.00
ix.	Above 2,000 to 3,000	14.00
x.	Above 3,000	12.00

Certificate of Use or Occupancy

A. Division A-1 and A-2 Buildings:		
i.	Costing up to P150,000.00	P 100.00
ii.	Costing more than P150,000.00 Up to P400,000.00	200.00
iii.	Costing more than P400,000.00 Up to P850,000.00	400.00
iv.	Costing more than P850,000.00 Up to P1,200,000.00	800.00
v.	Every million or portion thereof in excess Of P1,200,000.00	800.00

Divisions B-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4 /and I-1 Buildings:

i.	Costing up to P150,000.00	P 200.00
ii.	Costing more than P150,000.00 Up to P400,000.00	400.00
iii.	Costing more than P400,000.00 Up to P850,000.00	800.00
iv.	Costing more than P850,000.00 Up to P1,200,000.00	1,000.00
v.	Every million or portion thereof in excess Of P1,200,000.00	1,000.00

Division C-1,2/D-1,2,3 Buildings:

i.	Costing up to P150,000.00	P150.00
ii.	Costing more than P150,000.00 Up to P400,000.00	250.00
iii.	Costing more than P400,000.00 Up to P850,000.00	600.00
iv.	Costing more than P850,000.00 Up to P1,200,000.00	900.00
v.	Every million or portion thereof in excess Of P1,200,000.00	90



**Office of the City Environment and Natural
Resources (OCENR)
External Services**



1. Receiving of Incoming Documents

This service accepts correspondences from transacting public for various requests/query.

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	All Transacting Public, Government Agencies, LGUs, and other Private and Non-Government Organizations.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Cover Letter of Intent / Request		Letter Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Letter to Administrative Staff	1. Accept letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Assistant II</i>
	2. Department Head/Assistant Department Head Reviews and issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Edwardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	3. Routes Letter with Instructions/comments to concerned division of the office for appropriate action.	None	2 minutes	Maribel M. Baes (Administrative Assistant II)
TOTAL:		None	7 minutes	



2. Releasing of Outgoing Documents

This service releases all acte letters/requests/correspondences to clients

Office or Division:		Administrative Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Transacting Public		
Who may avail:		All Transacting Public, Government Agencies, LGUs, and other Private and Non-Government Organizations.		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Signed Cover Letter of Intent / Request			OCENR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1. Administrative staff records in the outgoing logbook	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
1. Receives acted letter	2. Messenger delivers acted letter to the client	None	60 minutes	Venancio V. Bayot <i>Laborer II</i>
	3. Files received acted documents	None	3 minutes	Maribel M. Baes Administrative Assistant II Or Maricris C. Fernandez <i>Administrative Aide IV</i>
TOTAL:		None	65 minutes	



3. Certification of Philhealth

This service certifies the required 3/6 monthly contributions plus at least 6 months contributions preceding the 3 months qualifying contributions within 12 month period prior to the first day of confinement (sufficient regular) have been regularly remitted to Philhealth and the information supplied by the member or his/her representative on Part 1 of Claim 1 (CF-1) are consistent with our available records.

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	All OCENR personnel with regular and casual status of appointment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth Claim Form 1 (CF-1)		Hospital where the employee is admitted or Philhealth Office at Veterans Avenue, Zamboanga City		
2. Member's Data Record (MDR)		Philhealth Office at Veterans Avenue, Zamboanga City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit CF-1	1. Administrative staff checks Part 1 and accomplishes Part IV of CF-1	None	3 minutes	Rizteen Joyce G. Araneta <i>Administrative Aide III</i>
	2. Employer or Authorized Representative signs CF-1	None	1 minute	Engr. Reynaldo S. Gonzales <i>Department Head</i> or Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i> or Froilan P. Dancel <i>(Administrative Officer V)</i>
2. Received CF-1	3. Administrative Staff forwards duly accomplished CF-1 to client	None	1 minute	Rizteen Joyce G. Araneta <i>Administrative Aide III</i>
TOTAL:		None	31 minutes	



4. Application for Leave (Vacation, Sick, Special Leave Privelege, Maternity, Monetization)

This service processes the application for leave of OCENR personnel

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	All OCENR personnel, Office of the City Human Resource Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for Leave (CSC Form No. 6)		Administrative Services, OCENR, San Roque, Zamboanga City		
2. Medical Certificate (if required by Head of Office) or (if sick leave is more than five days)		Attending Physician of the employee and/or government physician		
3. Solo Parent ID (fore Solo Parent Leave)		Office of the City Social Welfare and Development		
4. Clearance (for Maternity leave)		Administrative Services, OCENR		
5. Medical Certificate (CSC Form 41) (for Maternity Leave)		Administrative Services, OCENR		
6. Hospital Bill and Proof of Confinement (for Maternity Leave and 50% Monetization)		Hospital where confined		
7. Documentary Stamp (for medical certificate, if applicable)		Bureau of Internal Revenue (BIR), Pettit Barracks, Zamboanga City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Client submit duly signed	1. Accomplishes and signs CSC Form No. 6	None	5 minutes	Rizteen Joyce G. Araneta <i>Administrative Aide III</i>
	2. Checks amd certifies computation of leave credits	None	2 minutes	Maribel M. Baes (Administrative Assistant II) and/or Froilan P. Dancel (Administrative Officer V)



	3. Chief of Division signs CSC form No. 6 recommending for approval.	None	1 minute	Division Head where the employee is assigned
	4. Head signs CSC Form No. 6 for recommendation for approval or disapproval.	None	1 minute	Engr. Reynaldo S. Gonzales <i>Department Head or</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head.</i>
	32Submits duly accomplished CSC Form No. 6 to CHRMO for approval or disapproval	None	30 minutes	Venancio V. Bayot, Jr. <i>(Laborer II)</i>
33 Receives feedback	34Informs client if application for leave is approved or disapproved	None	1 minute	Rizteen Joyce G. Araneta <i>(Administrative Aide III)</i>
TOTAL:		None	40 minutes	



5. Payment of Salary/Wages

This service processes payroll of personnel for payment of services rendered for the period.

Office or Division:		Administrative Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Transacting Public		
Who may avail:		All OCENR personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits Daily Time Record	1. Staff collects and checks all DTR and attaches approved leave and other pertinent documents	None	8 hours	Richard F. Alvarez <i>Administrative Aide III</i> or Mark Anthony I. Francisco <i>Administrative Aide I</i>
	2. Prepares 14 Payrolls	None	7 hours	Richard F. Alvarez <i>Administrative Aide I</i> or Mark Anthony I. Francisco <i>Administrative Aide I</i>
	35 Administrative Officer checks and signs supporting documents	None	20 minutes	Froilan P. Dancel <i>Administrative Officer V</i>
	36 Department Head signs documents	None	10 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Or Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>



	37 Forwards payroll to City Hall for processing	None	30 minutes	Venancio V. Bayot, Jr. <i>Laborer II</i>
3. Receives wages/salaries thru ATM	38 Processing documents and delivers checks to bank	None	30 minutes	Other Departments
TOTAL:		None	2 days	

Note: There will be other processing procedure for payment of wages/payroll when submitted to other departments

6. Request for Pay Slip

This service provides internal clients copy of their payroll for a certain period.

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	All OCENR personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Request for Pay Slip of a given period	1. Staff prints and signs pay slip for a certain period	None	3 minutes	Richard F. Alvarez <i>Administrative Aide III</i> or Mark Anthony I. Francisco <i>Administrative Aide I</i>
	2. Administrative Officer Checks and certifies pay slip	None	1 minute	Froilan P. Dancel Administrative Officer V
1. Receives Pay Slip	2. Releases pay slip to internal client	None	1 minute	Richard F. Alvarez <i>Administrative Aide III</i> or Mark Anthony I. Francisco <i>Administrative Aide I</i>
TOTAL:		None	5 minutes	



7. Processing of Payment for Utility Bills

This service processes payroll of personnel for payment of services rendered for a certain period.

Office or Division:		Administrative Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Transacting Public		
Who may avail:		All utilities contracted by the office such as PLDT, ZCWD, ZAMCELCO		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement		Provided by service provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits Billing Statement	1. Staff receives billing statement	None	3 minutes	Maribel M. Baes <i>Administrative Assistant II</i>
	2. Staff process payment of billing	None	5 minutes	Raycel-Ann P. Cruz <i>Administrative Aide I</i>
	3. Administrative Officer checks Billing Statement, OBR and Voucher	None	5 minutes	Froilan P. Dancel <i>Administrative Officer V</i>
	4. Head signs documents	None	1 minute	Engr. Reynaldo S. Gonzales <i>Department Head</i> or Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	5. Forwards documents to City Hall for processing	None	30 minutes	Venancio V. Bayot, Jr. <i>Laborer II</i>
2. Receives payment	6. City Treasurer's Office pay			City Treasurer's Staff
TOTAL:		None	44 minutes	

Note: There will be other processing procedure of payment from other offices/departments in City hall



8. Processing of Request for Repair

This service provides support function to equipment maintenance personnel under the Public Services Division for the repair of vehicles and equipments.

Office or Division:	Administrative Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Transacting Public			
Who may avail:	Equipment Maintenance Section, Public Services Division			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letters Request		Head, Equipment Maintenance Section, Public Services Division		
2. Request fro Pre-Repair and Inspection		Head, Equipment Maintenance Section, Public Services Division		
3. Certification of Joint Inspection (for Job Order only)		City General Services Office, City Accountant Office and Internal Audit Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits Letter Request for Repair/Spare Parts	1. Staff receives letter request	None	3 minutes	Maribel M. Baes <i>Administrative Assistant II</i>
	2. Department Head/Assistant Department Head Reviews and issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> or Dr. Eduardo M. Bisquera, Jr <i>Assistant Department Head</i>



	3. Staff prepares Memorandum and other documentary	None	5 minutes	Alvin C. Jacinto <i>Administrative Officer I</i>
	4. Head signs documents	None	1 minute	Engr. Reynaldo S. Gonzales <i>Department Head</i>
	5. Staff releases documents	None	1 minute	Maricris C. Fernandez <i>Administrative Aide IV</i>
	6. Forwards documents to Office of the City General Services	None	30 minutes	Venancio V. Bayot <i>Laborer II</i>
TOTAL:		None	43 minutes	

Note: There will be other processing procedure for preparation of Purchase Request and Approved budget for the contract in the Office of the City General Services.



9. Receiving of Stocks from City General Services Office

This service accepts stocks delivered by City General Services Office

Office or Division:		Administrative Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Transacting Public		
Who may avail:		City General Services Office		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Issue Slip		City General Services Office, Tetuan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS/ RESPONSIBLE
1. CGSO	1. Administrative staff checks delivered stocks and RIS	None	5 minutes	Josel F. Andico <i>Laborer II</i> or Raycel-Ann P. Cruz <i>(Administrative Aide I)</i>
	2. Administrative staff signs RIS	None	1 minute	Josel F. Andico <i>Laborer II</i> Or Raycel-Ann P. Cruz <i>Administrative Aide I</i>
2. Receives RIS	3. Administrative Staff returns RIS	None	1 minute	Josel F. Andico <i>Laborer II</i> Or Raycel-Ann P. Cruz <i>Administrative Aide I</i>
TOTAL:		None	8 minutes	



10. Processing of Request for Supplies

This service provides internal clients with supplies for the performance of duties.

Office or Division:		Administrative Services		
Classification:		Simple		
Type of Transaction:		G2C – Government to Transacting Public		
Who may avail:		All OCENR Division and personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip		Administrative Services, OCENR, San Roque		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submits Requisition Slip for supplies	1. Administrative staff verifies record and availability of stocks.	None	2 minutes	Josel F. Andico <i>Laborer II</i>
	2. Administrative Officer approves requisition slip	None	1 minute	Froilan P. Dancel <i>Administrative Officer V</i>
2. Receives Supplies	3. Administrative Staff releases supplies and equipment Maintenance Head for tires and oil and lubricants.	None	5 minutes	Josel F. Andico <i>Laborer II</i> Ramon B. Baylon <i>Labor Foreman</i>
TOTAL:		None	8 minutes	



**Office of the City Environment and Natural
Resources (OCENR)**

Public Services Division

External Services



1. Request for Garbage Collection

This service processes request for garbage collection by Client/s

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Commercial/Agricultural Establishments, Industries, Institutions, Government Agencies and Instrumentalities, Non-Government Organizations, barangays, Families and Individuals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Cover Letter of Intent / Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Letter to Administrative Staff	1. Accept letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Assistant II</i>
	2. Department Head/ Assistant Department Head Review and issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	3. The Head of Division confer with Field Supervisor	None	5 minutes	Raymond A. Padayhag <i>Chief- Public Services Division</i>



	4. The Supervisor will verify and assess the area per request	None	25 Minutes	<p>Concerned Shift Supervisor</p> <p>Joel G. Onrubia (Designated Foreman)</p> <p>Hipolito P. Galabin (General Foreman)</p> <p>Cristino C. Paragas (General Foreman)</p> <p>Michael D. Muñoz (Labor Foreman)</p>
	5. Collect garbage	None	35 minutes	As designated by supervisor
TOTAL:		None	1 hour, 10minutes	



2. Request for Street Cleaning

This service processes requests for street cleaning by Client/s.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Institutions, Government Agencies and Instrumentalities, Non-Government Organizations, barangays, Families and Individuals.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Cover Letter of Intent / Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Letter to Administrative Staff	1. Accept letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Assistant II</i>
	2. The Department Head/ Assistant Department Head Review and issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	3. The Head of Division confer with Field Supervisor	None	5 minutes	Raymond A. Padayhag (Chief-Public Services Division)



	4. The supervisor will verify and assess the area per request	None	25 Minutes	<p>Concerned Shift Supervisor</p> <p>Ronald E. Bucoy (EMS I) Victor T. Fernando (Labor Foreman) Zaldy C. Jorolan (Labor Foreman) Oscar D. Enriquez (Labor Foreman)</p>
	5. Street sweeping	None	35 minutes	As designated by supervisor
TOTAL:		None	6 hours and 30 minutes	



3. Request for Garbage Truck Repairs and Maintenance

This service processes the request for repairs and maintenance by the Barangays for garbage trucks issued to them by the City Government.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Barangays with Garbage Trucks owned by the City Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter request	1. Accept letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Assistant II</i>
	2. Department Head/Assistant Department Head Review and issues instructions/ comments.	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	3. Division Head give instruction to mechanic shop supervisor	None	5 minutes	Raymond A. Padayhag (Chief-Public Services Division)
	4. The shop supervisor will verify and assess the repair or maintenance works requested.	None	3 hours	Ramon Bayhon (Labor Forman)
	4. The shop supervisor will inform the client the spare parts/maintenan	None	5 minutes	Ramon Bayhon <i>Labor Forman</i>



	ce works needed.			
	6. The shop personnel will tow the garbage truck to the shop	None	4 hours	Philip M. Del Mundo <i>Laborer I</i> Emeterio P. Torno Jr. <i>Laborer I</i> Christian N. Tuazon <i>Mechanic I</i> Arsenio C. Luna Jr. <i>Laborer I</i>
	7. The shop personnel will conduct the actual repair/ maintenance of the garbage truck	None	6 hours	Philip M. Del Mundo <i>Laborer I</i> Emeterio P. Torno Jr. <i>Laborer I</i> Christian N. Tuazon <i>Mechanic I</i> Arsenio C. Luna Jr. <i>Laborer I</i>
2. Receive repaired garbage truck	2. The garbage truck will be returned back to the client/s concerned when repair/maintenance work is completed.	None	4 hours	Ramon Bayhon <i>Labor Foreman</i> Philip M. Del Mundo <i>Laborer I</i> Emeterio P. Torno Jr. <i>Laborer I</i> Christian N. Tuazon <i>Mechanic I</i> Arsenio C. Luna Jr. <i>Laborer I</i>
TOTAL:		None	17 hours and 15 minutes	



Office of the City Environment and Natural Resources (OCENR)

Environment and Natural Resources Division

External Services



1. Issuance of Environmental Certification for Commercial Extraction Permit to Extract Sand and Gravel Along the River

The service of the City Environment and Natural Resources located in Malasiga, San Roque, Zamboanga City, accepts and reviews request for certification based on letter of intent/barangay resolution, and conducts inspection/area assessment to determine suitability for extraction of certain volume of sand/gravel or other quarry resources within the area applied for. The final output of the service is the Environmental Certification, which forms part of the requirements for Extraction Permit.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Construction Business, Developers, Sand & Gravel Contractor, Manufacturer of Hollow blocks, Retailer of Sand and Gravel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Proponent		
2. Barangay Resolution of No Objection		Host Barangay		
3. Sketch/Survey Plan of the Applied Area		Licensed Geodetic Engineer (Private)		
4. Environmental Enhancement and/or Rehabilitation Program		Proponent		
5. Work Implementation Schedule		OCENR to be filled-up by the proponent		
6. Area Clearance		Mines and Geosciences Bureau (MGB) DENR-IX Pasonanca, Zamboanga City		
7. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)		Environmental Management Bureau (EMB) DENR-IX Lantawan, Pasonanca, Zamboanga City		
8. Pictures of the Area		Proponent		
9. Official Receipt of Certification Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements	1. Receive application with complete requirements for routing	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>



	2. Issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales (City ENRO) Dr. Eduardo M. Bisquera, Jr. (Assistant City ENRO)
	3. Determine completeness of requirements	None	20 minutes	For. Gerry R. Pollisco Chief, ENR Division
	5. Conduct site inspection; prepare assessment report; evaluate rehabilitation plan and recommend.	None	5 days	Engr. Benjamin P. Rodenas (Environmental Management Specialist II)
	6. Approve the rehabilitation plan and prepare the certification as requested by the applicant.	None	1 hr	For. Gerry R. Pollisco Chief, ENR Division
	7. Approve Environmental Certificate	None	5 minutes	Engr. Reynaldo S. Gonzales City ENRO Dr. Eduardo M. Bisquera, Jr. Assistant City ENRO
1. Receive Signed Certificate	2. Release Approved Certificate thru the City Mayor	P 10	1 hour	Venancio V. Bayot, Jr. Messenger
TOTAL:		P 10	5 days	



2. Issuance of Environmental Certification for Commercial Extraction Permit to Extract Filling Materials within Private Lot

The Office of the City Environment and Natural Resources located in Malasiga, San Roque, Zamboanga City, accepts and reviews request for certification based on letter of intent/barangay resolution as well as conducts inspection/area assessment to determine suitability for extraction of certain volume of sand/gravel or other quarry resources within the area applied for. The final output of the service is the Environmental Certification which forms part of the requirements for Extraction Permit.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Construction Business, Developers, Manufacturer of Hollow blocks, Retailer of Sand, Gravel and Filling Materials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Proponent		
2. Barangay Resolution of No Objection		Host Barangay		
3. Sketch/Survey Plan of the Applied Area		Licensed Geodetic Engineer (Private)		
4. Extraction Methodology		Proponent		
5. Proof of ownership or possession of the applied area if private land		Proponent		
6. Work Implementation Schedule		OCENR to be filled-up by the proponent		
7. Area Clearance		Mines and Geosciences Bureau (MGB) DENR-IX Pasonanca, Zamboanga City		
8. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)		Environmental Management Bureau (EMB) DENR-IX Lantawan, Pasonanca, Zamboanga City		
9. Pictures of the Area		Proponent		
10. Official Receipt of Certification Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements	1. Receive application with complete requirements for routing	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Issue instructions/comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i>



		None	2 minutes	Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Determine completeness of requirements	None	20 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1. 3 Conduct site inspection; prepare assessment report; evaluate rehabilitation plan and recommend	None	5 days	Engr. Benjamin P. Rodenas <i>Environmental Management Specialist II</i>
	1.4 Approve rehabilitation plan and prepare certification as requested by the applicant	None	1 hour	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.5 Approve Environmental Certificate	None	5 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
2. Pay fee for Certification	2. Receive payment and issue Official Receipt	Php 10.00	3 minutes	City Treasurer's Office
3. Receive Signed Certificate	3. Release Approved Certificate thru the City Mayor	None	1 hour	Venancio V. Bayot Jr. <i>Messenger</i>
TOTAL:		Php 10.00	5 days, 2 hours, 33 minutes	



3. Issuance of Environmental Certification for Special Extraction Permit to Clear/Dredge/Desiltate the River Waterways

The Office of the City Environment and Natural Resources located in Malasiga, San Roque, Zamboanga City, accepts and reviews request for certification based on letter of intent/barangay resolution as well as conducts inspection/area assessment to determine suitability for extraction of certain volume of sand/gravel or other quarry resources within the area applied for. The final output of the service is the Environmental Certification which forms part of the requirements for Extraction Permit.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Construction Business, Developers, Manufacturer of Hollow blocks, Retailer of Sand, Gravel and Filling Materials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>General Requirements</i>				
1. Request Letter		Proponent		
2. Barangay Resolution of No Objection		Host Barangay		
3. Sketch/Survey Plan of the Applied Area		Licensed Geodetic Engineer (Private)		
4. Cross-section Profile of the applied area		Licensed Geodetic Engineer (Private)		
5. Work Implementation Schedule		OCENR to be filled-up by the proponent		
6. Certificate of Non-Coverage (CNC)		Environmental Management Bureau (EMB) DENR-IX Lantawan, Pasonanca, Zamboanga City		
7. Pictures of the Area		Proponent		
8. Official Receipt of Certification Fee		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements	1. Receive application with complete requirements for routing	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Issue instructions / comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i>



	<p>1.2 Determine completeness of requirements</p> <p>1. 3 Conduct site inspection; prepare assessment report; evaluate and recommend rehabilitation plan</p> <p>1.4 Approve rehabilitation plan and prepare certification as requested by the applicant</p> <p>1.5 Approve Environmental Certificate</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>20 minutes</p> <p>5 days</p> <p>1 hour</p> <p>5 minutes</p>	<p>Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i></p> <p>For. Gerry R. Pollisco <i>Chief, ENR Division</i> Engr. Benjamin P. Rodenas <i>Environmental Management Specialist II</i></p> <p>For. Gerry R. Pollisco <i>Chief, ENR Division</i></p> <p>Engr. Reynaldo S. Gonzales <i>City ENRO</i></p> <p>Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i></p>
2. Pay certification fee	2. Receive payment and issue Official Receipt	Php 10.00	3 minutes	City Treasurer's Office
3. Receive Signed Certificate	3. Release Approved Certificate thru the City Mayor	None	1 hour	Venancio V. Bayot Jr. <i>Messenger</i>
TOTAL:		Php 10.00	5 days, 2 hours, 33 minutes	



4. Issuance of Environmental Certifications to Extract Sand, Gravel Along the River and other Quarry Resources for Industrial Permit

The Office of the City Environment and Natural Resources located in Malasiga, San Roque, Zamboanga City, accepts and reviews request for certification based on letter of intent/barangay resolution as well as conducts inspection/area assessment to determine suitability for extraction of certain volume of sand/gravel or other quarry resources within the area applied for. The final output of the service is the Environmental Certification which forms part of the requirements for Extraction Permit.

Office or Division:	Office of the City Environment and Natural Resources		
Classification:	Complex		
Type of Transaction:	G2B – Government to Business		
Who may avail:	Construction Business, Developers, Manufacturer of Hollow blocks,Retailer of Sand, Gravel and Filling Materials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter		Proponent	
2. Barangay Resolution of No Objection		Host Barangay	
3. Sketch/Survey Plan of the Applied Area		Licensed Geodetic Engineer (Private)	
4. Environmental Enhancement and/or Rehabilitation Program		Proponent	
5. Work Implementation Schedule		OCENR to be filled-up by the proponent	
6. Area Clearance		Mines and Geosciences Bureau (MGB) DENR-IX Pasonanca, Zamboanga City	
7. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)		Environmental Management Bureau (EMB) DENR-IX Lantawan, Pasonanca, Zamboanga City	
8. Pictures of the Area		Proponent	
9. Official Receipt of Certification Fee		City Treasurer’s Office	
Supplementary Requirements			
10.Clearance from the government agencies concerned that may be affected by the operation		Proponent	



11. Project Study stating among others: a. The nature and kind of materials applied for b. Production rate c. Equipment and mechanics to be used d. Financing scheme e. Marketing f. Technical & personnel operation g. Rehabilitation plan h. Economic feasibility study of the proposed operation		Proponent		
12. Initial Environmental examination report or environmental impact report		Environmental Management Bureau (EMB) DENR-IX Lantawan, Pasonanca, Zamboanga City		
13. Certification Whether the area is public and or private land		CENRO-DENR-IX Gen. Alvares St., Zone 4, Zamboanga City		
14. Proof of financial of technical capability of the applicant to develop and to rehabilitate the area affected 15.		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application with complete requirements	1. Receive application with complete requirements for routing	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Issue instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Determine completeness of requirements	None	20 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>



	1. 3 Conduct site inspection; prepare assessment report; evaluate rehabilitation plan and recommend	None	5 days	Engr. Benjamin P. Rodenas <i>Environmental Management Specialist II</i>
	1.4 Approve rehabilitation plan and prepare certification as requested by the applicant	None	1 hour	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.5 Approve Environmental Certificate	None	5 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
2. Pay certification fee	2. Receive payment and issue Official Receipt	Php 10.00	3 minutes	City Treasurer's Office
3. Receive Signed Certificate	3. Release Approved Certificate thru the City Mayor	None	1 hour	Venancio V. Bayot Jr. <i>Messenger</i>
TOTAL:		Php 10.00	5 days, 2 hours, 33 minutes	



5. Address Environmental Complaints/Issues Regarding Extraction of Aggregate Materials and Enforce Laws on Small Scale Mining and other mining Laws Devolved to the Local Government of Zamboanga City

The Office of the City Environment and Natural Resources located in Malasiga, San Roque, and Zamboanga City also addresses environmental complaints/issues regarding extraction of aggregate materials and enforces laws on small scale mining and other mining laws devolved to the Local Government of Zamboanga City.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Complex		
Type of Transaction:		G2C – Government to Transacting Public G2G –Government to Government		
Who may avail:		Concern Citizen and other Government Entities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Complaint Letter		Complainant		
2. Pictures of the area complained if available		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint letter	1. Receive complaint letter for routing	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	2. Issue instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	3. Validate and route instruction for proper investigation	None	20 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	4. Coordinate with concerned barangay/s and conduct field investigation; submit report with recommendations	None	5 days	Engr. Benjamin P. Rodenas <i>Environmental Management Specialist II</i>



	5. Prepare appropriate communication for endorsement to concern agencies.	None	1 hour	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	6. Approval of endorsement	None	5 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
1. Receives the cc. report	7. Release endorsement thru the City Mayor and furnishing copy the complainant	None	1 hour	Venancio V. Bayot Jr. <i>Messenger</i>
TOTAL:		None	5 days and 2 hours 35 minutes	



**Office of the City Environment and Natural
Resources (OCENR)**
Environmental Management Section (EMS)
External Services



1. Issue Certification/Letter of Request-granted to Dispose Solid Waste in Sanitary Landfill Facility (SLF)

This service issues Certification/Letter of request-granted to requesting entity for the disposal of solid waste.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Transacting Public, Government agencies, LGUs, GOCCs and other private and Non-government organizations.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Intent/Request		Requesting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for garbage collection/disposal	1. Accept letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1. Department Head/Assistant Dept Head reviews and issues instructions/comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	2. Routes Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	4. Division Chief Issues instructions to Environmental Management Section for evaluation and on-site inspection	None	1 day	Forester Gerry R. Pollisco <i>Chief, ENR Division</i>
	5. Coordinate with the requesting entity for on-site inspection and submit report for recommendation.	None	1 day	Emma S. Alipala <i>Environmental Management Specialist II</i>
	6. Recommend for issuance of Certification/Letter of approval	None	3 minutes	Forester Gerry R. Pollisco <i>Chief of ENR Division</i>
TOTAL:		None	1 day and 15 minutes	



2. Issue Solid Waste Management Certification-granted to all establishment in the City of Zamboanga

This service issues Solid Waste Management Certification-granted to requesting entity for their proper management of solid waste.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Transacting Public, Government agencies, LGUs, GOCCs and other private and Non-government organizations.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Intent/Request		Requesting agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for solid waste management certificate	1. Accept letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	2. Department Head/Assistant Dept Head reviews and issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	3. Routes Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	4. Division Chief issues instructions to Environmental Management Section for evaluation and orientation on proper solid waste management	None	2 minutes	Forester Gerry R. Pollisco <i>Chief of ENR Division</i>
	5. Coordinate with the requesting entity for conduct of orientation and submit report for recommendation	None	1 day	Emma S. Alipala <i>Environmental Management Specialist II</i>
	6. Recommend for issuance of Solid Waste Management Certification of approval.	None	3 minutes	Forester Gerry R. Pollisco <i>Chief of ENR Division</i>
	7. Releases Solid Waste Management Certification of Approval to client	None	3 minutes	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	1 day and 15 minutes	



3. Technical Assistance in the Formulation of Barangay-Based ESWM Plan/Program Consistent with the City 10-yr SWM plan

This service provides technical assistance through the conduct of orientation and Information Education and Communication (IEC) campaign to all 98 barangays on the formulation of Barangay-Based ESWM plan consistent with the 10- yr. updated City's SWM plan (2020-2030).

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government (Barangay-Level)			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Request		Requesting entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for technical assistance in the formulation of Barangay SWM program	1. Accept Letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head/Assistant Department Head reviews and issues instructions/ comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Routes Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	3 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	1.3 Division Chief Issues instructions to Environmental Management Section for appropriate action	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.4 Coordinate with requesting barangay to schedule series of meetings, orientation and action planning on the formulation of Barangay SWMplan.	None	30 days	Emma S. Alipala <i>Environmental Management Specialist II</i>
2. Barangay Council attend orientation/IEC	2. Conduct orientation/training/workshop/IEC campaign to barangay constituents.	None	5 days	Emma S. Alipala <i>Environmental Management Specialist II</i>
3. Barangay council Submit SWM plan	3. Accept SWM plan and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	3.1 FDepartment Head/Assistant Department Head reviews and issues instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	3.2 Route Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	3.3 Division Chief issues instructions to Environmental Management Section for appropriate action.	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	3.4 Evaluate submitted barangay SWM plan and recommend for submission to DILG, EMB9.	None	20 minutes	Emma S. Alipala <i>Environmental Management Specialist II</i>
	3.5 Forward copy of SWM plan to DILG and EMB9 for compliance to RA 9003	None	3 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	3.6 Conduct monitoring of Barangay SWM plan	None	2 days (per barangay)	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	37 days, 42 minutes	



4. Participation in Public Hearing/dialogue/consultation

This service provides recommendation and technical assistance by attending/participating in Public Hearing/dialogue/consultation for projects that require environmental safety and measures.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Invitation		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of invitation for the conduct/schedule of public hearing/ dialogue/consultation	1. Accept Letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head/ Assistant Department Head Review and issue instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Routes Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	3 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
	1.3 Division Chief Issues instructions to Environmental Management Section for	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>



	attendance/ participation			
	1.4 Attend public hearing/dialogue/consultation and recommend environmental provisions and safety for compliance of client	None	1 day	Emma S. Alipala <i>Environmental Management Specialist II</i>
	7.5 Submit written report to Division Chief of ENRD for information	None	30 minutes	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	1 day and 40 minutes	



5. Data and Information on City's Solid Waste Management Program

This service provides needed data and information on Solid Waste Management program of the city.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All transacting public, government agencies, LGUs, GOCCs, Academe and other private and non-government organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for data on Solid Waste Management	1. Accept Letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head/Assistant Head reviews and issues instructions/ comments.	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Route Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	1.3 Division chief Issues instructions to Environmental Management Section to coordinate and provide requested info/data	None	3 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.4 Coordinate and provide needed info/data through reply letter	None	20 minutes	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	30 minutes	

6. Monitoring of firms/ Industries in compliance with Environmental Laws and Regulations

This service provides monitoring of all industrial establishments having Air and Water Pollution Installation Facilities.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Government Agencies, GOCCs, Business Sector and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter		Letter Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter with attached Self-Monitoring Report (SMR) of industrial establishment	1. Accept Letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>



	1.1 Department Head/Assistant Department Head Review and issue instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Routes Letter with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	3 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
	1.3 Division Chief Issue instructions to Environmental Management Section to evaluate and monitor the operation of business establishment	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.4 Evaluate SMR, coordinate with the Pollution Control Officer (PCO) of the firm and conduct on-site monitoring	None	2 days	Emma S. Alipala <i>Environmental Management Specialist II</i>



	1.5 Prepare status/ monitoring report and submit to ENR Division Chief	None	4 hours	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	2 days, 4 hours, 10 minutes	

7. Receiving Proposals, Offers and Intents Relative to Waste Management System/Facility

This service accepts and receives project proposals/offers for waste management system.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Government Agencies, LGUs, GOCCs, Academe and other private and non- government organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Proposal		Letter Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Project proposals for Environmental Technologies	1. Accept Letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head/Assistant Department Head Reviews and issues instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Route Letter with instructions	None	3 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	to Environment and Natural Resources Division (ENRD) for appropriate action			
	1.3 Issue instructions to Environmental Management Section to evaluate and comment on the submitted proposal.	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.4 Coordinate with the proponent for possible project and/or product presentation/ demonstration. Send proponent with reply letter for comments and intentions.	None	1 day	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	1 day	



8. Resource Speaker/Public Engagement on Solid Waste Management and Environmental Protection and Management

This service accommodates requests for Resource Speaker to Lecture/talk on Solid Waste Management, Environmental Protection and Management.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Government Agencies, LGUs, GOCCs, Academe and other private and non- government organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Letter of Request		Letter Sender		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request for Resource Speaker	1. Accept Letter and record in incoming communication logbook	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head/Assistant Department Head reviews and issue instructions /comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Routes Letter/proposal with instructions to Environment and Natural Resources Division (ENRD) for appropriate action	None	3 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>



	1.3 Division Chief Issues instructions to Environmental Management Section to accommodate and attend.	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.4 Coordinate with the requesting entity for preparations and materials needed for the event	None	10 minutes	Emma S. Alipala <i>Environmental Management Specialist II</i>
	1.5 Conduct lecture and submit report to ENR Division Chief	None	1 day	Emma S. Alipala <i>Environmental Management Specialist II</i>
TOTAL:		None	1 day, 20 minutes	



**Office of the City Environment and Natural
Resources (OCENR)**
Forest Management Protected Areas
and Wildlife Section
External Services



1. Provide Forest Tree Seedlings and Mangrove Propagules to Stakeholders for Tree Planting in Upland and Mangrove Areas

This service propagates and distributes forest tree seedlings and mangrove propagules to agencies/stakeholders for reforestation/rehabilitation of marshland/swampland and upland area.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Government and Private Agencies, Schools, Non-Government Organizations, and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for Forest Tree Seedlings or propagules for tree planting	1. Receive letter request	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head/Assistant Department Head Issue instructions/comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>City ENRO</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant City ENRO</i>
	1.2 Route Letter with instructions to Environment and Natural Resources Division (ENRD)	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
	1.3 Division Chief Issue instructions to Section Head for appropriate action	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>



	1.4 Coordinate with requesting party for information Re: Available Planting Material (seedlings/ propagules) and set schedule time for pick up to be made by the requesting party	None	20 minutes	For. Arthur F. Paclibar <i>Chief, FMS</i>
2. Retrieve/pick-up requested Forest tree seedlings and/or propagules	2. Extract planting materials (seedlings/ propagules) from the tree nursery and prepare for releasing.	None	45 minutes	Aurelio M. Velez, Jr. <i>Environmental Management Specialist I</i>
TOTAL:		None	1 hour, 16 minutes	



2. Issuance of Certificate of No Objection as Requirement to Secure Special Tree Cutting Permit at DENR

This service issues certificate of no objection to individuals needing said document as requirement in the Application for Special Tree Cutting Permit.

Office or Division:	Office of the City Environment and Natural Resources			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Government and Private Agencies, Schools, Non-Government Organizations, and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for no objection certificate as requirement to secure Special Tree Cutting Permit	1. Receive letter request	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head issues instructions / comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	1.2 Route letter with instructions to ENRD	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
	1.3 Issue instructions to Section Head for appropriate action	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>



	1.4 Conduct inspection and verification on actual site/area and prepares/submits report to ENRD Chief	None	3 days	For. Arthur F. Paclibar <i>Chief, FMS</i>
	1.5 Prepare No Objection Certificate and recommend for approval	None	15 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.6 Sign Certificate of No Objection	None	3 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i>
2. Receive Certificate of No Objection	2. Release Approved Certificate thru the City Mayor	None	1 hour	Venancio V. Bayot, <i>Jr. Messenger</i>
TOTAL:		None	3 days, 4 hours, 45 minutes	



3. Provide Forest Tree Seedlings and Mangrove Propagules to stakeholder for the tree planting in upland and mangrove areas.

This service will propagate and distributes forest tree seedlings and mangrove propagules to agencies/stakeholders for reforestation/rehabilitation of marshland/swampland and upland area.

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Government and Private Agencies, Schools, Non-Government Organizations, and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for no objection certificate as requirement to secure Special Tree Cutting Permit	1. Receive letter request	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head issues instructions / comments	None	2 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	1.2 Route letter with instructions to ENRD	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
	1.3 Division Chief issues instructions to Section Head for appropriate action	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>



	1.4 Coordinate with requesting party for information Re: Available Planting Material (Seedlings/propagules) and set schedule time for pick up to be made by the requesting party	None	20 mins	For. Arthur F. Paclibar <i>Chief, FMS</i>
2. Releasing of requested Forest Tree seedlings and/or propagules	1.5 Extract the planting materials (Seedlings/propagules) from the tree nursery and prepare for releasing	None	45 minutes	Aurelio M. Velez, Jr. <i>Environmental Management Specialist I</i>
TOTAL:		None	1 hour and 16 minutes	



4. Issuance of Certificate of Participation for Tree/Mangrove Planting Activity within Public Areas

This service issues certificate of participation to clients who participated or conducted tree planting activities

Office or Division:		Office of the City Environment and Natural Resources		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All Government and Private Agencies, Schools, Non-Government Organizations, and other stakeholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for certificate of participation in tree/mangrove planting activity	1. Receive letter request	None	3 minutes	Maribel M. Baes <i>Administrative Asst. II</i>
	1.1 Department Head issues instructions/ comments	None	2 minutes.	Engr. Reynaldo S. Gonzales <i>Department Head</i> Dr. Eduardo M. Bisquera, Jr. <i>Assistant Department Head</i>
	1.2 Routes letter with instructions to ENRD	None	2 minutes	Maricris C. Fernandez <i>Administrative Aide IV</i>
	1.3 Division Chief issues instructions to Section Head for appropriate action	None	2 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>



	1.4 Verify attendance on record and prepare requested certificate of participation	None	1 hour	For. Sahac A. Ahmad <i>Community Development Assistant I</i>
	1.5 Prepares No Objection Certificate and recommended for approval	None	15 minutes	For. Gerry R. Pollisco <i>Chief, ENR Division</i>
	1.6 Department Head Sign Certificate of Participation	None	3 minutes	Engr. Reynaldo S. Gonzales <i>Department Head</i>
2. Receive Certificate of Participation	2. Coordinate with requesting party and set schedule time for pick-up of Certificate	None	5 minutes	For. Sahac A. Ahmad <i>Community Development Assistant I</i>
TOTAL:		None	1 hour, 32 minutes	



Feedback and Complaint Mechanism

FEEDBACK AND COMPLAINTS	
How to send feedback	<p>Fill-out the Customer's Feedback Form for comments and suggestions and drop it at the designated drop box located at the Public Assistance and Complaint Desk (PACD)</p> <p>You may contact us through 992-1306, 985-1955, 985-1956 or email us at MediaAmbiente@yahoo.com</p>
How feedbacks are processed	<p>Every Friday, the Administrative Assistant II opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant division of this office 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 number: 992-1306, 985-1955, 985-1956 or email us at MediaAmbiente@yahoo.com</p>
How to file a complaint	<p>The transacting public may approach the Public Assistance and Complaint located at the main entrance of the OCENR.</p> <p>Complaints can also be filed via telephone or Email. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Complainant's Name - Contact Details - Name of person being complained - Incident
How complaints are processed	<p>Step 1. The complaints officer who received the complaint shall refer the same to the head of the concerned division.</p> <p>Step 2. If the aggrieved party is not satisfied with action of the concerned division, the</p>



	<p>transacting public may approach the Administrative Officer for implementation of the Citizen's Charter. The Department Head shall examine and give the reply within five (5) days from the date of receipt of the grievance.</p> <p>Step 3. If still not satisfied, the transacting public may approach the City Administrator located at the 2nd floor, City Hall, this city and after examination shall give her reply within ten (10) days from the date of receipt of the grievance.</p> <p>Step 4. If the transacting public is still not satisfied with the action of the City Administrator, he/she may elevate his/her grievance to the Office of the City Mayor and such representation shall be replied normally within three (3) months from the date of receipt of the grievance.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office of the City General Services

Supply Management Services

External Services



1. Preparation of Purchase Request and Approved Budget of the Contract (Non-Stock Items)

Consolidated Purchase of Supplies and Materials on a quarterly basis for the different City Government Offices. Preparation of all requests for supplies, materials, equipment and motor vehicles. Acceptance of deliveries, storage, issuance, recording and inventory to complete the entire function of supply management.

Office or Division:	General Services Office - Supply Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request	1. Receive and Prepare Purchase Request	None	1 hour	Dana Mei C. Padinas <i>Laborer I (J.O)</i> Sherhan Jalani <i>Laborer I (J.O)</i>
	2. Assign number and date to Purchase Request	None	1 minute	Dana Mei C. Padenas <i>Laborer I (J.O)</i> Sherhana Jalani <i>Laborer I (J.O)</i>
	3. Evaluate and initial all Purchase Request	None	15 minutes	Engr. Robert Aaron E. Arseña Supply Officer IV
	4. Record and secure copy of Purchase Request	None	10 minutes	Dana Mei C. Padinas <i>Laborer I (J.O)</i> Sherhana Jalani <i>Laborer I (J.O)</i>
	5. Record and secure copy of Purchase Request and ABC	None	3 minutes	Germena Palanca, <i>Buyer I</i>



	6. Submit Purchase Request to City Budget Office for appropriation	None	1 hour	Jessie Flores <i>Utility Worker II</i> John Devid Fox <i>Laborer I (J.O)</i>
TOTAL:		None	2 hours 19 minutes	

2. Preparation of Purchase Request and Approved Budget of the Contract (Stock Items)

Consolidated Purchase of Supplies and Materials on a quarterly basis for the different City Government Offices. Preparation of all requests for supplies, materials, equipment and motor vehicles. Acceptance of deliveries, storage, issuance, recording and inventory to complete the entire function of supply management.

Office or Division:	General Services Office - Supply Management Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request with approved Project Procurement Management Plan (PPMP)		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved Project Procurement Management Plan (PPMP)	1. Receive and Prepare Agency Procurement Request (APR) for PS-Depot	None	1 hour	Rovelyn R. Agustin <i>Supply Officer II</i>
	2. Check if items are included in the Approved PPMP	None	10 minutes	
	3. Assign number and date all APR	None	1 minute	



	4. Review and initials all APR	None		Rovelyn R. Agustin <i>Supply Officer II</i>
	5. Record and secure copy of the ARTA	None	3 minutes	Ibnokathier K. Alibasa <i>Laborer I (J.O)</i>
	6. Submit Agency Procurement Request to PS-DBM for the Availability of stocks.	None	1 hour	Jessie Flores <i>Utility Worker II</i> John Devid Fox <i>Laborer I (J.O)</i>
TOTAL:		None	1 hours 22 minutes	

3. Acceptance of New Procured Supplies

Consolidated Purchase of Supplies and Materials on a quarterly basis for the different City Government Offices. Preparation of all requests for supplies, materials, equipment and motor vehicles. Acceptance of deliveries, storage, issuance, recording and inventory to complete the entire function of supply management.

Office or Division:	General Services Office - Supply Management Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Business Entity, Procurement Depot			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supplies (Goods/Materials) with Purchase Order/ Contract Agreement/ Delivery Receipt		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivery of Supplies (Goods/Materials) with Purchase Order/ Contract	1. Accepts Supplies delivered (Goods and Materials) with Purchase Order/ Contract	None	2 hours	Joe Marc Toribio <i>Administrative Assistant IV</i> Albert C. Alviar



Agreement/ Delivery Receipt	Agreement/ Delivery Receipt			<i>Utility Worker II</i>
	2. Evaluate, Reviews goods for completeness and conformity with PO and CA	None	2 hours	Joe Marc Toribio <i>Administrative Assistant IV</i> Albert C. Alviar <i>Utility Worker II</i>
	3. Prepare Acceptance and Inspection Report	None	30 minutes	Rovelyn Agustin <i>Supply Officer II</i> Mercy Joy U. Sinahon <i>Clerk I</i> Cloe Joy G. Ang <i>Laborer I (J.O)</i> Dana Mei C. Padinas <i>Laborer I (J.O)</i>
	4. Request Representative from the City Accountant's Office for Inspection	None	1 hour	Albert Alviar <i>Utility Worker II</i> Jessie Flores <i>Utility Worker II</i>



	5. Review, Initial and submit	None	10 minutes	Rovelyn R. Agustin
	acceptance and inspection Report to the City general Services Officer for Approval.			Supply Officer II Engr. Robert Aaron E. Arseña Supply Officer IV
	6. Record and Number Acceptance Report	None	10 minutes	Ma. Rita Z. Enriquez <i>Utility Worker II</i>
	7. Submit Copy of Acceptance Report to City Accountant's Office and City Auditor's Office	None	3 hours	Jessie Flores <i>Utility Worker II</i> John Devid Fox <i>Laborer I (J.O)</i>
	8. Attach original Acceptance and Inspection Report to Voucher for payment	None	30 minutes	Cloei Joy G. Ang <i>Laborer I (J.O)</i> Dana Maei C. Padinas <i>Laborer I (J.O)</i>
	9. Prepare Supplies Availability Inquiry, Request & Issue Slips and Obligation Request for supplies available in stocks	None	1 hour	Rovelyn Agustin <i>Supply Officer II</i>
	10. Issue SAI, RIS and Obr to end-users for approval	None	1 hour	Richie Lopez-Vito <i>Storekeeper I</i>
	11. Receive all approved SAI, RIS and Obr	None	10 minutes	Ma. Rita Z. Enriquez <i>Utility Worker II</i>
	12. Issue Supplies based on approved RIS and OBR	None	1 hour	Joe Marc M. Toribio <i>Administrative Assistant IV</i> Albert Alviar



				<i>Utility Worker II</i> Eric Salcedo <i>Utility Worker I</i> Ryan Delos Santos <i>Laborer I (J.O)</i> Edgardo Igot II <i>Laborer I (J.O)</i>
	13. Prepare, Review, Sign and Adjustment Report for Supplies and Materials Issued	None	1 hour	Alex T. Uro <i>Utility Worker I</i> Mercy Joy Sinahon <i>Clerk I</i> Engr. Robert Aaron E. Arseña Supply Officer IV
	14. Submits Adjustment Report to City Accountant's Office	None	1 hour	Jessie Flores <i>Utility Worker II</i> John Devid Fox <i>Laborer I (J.O)</i>
TOTAL:		None	1 day 6 hours 30 minutes	



PROPERTY MANAGEMENT DIVISION

1. Centralized Records Management, Proper Custody and Maintenance of Property, Real or Personal owned by the Local Government Unit

Record keeping and management of the properties of the City Government of Zamboanga throughout its life cycle, from the time of creation to its eventual disposition and also the custody and safekeeping of perpetual documents.

Office or Division:		General Services Office - Property Management Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Communication/documents and gets received copy of the communication/documents	1. Checks, receives and records communications/documents for action.	None	1 minute	Jier Anthony S. Perez Administrative Aide III Rowena Y. Basco Records Officer I Janet Del Rosario Job Order Queenie May S. Soriño Job Order
	8. Assigns Property/ Number and Account Classification to PIS and PAR	None	2 minutes	Jier Anthony S. Perez Administrative Aide III Rowena Y. Basco Records Officer I Janet Del Rosario Job Order Queenie May S. Soriño Job Order



	3. Records individually to Property Cards all Equipment/ Work, Other Animals	None	20 Minutes	Jier Anthony S. Perez Administrative Aide III Rowena Y. Basco Records Officer I
	4. Reviews, Attests and Stamps "Received Original" the original copy of P.I.S attached to the Disbus. Voucher.	None	4 minutes	Roselle H. Falcatan Admin. Officer V/OIC Rowena Y. Basco Records Officer I Janet Del Rosario Job Order
	5. Keeps another original copy of PIS/PAR together with copies of P.O., P.R., O.B.R, (ABC) Cost Derivation, A.I.R., and other supporting papers.	None	4 minutes	Jier Anthony S. Perez Administrative Aide III Rowena Y. Basco Records Officer I Janet Del Rosario Job Order
	6. For Repair of Equipment: Check and validates the property for repair in the E-NGAS 7. Indicates in the Pre-repair Inspection report the dates and Amount Acquisition, Date and Nature of last repair and attaches previous copy of property repair card.	None None	6 minutes 6 minutes	Jier Anthony S. Perez Administrative Aide III Rowena Y. Basco Records Officer I Janet Del Rosario Job Order Queenie May S. Soriño Job Order



	8. Attest that property for repair is owned by the LGU (Local Government Unit)	None	2 minutes	Roselle H. Falcatan Admin. Officer V/OIC
	9. The Department Head and Division Chief certify Inspection in the waste Material Report and Post Repair Inspection Report	None	2 minutes	Engr. Rene M. Dela Cruz Department Head Roselle H. Falcatan Admin. Officer V/OIC Rowena Y. Basco Records Officer I
	10. Records the Job Order done in the Property Repair Card and keeps file copies.	None	5 minutes	Jier Anthony S. Perez Administrative Aide III Rowena Y. Basco Records Officer I Janet Del Rosario Job Order Quenie May S. Soriano Job Order
	11. Records the Job Order done in the Property Repair Card & keeps File copies	None	5-10 minutes	Alyssa Mae U. Ranin <i>Laborer I</i> Jier Anthony Perez <i>Laborer I</i> Rowena Y. Basco <i>Records Officer I</i>
TOTAL:		None	1 hour 2 minutes	



2. Ocular/Field Inspection of New Buildings/Structures for Insurance Application with the GSIS and the Renewal of Insurance Premium of Government Property

Ocular/Field Inspection is a pre-requisite to validate the application and renewal of the insurance of government buildings.

Office or Division:		General Services Officer - Property Management Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Communication/ documents and gets received copy of the communication documents.	1.Checks, receives and records communications/ documents for action	None	1 minute	Janet Del Rosario Job Order Queenie May S. Soriño Job Order
	2. Prepares the list of Insurable Buildings/Structures and Contents	None	30 minutes	Leonard L. Fabian <i>Storekeeper III</i> Jayvee A. Darla <i>Job Order</i>
	3.Conducts ocular inspection and prepares location plan to validate insurable buildings/structures	None	2 days	
	4. Prepares GSIS Fire Insurance Application of Insurable Building/ Structure including contents	None	10 minutes	



	5.Submits to City Treasurer for Funds Availability & to City Mayor for contract agreement with GSIS		20minutes	
	6. Submits the application to GSIS for Inspection and Evaluation	None	30 minutes	
	7.Renewal of Premiums of existing insured Buildings/Structures. Checks E-NGAS at latest net book value. For rehabilitation of buildings, apply for enhancement of Property Insurance. Prepares declaration of amount of insurance and issue certificate of availability of funds. Then request GSIS for insurance Premium Billing.	None	1 day	
	8. Prepares OBR & Disbursement Voucher of the Premium Billing.	None	30 minutes	
	9. Forwards to Administrative Services for processing and legend payments to GSIS.	None	1 hour	
	10.GSIS issues Policy Contract	None	2 days	
TOTAL:		None	5 days 3 hours and 1 minute	



3. Conducts Physical Count of Property Plant and Equipment (PPE) and work, Other Animals & Breeding Stocks (WOABS) to different City Government Offices, including National Government Offices and Schools

The physical count of property, plant and equipment is a way of attesting the physical existence of properties and serve as basis for preparing Annual Report on the Physical Count of Property, Plant and Equipment and is vital in the planning of additional acquisitions.

Office or Division:		General Services Office - Property Management Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Communication/ document and gets received copy of the communication/ document	1. Receives and records communication/ documents for action.	None	1 minute	Rowena Basco <i>Records Officer I</i>
	2. Prepares the list of PPE/W, OABS by Office and the Road Networks and other Infra Projects of the City.	None	1 day	Benito M. Atilano <i>Storekeeper III</i> Leonard L. Fabian <i>Storekeeper III</i> Jier Anthony S. Perez <i>Administrative Aide III</i> Alyssa Mae U. Ranin <i>Laborer I</i> Jaycee A. Derla <i>Job Order</i> Janet A. Del Rosario <i>Job Order</i> Quinnie May Soriño <i>Job Order</i> Alawi W. Abubakar <i>Job Order</i>



				Robeths Bello <i>Job Order</i> Ernesto D. Dinampo, Jr. <i>Job Order</i> Allen B. Matutes <i>Job Order</i> Rovier M. Iturralde <i>Job Order</i> Alvin F. Delos Reyes <i>Job Order</i>
	3. Secures authority from City Mayor in the conduct of inventory	None	1 day	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Leonard L. Fabian <i>Storekeeper III</i>
	4. Coordinates with the inventory team.	None	30 minutes	Rowena Basco <i>Records Officer I</i> Benito M. Atilano <i>Storekeeper III</i> Leonard L. Fabian <i>Storekeeper III</i> Jier Anthony S. Perez <i>Administrative Aide III</i> Alyssa Mae U. Ranin <i>Laborer I</i> Janet A. Del Rosario <i>Job Order</i> Quinnie May Soriño <i>Job Order</i> Alawi W. Abubakar <i>Job Order</i>



	5. Observe and takes note of the short/over/existence of the PPE or projects during the inventory taking	None	1 day	<p>Rowena Basco <i>Records Officer I</i></p> <p>Benito M. Atilano <i>Storekeeper III</i></p> <p>Leonard L. Fabian <i>Storekeeper III</i></p> <p>Jier Anthony S. Perez <i>Administrative Aide III</i></p> <p>Alyssa Mae U. Ranin <i>Laborer I</i></p> <p>Jayvee A. Derla <i>Job Order</i></p> <p>Janet A. Del Rosario <i>Job Order</i></p> <p>Quinnie May Soriño <i>Job Order</i></p> <p>Alawi W. Abubakar <i>Job Order</i></p> <p>Robeths Bello <i>Job Order</i></p> <p>Ernesto D. Dinampo, Jr. <i>Job Order</i></p> <p>Allen B. Matutes <i>Job Order</i></p> <p>Rovier M. Ituralde <i>Job Order</i></p> <p>Alvin F. Delos Reyes <i>Job Order</i></p>
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	6.Reconciles the RPCPPE/WOA BS/Road Network projects with the General Ledger, Subsidiary Ledger and Trial Balance of the LGU.	None	3 days	Rowena Basco <i>Records Officer I</i> Benito M. Atilano <i>Storekeeper III</i> Leonard L. Fabian <i>Storekeeper III</i> Jier Anthony S. Perez <i>Administrative Aide III</i> Alyssa Mae U. Ranin <i>Laborer I</i> Jayvee A. Derla <i>Job Order</i>
	7.Prepare final report of inventory taking and routes for signature of Inventory Team & submits Annual RPCPPE/WOA BS/Report on Road Networks & Other Infra Projects of the City to COA Accounting Department not later than January 31 st of each year.			Janet A. Del Rosario <i>Job Order</i> Quinnie May Soriño <i>Job Order</i> Robeths Bello <i>Job Order</i>
TOTAL:		None	8 days & 31 minutes	



4. Demolition/Rehabilitation of Government Buildings/Structures

Demolition is conducted if the buildings are beyond economic repair and hazardous to the lives of the occupants; while Rehabilitation includes the total replacement of defective or unserviceable parts of a dilapidated structure without altering the original scheme of plans, specifications and engineering standards. The CGSO conducts inventory and retrieval of salvaged materials from the demolished/renovated building upon inspection and recommendation of the Commission on Audit.

Office or Division:		General Services Office - Property Management Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Communication/Documents and gets received copy of the communication/documents	1.Receives and records communication s/documents for action.	None	1 minute	Janet A. Del Rosario <i>Job Order</i> Quinnie May Soriño <i>Job Order</i>
	2.-GSO checks the ownership in E-NGAS. Prepares certification of Ownership (in cases of rehabilitation) & requires submission of necessary documents in case of demolition -Conducts ocular inspection -Prepares IIARUP	None	1 day	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Leonard L. Fabian <i>Storekeeper III</i>



	(Gen.Form 17-A) -IIARUP for verification and signature of City Accountant and Mayor			
	3.Files application for disposal with COA/City Auditor through the City Mayor.	None	1 hour	
	4.City Mayor signs the following: 1.) Letter to SP for concurrence through Resolution for the disposal of salvaged materials.	None	1 day	
	5.City Auditor reviews documents & inspects the property to determine the value with recommendations of COA-TAS and return to GSO through CMO	None	2 days	Roselle H. Falcatan <i>Supply Officer II</i> <i>Officer-In-Charge</i>
	6.GSO notifies the CEO to proceed with the demolition	None	1 hour	



	7.Inventory Team conducts physical count and retrieval of salvaged materials.	None	2 days	Alawi W. Abubakar <i>Job Order</i> Robeths Bello <i>Job Order</i>
				Ernesto D. Dinampo, Jr. <i>Job Order</i> Allen B. Matutes <i>Job Order</i> Rovier M. Iturralde <i>Job Order</i> Alvin F. Delos Reyes <i>Job Order</i>
	8.Duly accomplished Gen. Form 17-A & other supporting documents are forwarded to the City Accountant, informing to drop the accounts in the Books of Accounts.	None	2 hours	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Leonard L. Fabian <i>Storekeeper III</i>
TOTAL:		None	6 days 4 hours, 1 minute	



5. Storage & Disposition of Unserviceable Property

It is the end of the life cycle of government property. Use of long stored property would also be hazardous, hence, the disposition which traditionally refers to the sale or destruction of assets and property which are unserviceable and/or no longer needed in its operation.

Office or Division:		General Services Office - Property Management Division		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Communication/ documents (Property Return Slip, Waste Material Report together with the unserviceabl items and gets received copy of the communication/ documents.	1. Checks the unserviceable items returned and receives and records Property Return Slip (PRS)/Waste Material Report for action. -Cancels PIS/PAR -Prepares IIAUP through Gen.Form 17-A for the signature of the Department Head and City Mayor.	None	1 day	Rowena Basco <i>Records Officer I</i> Benito M. Atilano <i>Storekeeper III</i> Leonard L. Fabian <i>Storekeeper III</i> Jier Anthony S. Perez <i>Administrative Aide III</i> Alyssa Mae U. Rañin <i>Laborer I</i> Jayvee A. Derla <i>Job Order</i> Janet A. Del Rosario <i>Job Order</i> Quinnie May Soriño <i>Job Order</i> Alawi W. Abubakar <i>Job Order</i>



				Robeths Bello <i>Job Order</i> Ernesto D. Dinampo, Jr. <i>Job Order</i> Allen B. Matutes <i>Job Order</i> Rovier M. Iturralde <i>Job Order</i> Alvin F. Delos Reyes <i>Job Order</i>
	2. Committee on Awards & Disposal deliberates items for auction and prepares Resolutions signed by the committee, Department Head of GSO, City Auditor, approved by the City Mayor.	None	2 days	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Rowena Y. Basco <i>Records Officer I</i> Leonard L. Fabian <i>Storekeeper III</i> Benito M. Atilano <i>Storekeeper III</i>
	3. - GSO through the City Mayor files application for disposal with City Auditor. - COA Regional Technical Service Office (RTSO) inspects the unserviceable property. City Auditor	None	1 day	Leonard L. Fabian <i>Storekeeper III</i> Benito M. Atilano <i>Storekeeper III</i>



	4. COA-Regional Technical Service Office (RTSO) reviews Agency Appraisal Value & renders Appraisal Review Report & forwards to City Auditor with findings & recommendations.	None	7 days	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Leonard L. Fabian <i>Storekeeper III</i>
	5. City Auditor returns Gen. Form 17-A to GSO through City Mayor - Prepares documents for Public Auction.	None	1 day	Benito M. Atilano Jr. <i>Storekeeper III</i> Leonard L. Fabian <i>Storekeeper III</i>
	6. - Committee on Awards and Disposal through GSO, attends to the publication of Invitation to Bid & by posting Public Bidding in three (3) conspicuous places - Gives invitation to bid to regular bidders	None	1 day	Benito M. Atilano Jr. <i>Storekeeper III</i>



	7. Committee on Awards & Disposal conducts Public Bidding in the presence of COA	None	3 hours	<p>Roselle H. Falcatan <i>Admin. Officer V/OIC</i></p> <p>Rowena Y. Basco <i>Records Officer I</i></p> <p>Leonard L. Fabian <i>Storekeeper III</i></p> <p>Benito M. Atilano Jr. <i>Storekeeper III</i></p>
	8. Committee on Awards & Disposal deliberates & decides within three (3) days; awards to the highest complying bidders.	None	3 days	<p>Roselle H. Falcatan <i>Admin. Officer V/OIC</i></p> <p>Rowena Y. Basco <i>Records Officer I</i></p> <p>Leonard L. Fabian <i>Storekeeper III</i></p> <p>Benito M. Atilano, Jr. <i>Storekeeper III</i></p>
	9. Issues Notice of Awards & Payment of winning bid to CTO	None	1 day	<p>Leonard L. Fabian <i>Storekeeper III</i></p> <p>Benito M. Atilano, Jr. <i>Storekeeper III</i></p>
	10. Deliveries and withdrawals of unserviceable property to winning bidders	None	30 days	<p>Benito M. Atilano Jr. <i>Storekeeper III</i></p> <p>Rowena Y. Basco <i>Records Officer I</i></p> <p>Alyssa U. Ranin <i>Laborer I</i></p> <p>Quinnie May Soriño <i>Job Order</i></p>



	11. City Mayor approves the Sales Invoice & the buyer signs to acknowledge receipt of items sold	None	1 day	
	12. Approve to withdraw bidder's bond after transaction has been completed	None	10 minutes	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Rowena Y. Basco <i>Records Officer I</i>
	13. Accomplished Gen. Form 17-A & Bidding papers - forwards to City Accountant to drop the accounts	None	1 day	Leonard L. Fabian <i>Storekeeper III</i> Benito M. Atilano, Jr. <i>Storekeeper III</i>
TOTAL:		None	49 days 3 hours 10 minutes	

6. Request for Relief of Proper Accountability

The basic notice of loss of government property to be filed immediately after the discovery of the loss and the request for relief from accountability which should be filed by the proper accountable officer within the reglementary period of 30 days from the occurrence of the loss with the Auditor concerned.

Office or Division:	General Services Office - Property Management Division		
Classification:	Simple		
Type of Transaction:	G2G – Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Communication/Documents		N/A	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Communication/ documents and gets received copy of the communication/ documents.	1. When loss occurs, Accountable Officer notify immediately the DH and City Auditor simultaneously. - DH conducts preliminary investigation. - Auditor conducts separate investigation also.	None	1 day	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Rowena Y. Basco <i>Records Officer I</i> Leonard L. Fabian <i>Storekeeper III</i>
	2. Accountable Officer files request for relief with the City Auditor within 30 days, accompanied by the ff. documents: <i>1. Notice of loss showing exact date of filing.</i> <i>2. Affidavit of Accountable Offices</i> <i>3. Affidavit of two (2) disinterested persons</i> <i>4. Final investigation report to DH/Auditor</i> <i>5. List & description of lost property duly certified by GSO</i>	None	20 days	



	<p>6. Latest inventory & inspection report preceding the loss & inventory report of remaining items after the loss</p> <p>7. Comments & recommendation s of the City Mayor on the request</p> <p>8. MR</p> <p>9. Final report of Police/Fire Dep't. (Fire, theft, robbery, hold-up, force majeure or death of large cattle/livestock)</p> <p>10. Authenticated Pictures</p> <p>11. Fire Insurance Policy</p> <p>12. Certificate of Death (death of large cattle/livestock)</p> <p>13. Autopsy Report</p> <p>14. List of Inventory of burned/destroyed/ retrieved properties after the fire.</p> <p>15. Certification of Proper Official of the Local PAGASA</p>			
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	3. Request for relief coursed through DH. - Forwards to GSO for comments & recommendations with attached Gen. Form 17-A - Forwards to City Mayor for comment and recommendation	None	1 hour	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Rowena Y. Basco <i>Records Officer I</i>
	4. Endorsed by City Mayor to City Auditor with his recommendations	None	1 hour	
	5. Forwards to COA Reg'l. Director for decision and credit of Losses.	None	1 hour	
	6. Credit for losses shall be returned through City Mayor to the City Accountant to drop the lost properties. -GSO transmits to CityAccountant the Settlement of Lost Properties.	None	1 day	



	8 The City Accountant furnish the GSO & the accountable officer concerned a copy of Journal Voucher -Records the Gen. ledger & subsidiary ledger to drop the accounts in the books.	None	1 day	
TOTAL:		None	22 days 3 hours	



7. Communication for Action

Sending and receiving information/instruction between two or more people that needs appropriate action and/or guidance.

Office or Division:	General Services Office - Property Management Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Communication and gets received copy of the communication	1. Accepts and Receives Communication for Action	None	1 minute	Janet A. Del Rosario <i>Job Order</i> Quinnie May Soriño <i>Job Order</i>
	2. Records Communications in the Logbook	None	2 minutes	Roselle H. Falcatan <i>Admin. Officer V/OIC</i> Leonard L. Fabian <i>Storekeeper III</i>
	3. Drafts letter/endorsement for review of the Division Chief	None	15 minutes	



	4. Finalizes letter/endorsement for signature of the Department Head and records the letters in the outgoing logbook prior its release.	None	15 minutes	
	5. Forwards the documents to the Recording Clerk for release	None	2 minutes	
	6. Delivers the letter/endorsement to the concerned office or citizen	None	1 day	Meseenger <i>Liaison Officer</i>
TOTAL:		None	1 days 35 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Feedback and Complaints Form and drop it at the designated drop box of the receiving desk located at the entrance of the Office of the City Assessor.</p> <p>Contact info: 955-3967 or 983-1367 cgso_zc@gmail.com</p>
How to feedbacks are processed	<p>Every Friday, the Assisatnt Department Head or the Adminsitratve Officer V opens the drop box to compile and record all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant division and they are required to answer within three (3) days from the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact telephone numbers: 983-1367,991-3095,955-3967 or cgso_zc@gmail.com</p>
How to file a complaint	<p>Answer the Client Feedback and Complaints Form and drop it at the designated drop box of the receiving desk located at the entrance of the Office of the City Assessor.</p> <p>Complaints can also be filed via letter addressed to the Department Head of the Office of the City Assessor or thru telephone call. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complained -Incident -Evident <p>For inquiries and follow-ups, clients may contact telephone numbers: 983-1367,991-3095,9553967 or cgso_zc@gmail.com</p>



<p>How complaints are processed</p>	<p>Every Friday, the Administrative Officer of the Office of the City Assessor opens the drop box to compile and record all complaints submitted.</p> <p>The Assistant Department Head or the AOV of CGSO evaluates each complaint. Upon evaluation, the Assistant Department Head or the AOV shall start the investigation and forward the complaint to the relevant division for their explanation.</p> <p>The Assistant Department Head or the AOV creates a report after the investigation and shall submit it to the Department Head for appropriate action.</p> <p>The Assistant Department Head or the AOV will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact telephone number: 991-2294 or cityassessoroffice@gmail.com</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph/8478 5093 : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



Office of the City Health Officer External Services



1. Processing of Death Certificate (Hospital Death)

A Death Certificate is an official document setting forth particulars relating to a dead person, including the name of the individual, the cause of death and the date of death. This service involves the processing of the death certificate which occurred in the hospital before registration with the Office of the Civil Registrar.

Office or Division:		City Health Office- Administrative Division – Record/Certification Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Certification of Death from the Hospital		Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements from personnel at Window 1, Administrative Division	1. Give clients the requirements for the service and issue payment order slip	None	1minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Php50.00	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>
3. Present Official Receipt and requirements to personnel at Window 1, administrative division	3. Accepts official receipts and requirement, then encodes; then issues the unsigned Death Certificate for Medical Officer's review.	None	5 minutes	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado <i>Administrative Aide VI</i>
4. Present unsigned Death Certificate to Outpatient Medical Officer	4. Reviews and signs the Death certificate	None	3minutes	Medical Officer on Duty



5. Present signed Death Certificate to personnel at window 1, Admin. Div.	5. Records the death certificate	None	1 minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado Administrative Aide VI
6. Claims the Death Certificate for Embalmer's signature and Registration at the Office of the Civil Registrar	6. Release Death Certificate	None	1 minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado Administrative Aide VI
TOTAL:		Php50.00	13 minutes	



2. Processing of Death Certificate (House Death)

A Death Certificate is an official document setting forth particulars relating to a dead person, including the name of the individual, the cause of death and the date of death. This service involves the processing of the death certificate which occurred in the house or outside hospital before registration with the Office of the Civil Registrar.

Office or Division:		City Health Office - Administrative Division – Record/Certification Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Death Verification Notice		Barangay Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements from personnel at Window 1, Administrative Division	1. Gives clients the requirements for the service and issues payment order slip	None	1minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Php50.00	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>
3. Present to Medical Officer on duty at the Outpatient Division the Death Verification Notice	3. Review and sign Death Verification Notice	None	2minutes	Medical Officer on Duty



4. Present Official Receipt and Death Verification Notice to personnel at window 1, administrative division	4. Accepts official receipt and Death Verification Notice, then encodes the Death Certificate	None	5 minutes	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado Administrative Aide VI
5. Present encoded Death Certificate to Medical Officer for signature	5. Review and sign the Death certificate	None	3 minutes	Medical Officer on Duty
6. Present signed Medical Certificate to personnel at window 1, Admin. Div. for verification	6. Record the death certificate	None	1minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado Administrative Aide VI
7. Claims the Death Certificate for Embalmer's signature and Registration at the Office of the Civil Registrar	7. Release Death Certificate	None	1 minute	
TOTAL:		Php50.00	15 minutes	



3. Death Processing: Exhumation Permit/Transfer Permit

Exhumation permit is an authority granted for the removal from the ground or burial site of the remains of a human being that must be done in compliance with pertinent health laws.

Transfer Permit is an authority granted for the transport of human remains outside Zamboanga City that must be done in compliance with pertinent health laws.

Office or Division:		City Health Office - Administrative Division – Record/Certification Section		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Death Certificate		Office of the City Civil Registrar (registered copy)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements from personnel at Window 1, Administrative Division	1. Gives clients the requirements for the service and issues payment order slip	None	1 minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado <i>Administrative Aide VI</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	A. Exhumation Permit: Php50.00 B. Transfer of Cadaver: Php100.00	2 minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



3. Present Official Receipt and Death Certificate to personnel at window 1, administrative division	3. Receives official receipt and Death Certificate, then encodes the Permit	None	5 minutes	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado Administrative Aide VI
4. Claim Permit	4. Record and release Permit	None	1minute	Rene E. Bucoy <i>Administrative Aide I</i> Violeta B. Arisgado Administrative Aide VI
TOTAL:		A. Exhumation Permit: Php50.00 B. Transfer of Cadaver: Php100.00	9 minutes	



4. Medical Certificate

This is the issuance of a written statement from a Medical Officer which attests to the result of a medical examination of a patient. It can serve as a "sick note" (documentation that an employee is unfit for work) or evidence of a health condition.

Office or Division:	City Health Office -Administrative Division – Record/Certification Section			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client G2G – Government to Government			
Who may avail:	Transacting Public, Government Employees and Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Pertinent Laboratory Results		CHO-Laboratory Section/ Accredited Private Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements from personnel at Window 3, Administrative Division	1. Gives clients the requirements for the service and issues payment order slip	None	1minute	Elaine M. Francisco <i>Administrative Aide</i> Nestor P. Destora <i>Administrative Aide IV</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Php50.00	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>
3. Present Official Receipt and other requirements to personnel at Window 3	3. Accept official receipts and requirements, encode; then issue the unsigned Medical Certificate	None	5 minutes	Elaine M. Francisco <i>Administrative Aide</i> Nestor P. Destora <i>Administrative Aide IV</i>



4. Present unsigned Medical Certificate to Medical Officer at Outpatient Division	4. Attend and Evaluate client for certification, then signs	None	3 minutes	Medical Officer on Duty
5. Present signed Medical Certificate to personnel at Window 3	5. Record and verify certificate	None	1minute	Elaine M. Francisco Administrative Aide Nestor P. Destora <i>Administrative Aide IV</i>
6. Claim Medical Certificate at Window 3	6. Release Medical Certificate	None	1minute	
TOTAL:		Php50.00	13 minutes	



5. Dental Certificate

This is the issuance of a written statement from a Dentist which attests to the result of a dental examination of a patient.

Office or Division:	City Health Office - Administrative Division – Record/Certification Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Dental Assessment		Attending Dentist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements from personnel at Window 2, Administrative Division	1. Give clients the requirements and issue payment order slip	None	1 minute	Elaine M. Francisco <i>Administrative Aide</i> Nestor P. Destora <i>Administrative Aide IV</i>
2 Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Php50.00	2 minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



3. Present Official Receipt and requirements to personnel at Window 2, Administrative Division	3. Accept official receipts and requirement, then encode; then issue the unsigned Dental Certificate	None	5minutes	Elaine M. Francisco Administrative Aide Nestor P. Destora <i>Administrative Aide IV</i>
4. Present unsigned Dental Certificate to Dentist at Dental Division	4. Attend to client and sign dental certificate	None	3 minutes	Dentist on Duty
5. Present signed Dental Certificate to personnel at window 2, Administrative Division	5. Record the certificate	None	1min	Elaine M. Francisco Administrative Aide Nestor P. Destora <i>Administrative Aide IV</i>
6. ClaimDental Certificate	6. Release Dental Certificate	None	1minute	Elaine M. Francisco Administrative Aide Nestor P. Destora <i>Administrative Aide IV</i>
TOTAL:		Php50.00	13 minutes	



6. Laboratory Services

The patient submits for Laboratory tests check a sample of blood, urine, or other body tissues. A technician or doctor analyzes the test samples to see if the results fall within the normal range.

Office or Division:	Laboratory Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client G2G – Government to Government G2B – Government to Business Entity			
Who may avail:	Transacting Public, Government Employees and Officials, Owners and Employees of Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Laboratory Examination Request		Private Attending Physician City Health Office-Medical Officer Requesting Entity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure payment order slip from Laboratory section, window 5	1. Issue payment order slip for desired laboratory services	None	1minute	Shirley S. Paragas <i>Medical Technologist</i> Teresita J. Flores <i>Medical Technologist III</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Please refer to schedule of fees below (per City Ordinance No.2005-132	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>
3. Present Receipt to personnel and submit specimen at Laboratory section, window 5	3. Receive official receipt and collect specimen; analyze and type results	None	5 hours	Candelario Garcia, Jr. <i>Medical Technologist II</i> Teresita J. Flores <i>Medical Technologist II</i>



4. Claim Results at Laboratory section, window 6	4. Release laboratory results	None	1minute	Shirley S. Paragas <i>Medical Technologist I</i> Teresita J. Flores <i>Medical Technologist II</i>
TOTAL:		Please refer to schedule of fees below (per City Ordinance No.2005-132)	5 hours, 13minutes	

LABORATORY FEES		
IMMUNOLOGY		
9. HBs Ag (EIA)	125.00	
10. HBs Ag (Rapid test)	125.00	
11. Hbe Ag (Rapid test)	250.00	
12. HIV Ab (PA)	150.00	
13. HIV Ab (EIA)	200.00	
14. RPR (Screen test)	75.00	
15. TPHA (Confirmatory test)	150.00	
16. Widal's test	100.00	
HEMATOLOGY		
a. CBC (Complete Blood Count)	75.00	
b. Hct (Hematocrit)	35.00	
c. Hgb (Hemoglobin)	35.00	
d. Platelet Count	60.00	
e. Pheripheral Smear	50.00	
f. Blood typing	35.00	
g. Malaria Smear	30.00	
URINALYSIS		
a. Routine	20.00	
b. Pregnancy	100.00	
c. Sperm Analysis	100.00	
FECALYSIS		
Routine	20.00	
Special	50.00	
MICROBIOLOGY		
Gram stain	25.00	
Acid-fast stain	25.00	
KOH Smear	30.00	
WATER ANALYSIS		
Bacteriological	200.00	
Blood Culture Sensitivity (typhoid, salmonella, shigella, vibrio cholera, neissera gonorrhea)	500.00	
DRUG TESTMET (Shabu) / THC (Marijuana)		
	120.00	
BLOOD CHEMISTRY		
Fasting Blood Sugar	80.00	
Uric FS (BUN)	80.00	
Uric Acid (BUA)	80.00	
Cholesterol	80.00	
Creatinine	80.00	
Triglyceride	100.00	
LDL	100.00	
HDL	100.00	
SGOT	80.00	
SGPT	80.00	



7. Radiology/X-Ray Services

This service is a medical specialty that uses medical imaging to assist in the diagnosis and treatment of diseases or disorder.

Office or Division:		City Health Office - Radiology Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Radiology division, window 7	1. Issue payment order slip	None	1minute	Ma. Louris V. Guzman <i>Administrative Aide</i>
2. Pay required fee at the City Treasurer's Office-Payment Window	3. Receive payment and issue corresponding official receipt	A. Chest AP/PA (Adult): Php100.00 Chest AP/PL (Child): Php100.00 *Fees are for radiographic image without Radiologist's reading	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



4. Present Receipt to personnel at Radiology Division	3. Receive and record receipt	None	1 minute	Ma. Louris V. Guzman <i>Administrative Aide</i>
5. Proceed to Radiology area	4. Perform radiology service	None	3 minutes	Andre P. Rivera <i>Radiology Technologist III</i> Janeth P. Gomez <i>Radiology Technologist</i>
6. Claim Radiographic image for official Radiologist's Reading *Radiographic image without Radiologist's reading yet	5. Record and release radiographic image	None	1 minute	Ma. Louris V. Guzman <i>Administrative Aide</i>
TOTAL:		Php100.00	8 minutes	



8. Outpatient Services

Medical services provided to a non-admitted patient in a hospital or other qualified facility.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	Transacting Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Family Membership Card		City Health Office-Outpatient Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Outpatient Division	1. Attends and records client's medical concerns and issues payment order slip	None	5 minutes	Georgina JF Gregorio <i>Nurse II</i> Shellane M. Muñoz <i>Nurse</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Membership Card: Php50.00 (Annual/ Family) Consultation Fee:	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>
		Members: Php30.00 Non-Members: Php50.00		



3. Claim family health card and present official receipt to nurse on duty at the Outpatient Division	3. Acknowledges family health card and receipts; retrieves patient's record	None	2 minutes	Georgina JF Gregorio <i>Nurse II</i> Shellane M. Muñoz <i>Nurse</i>
4. Proceed to Outpatient Consultation and Treatment Area	4. Outpatient on-duty physician conducts examination, diagnosis and treatment	None	10minutes	Medical Officer on duty
TOTAL:		Members: Php80.00 Non-Members: Php100.00	19 minutes	



9. Dental Services

A service that provides comprehensive treatment and skilled dental services that address dental care needs of patients.

Office or Division:		City Health Office – Dental Division		
Classification:		Simple		
Type of Transaction:		G2C-Government to Client		
Who may avail:		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Dental Division	1. Registers client for case history interview and blood pressure determination	None	5 minutes	Jeniebeth A. Navarro <i>Dental Aide</i> Nidzfar U. Julbarri <i>Dental Aide</i>
2. See the dentist	2. Examine, diagnose, and plan dental treatment for patient	None	3minutes	Dr. Rowel SM Lubian <i>Dentist IV</i> Dr. Olivia R. Villena <i>Dentist III</i> Dr. Elmer O. About <i>Dentist II</i> Dr. Hazel Anne D. Sinsuan <i>Dentist II</i>
3. Secure payment order slip from Dental division	3. Issue payment order slip	None	1minute	Jeniebeth A. Navarro <i>Dental Aide</i> Nidzfar U. Julbarri <i>Dental Aide</i>
3. Pay required fees at the City Treasurer's Office-Payment Window	3. Receive payment and issue corresponding official receipt	Membership Card: Php50.00 (Annual/ Family) Members: Php30.00 Extraction:	2 minutes	Imeena P. Amil <i>RevenueCollection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



		Php80.00 (CHO Anesthesia) per tooth		
		Php60.00 (When Patient provides Anesthesia per tooth		
4. Present Receipt to personnel at Dental division	4. Receive and record receipt	None	1 minute	Jeniebeth A. Navarro <i>Dental Aide</i> Nidzfar U. Julbarri <i>Dental Aide</i>
5. Proceed to Dentist attending area	5. Attending to client's dental needs	None	10 minutes	Dr. Rowel SM Lubian <i>Dentist IV</i> Dr. Olivia R. Villena <i>Dentist III</i> Dr. Elmer O. About <i>Dentist II</i> Dr. Hazel Anne D. Sinsuan <i>Dentist II</i>
TOTAL:		Member- CHO anesthesia : Php160 Member- Patient Anesthesia : Php140	22 minutes	



10. Health Certificate (Food)

A health certificate is issued to clients seeking employment in food related establishments as an evidence of health condition.

Office or Division:	City Health Office- Sanitation Division –Certification and Permit Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client G2B-Government to Business Entity			
Who may avail:	Transacting Public, Owners and Employees of Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Occupational Permit		Mayor's Office- Licensing Division		
3. Physical Examination and Food Safety Seminar Certificate		CHO Sanitation Division-Food Safety Section		
4. Pertinent Laboratory Results		CHO Laboratory Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Requirements and payment order slip from personnel at Window A, Sanitation Division	1. Give requirements and issue payment order slip	None	1minute	Michael C. Bolido <i>Administrative Aide</i> Benlice Joanne a. Apolinario <i>Administrative Aide</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Health Certificate: Php50.00 Physical Exam/ Food Safety Seminar: Php50.00 Chest AP/PA (Adult): Php100.00 (without doctor's reading yet) Fecalysis: Php 20.00	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



3. Attend scheduled Physical examination and Food Safety Seminar	Conducts Physical Examination and Food Safety Seminar; issues Certificate of Attendance	None	4hours	Lilibeth P. Diasnes <i>Sanitation inspector III</i> Nicole T. Iturralde <i>Sanitation Inspector I</i>
4. Present Official Receipt and other requirements to personnel at window A, Sanitation Division	Accepts official receipts and requirements, encodes the Health Certificate for authority's signature	None	5minutes	Michael C. Bolido Administrative Aide Benlice Joanne a. Apolinario <i>Administrative Aide</i>
5. Claim the Health Certificate	5. Issue signed Health Certificate	None	1minute	
TOTAL:		Health Certificate: Php50.00 Physical Exam/ Food Safety Seminar: Php50.00 Chest AP/PA (Adult): Php100.00 (without doctor's reading yet) Fecalalysis: Php 20.00	4 hours, 9 minutes	



11. Health Certificate (Non-Food)

A health certificate is issued to clients seeking employment in non-food related establishments as an evidence of health condition.

Office or Division:	City Health Office - Sanitation Division –Certification and Permit Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client G2B-Government to Business Entity			
Who may avail:	Transacting Public, Owners and Employees of Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Occupational Permit		Mayor's Office- Licensing Division		
3. Pertinent Laboratory Results		CHO Laboratory Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Requirements and payment order slip from personnel at Window A, Sanitation Division	1. iverequirements and issue the payment order slip	None	1minute	Michael C. Bolido <i>Administrative Aide</i> Benlice Joanne a. Apolinario <i>Administrative Aide</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Health Certificate: Php50.00Chest AP/PA : Php100.00 (without doctor's reading yet)	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>
3. Present Official Receipt and other requirements to personnel at window A	3. Accepts official receipts and requirements, encodes the Health Certificate for authority's signature	None	5 minutes	Michael C. Bolido <i>Administrative Aide</i> Benlice Joanne a. Apolinario <i>Administrative Aide</i>
4. Claim Health Certificate	4. IssueHealth Certificate	None	1 minute	
TOTAL:		Php150.00	9 Minutes	



12. Sanitary Permit

This permit is issued to Food and Non-food business establishments in order to make sure they observe and maintain the standard of the Sanitary Code of the Philippines.

Office or Division:	Sanitation Division –Certification and Permit Section			
Classification:	Simple			
Type of Transaction:	G2B-Government to Business			
Who may avail:	Transacting Public, Owners and Employees of Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Business Permit Application Form		Mayor's Office- Licensing Division		
3. Pertinent Laboratory Results		CHO Laboratory Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Requirements and payment order slip from personnel at Window B, Sanitation Division	1. Give requirements and issue payment order slip	None	1minute	Alberto G. Marcelino <i>Sanitation Inspector V</i> Raymund A. Araneta <i>Sanitation Inspector II</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Sanitary Inspection Fees: A) Public eating places, apartments, house for rent, boarding houses, welding, vulcanizing shop, printing, retail and other related establishments:	2minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



		Php100.00 B) Other Establishments (not included above): Php300.00 Health Certificate: Php50.00		
3. Present Official Receipt and other requirements to personnel at window B, Sanitation Division	3. Accept official receipt and requirements 3.1 Encode Sanitary Permit for signature	None	5 minutes	Alberto G. Marcelino <i>Sanitation Inspector V</i> Raymund A. Araneta <i>Sanitation Inspector II</i>
4. Claim Sanitary Permit	4. Issue Sanitary Permit	None	1minute	Alberto G. Marcelino <i>Sanitation Inspector V</i> Raymund A. Araneta <i>Sanitation Inspector II</i>
TOTAL:		A. Php150.00 B. Php350.00	9 minutes	



13. Reproductive Health and Wellness Service

This service addresses the processes and functions of reproductive health and other sexual health/hygiene issues in the community. It aims to promote a state of complete physical, mental and social well-being of clients.

Office or Division:		City Health Office - Reproductive Health and Wellness Center (RHWC)		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		Transacting Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		City Treasurer's Office-Payment Window		
2. Family Membership Card		City Health Office-RHWC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Reproductive Health and Wellness Center	1. Attend and record client's Reproductive Health and Wellness concerns 1.1 Issue payment order slip	None	5minutes	Josephine S. Manguila <i>Medical Technologist II</i> Madeleine Ruth F. Almonte <i>Nurse</i>
2. Pay required fees at the City Treasurer's Office-Payment Window	2. Receive payment and issue corresponding official receipt	Members hip Card: Php50.00 (Annual/Family) Consultation Fee Members: Php30.00 Non-Members: Php50.00	2 minutes	Imeena P. Amil <i>Revenue Collection Clerk III</i> Jaqueline Suzanne B. De Fiesta <i>Revenue Collection Clerk II</i>



3. Claim family health card and present official receipt to personnel on duty at the Reproductive Health and Wellness Center	3. Acknowledges family health card and receipts; retrieves patient's record	None	2 minutes	Josephine S. Manguila <i>Medical Technologist II</i> Madeleine Ruth F. Almonte <i>Nurse</i>
4. Proceed to Reproductive Health and Wellness Center Consultation and Treatment Area	4. Conduct examination, diagnosis, and treatment	None	10 minutes	Dr. Cathy F. Garcia <i>Medical Officer IV</i>
TOTAL:		Members: Php80.00 Non-Members: Php 100.00	19minutes	



Office of the City Human Resource Management External Services



1. Receiving of Application Letters

An **APPLICATION LETTER/ FORM** states the intention of the applicant to apply for a specific vacant position in an agency and contains relevant information that is essential to the job. The list of published vacant positions with their corresponding Qualification Standards and requirements can be found on the CHRMO and City Hall Bulletin Boards, and in the CSC Website.

All applicants (internal and external) may submit directly their application form/letter to the Office of the City Human Resource Management for screening, evaluation and for the Employment Examination.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Clients			
Who may avail:	Internal (City Government Employees) External (Individuals from other Agencies) General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (2 copies)		www.zamboangacity.gov.ph (Click the downloadable form and look for Application Form in MS Excel format)		
2. Latest 2x2 Picture (2 copies)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download the Application Form	1. Make the Application Form available on the City Government of Zamboanga website and keep the server online	None	1 minute	(The Applicant)



2.Submit filled out Application Form directly to CHRMO or through official email at chrmoapplications@gmail.com	2.a. Receive the Application Form together with the complete required documents	None	2 minutes (per application)	HRPPD Staff
	2.b.1.Encode the Application Forms received		1 minute (per application)	Juniebe L. Manganohoy <i>HRMO II</i> and Nikko T. Cuña <i>Job Order</i>
	2.b.2. Sort Application Forms for Employment Examination/ HRMP SB evaluation		1 minute (per application)	
Total			5 Minutes	

Reminders:

- Application Form/Letter must be COMPUTERIZED (Encoded or typewritten) and with affixed signature.
- Applicants will be notified on the schedule of the ENTRANCE EXAMINATION via call/text.
- Applicants must also inform the Office of the City Human Resource Management for any updates on their application, specifically on the contact details.
- For interested applicants, kindly indicate in your application letter the Specific Vacant Position and the office you are applying for. Please do not write “ANY VACANT POSITION”



2. Application for Tech-Voc Scholarship

This Technical – Vocational Scholarship is given to indigent Out-of-School Youths to help them pursue vocational studies. This scholarship is open to all bonafide constituents of Zamboanga City, ages 18 to 35 years old, who are high school graduates (passer of the Alternative Learning System ALS) or college undergraduates.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Clients
Who may avail:	External (Out-of-School Youth in Zamboanga City)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Given to qualified applicants only after assessment by the Training Staff:	
1. Authenticated copy of the applicant's Birth Certificate (Personal File)	Philippine Statistics Authority (PSA)
2. Voter's Identification Card	COMELEC
3. Grading/Report Card (Form 137) if applicant is a High School Graduate	School Graduated
4. Result of the Philippine Educational Placement Test (PEPT) or Alternative Learning Education (ALE) if applicant is Not a High School Graduate	School Graduated
5. A Pro Forma Affidavit approved by the Local School Board attesting that the applicant is NOT a recipient of any other scholarship or educational assistance from the City, or any Government or Private entity.	Notary Public, Public Attorneys' Office
6. Certificate of Residency from the Punong Barangay	Barangay Hall (place of residence)
7. Certificate of Indigency	Office of the City Social Welfare



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the training staff to inquire about the scholarship.	1. Interview and evaluate the applicants. 1.1 Give the set of requirements to the qualified applicants to comply.	None	15 minutes	Raquel Rosaline B. Galdo <i>HRMO IV</i>
2. Submit the necessary requirements.	2. Check if the requirements are complete.	None	10 minutes	Raquel Rosaline B. Galdo <i>HRMO IV</i> Katreena Tatu-Olaso <i>HRM Aide</i>
3. Receive the endorsement slip and submit it to the college/school	3. Issue the endorsement slip	None	2 minutes	Raquel Rosaline B. Galdo <i>HRMO IV</i>
TOTAL:		None	27 minutes	



3. Application for Student Internship Program

(Temporarily No Acceptance of Application for SIP due to COVID 19 Situtaion)

The Student Internship Program (SIP) is the City Government of Zamboanga's initiative to formally acquaint students with the real workplace environment. This program which is handled by the Human Resource Planning, Information and Development Division allows students to practice the skills they have learned in school at the same time gain knowledge from actual work experience.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	External (Students from different Colleges and Universities in Zamboanga City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter of Request from the School (2 copies)		At the respective school		
2.Student Information Sheet		City Human Resource Management Office		
3. Waiver		City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request at the receiving area of the Human Resources Conservation and Records Division.	1. Accept and forward the letter of request to DH/ADH for action. 1.1 Route to the training division for evaluation of the request and identify offices where the students will undergo their internship.	None	5 minutes	Jennifer Agnes M. Carbon <i>Administrative Aide I</i>



2. Submit the necessary requirements given by CHRMO.	<p>2. Accept and evaluate the requirements.</p> <p>2.1 Prepare the following:</p> <ul style="list-style-type: none"> • Letter of Authority; • First day of service; • ID <p>Schedule the students for orientation.</p>	None	20 minutes	<p>Ramonelle Charmaine P. Faustino <i>HRMO II</i></p> <p>Ramil M. Francisco <i>Administrative Aide I</i></p>
3. Attend the Orientation for the Student Internship Program (SIP)	<p>3. Conduct the orientation to the students who are already accepted in the Student Internship Program (SIP).</p> <p>3.1 Endorse the students to their assigned office.</p>	None	30 minutes	<p>Raquel Rosaline B. Galdo <i>HRMO IV</i></p> <p>Ramonelle Charmaine P. Faustino <i>HRMO II</i></p>
4. Present the letter of Authority to the Administrative Officer of the assigned office.	4. Accept the letter of Authority.	None	5 minutes	Administrative Officer (where the intern will be assigned)
TOTAL:		None	1 hour	



4. Issuance of Certified/Photocopy of Employee Records

The issuance of employee records and files which include official appointments, CSC and PRC eligibilities and other employment documents is a function of the Human Resources Conservation and Records Division. Aside from being the central repository of all employee records tasked with the preservation and safekeeping of these records, this Division also responds to requests for communications and other documents that have been previously submitted to and/or received by this office.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Current and Former Officials and Employees of the City Government of Zamboanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip or Request Letter		Client		
2. Government Issued Identification Card		Client		
3. Authorization (if the one requesting is another person)		Client		
4. Order of Payment		City Human Resource Management Office		
5. Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip	1. Give Request Slip to the client	None	2 minutes	Jennifer Agnes M. Carbon <i>Administrative Aide I</i> Adelisa V. Villarin <i>HRMO IV</i> Vacant <i>Records Officer II</i>
2. Submit the filled-out Request Slip *Make sure to secure the Order of Payment that will be issued*	2. Receive the filled out Request Slip and check for completeness of data needed	None	2 minutes	Adelisa V. Villarin <i>HRMO IV</i> Vacant <i>Records Officer II</i>



	2.1 Issue the Order of Payment	None	5 minutes	Jefrey R. Ramos <i>HRM Aide</i> Julie Ann Pilar P. Francisco <i>Administrative Aide I</i>
	2.2 Start processing the request	None	1 day or 3 days for documents to be retrieved from the Archives	Roberto A. Faustino <i>Bookbinder II</i>
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment *Make sure to secure Official Receipt that will be issued upon payment*	3. Accept the payment based on the Order of Payment 3.1 Issue the Official Receipt	Php 10.00/ page for certified copy or Php 5.00/ page for photocopy	10 minutes	City Treasurer's Office
4. Return to the City Human Resource Management Office and present the Official Receipt to claim the requested document	4. Check the Official Receipt 4.1 Release the requested document to the client	None	5 minutes	Adelisa V. Villarin <i>HRMO IV</i> Vacant <i>Records Officer II</i>
TOTAL:		Php 10.00/ page for certified copy Or Php 5.00/ page for photocopy	1 day, 24 minutes or 3 days, 24 minutes for documents retrieved at Archives	



Office of the City Human Resource Management Internal Services



1. Issuance of Certification of Leave Credits

Government Officials and Employees are entitled to leave credits from their first day of government service until their last. The Human Resources Assistance and Welfare Division (HRAWD) issues the Certification of Leave Credits upon request of the employee/s who has/have transferred from the City Government of Zamboanga to another government institution/agency.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Clients			
Who may avail:	Current and Former Officials and Employees of the City Government of Zamboanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance-Office and City		Department Concerned		
Letter of Transfer approved by CMO		Office of the City Human Resource and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to Department.	1. Receives Letter of intent. 1.1 Endorses Letter of intent to CHRMO.	None	1 minute 5 minutes	Department Concerned
	2.Receives endorsement letter from department concerned 2.2 Endorses Letter of Acceptance to CMO for approval/transfer	None	1 minute 5-10 minutes	Jennifer Agnes M. Carbon <i>Administrative Aide I</i> Lisa Socorro D. Galvez <i>HRMO I</i>



2. Submits Office and City Clearance	3. Receives approved Letter of Acceptance from the Office of the City Mayor's Office. 3.1 Issue Certificate of Leave Credit.	None	1 minute 8-10 minutes	Lisa Socorro D. Galvez <i>HRMO I</i>
None		Total	27 minutes	



2. Issuance of Certificates of Employment and Service Records

Employees/clients usually request Certificates of Employment and Service Records for employment purposes, loan application, retirement and death claims and other legal purposes. The division tasked with the issuance of these Certificates of Employment and Service Records is the Human Resource Assistance and Welfare Division.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Clients			
Who may avail:	Current and former Officials and Employees of the City Government of Zamboanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PRINCIPAL				
1. Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
REPRESENTATIVE				
1. Special Power of Attorney or Authorization		Person being represented		
2. Government issued Identification Card of the person being represented		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
3. Government issued Identification Card of the Representative		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
4. Request Slip		Compensation and Welfare Section, HRAWD		
5. Order of Payment		Administrative Division of CHRMO		
6. Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Slip	1. Give Request Slip to the client	None	1 minute	Renor M. Alvarez <i>HRMO II</i> Catherine L. Pioquinto <i>Bookbinder II</i>
2. Submit the filled out Request Slip	2. Receive the filled out Request Slip	None	5 minutes	Catherine L. Pioquinto <i>Bookbinder II</i>



Make sure to secure the Payment Order Slip that will be issued	and required documents and check for completeness of data needed			
	2.1 Issue the Payment Order Slip if all required documents were submitted	None	1 minute	Julie Ann Pilar P. Francisco <i>HRM Aide</i>
	2.2 Start processing the request	None	1 day for officials and employees who are still in the service (current) 3 days for officials and employees separated from the service (Former - Retired/ Resigned and Transferred)	Catherine L. Pioquinto <i>Bookbinder II</i> Nikka C. Enopia <i>Clerk II</i>
3. Pay the required fees at the City Treasurer's Office by showing the Order of Payment *Make sure to secure Official Receipt that will be issued upon payment*	3. Accept the payment based on the Order of Payment a. Issue the Official Receipt	Php 10.00/ page	5 minutes	City Treasurer's Office Window



4. Return to the City Human Resource Management Office for the processing and release of Certificate of Employment/Service Record	4. Check the Official Receipt 4.1 Release the Certificate of Employment/Service Record	None	2 minutes	Catherine L. Pioquinto <i>Bookbinder II</i> Nikka C. Enopia <i>Clerk II</i>
TOTAL:		Php 10.00/ page	1 day, 14 minutes for officials and employees who are still in the service (current) 3 days, 14 minutes. for officials and employees separated from the service (Former - Retired/ Resigned and Transferred)	



3. Correction of Employee Personal Information

Ensuring the completeness and the accuracy of personnel information necessary in claiming certain benefits of each employee is the responsibility of the Human Resource Administrative Support and Maintenance Division. Hence, in cases of discrepancies in employee's name, date and place of birth, the division undertakes the correction of the employee's personal information.

Office or Division:	City Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All Officials and Employees of the City Government of Zamboanga
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter – request for correction addressed to: MARIE ANGELIQUE C. GO City Human Resource Management Officer Thru: The Department Head Concerned (3 copies)	OFFICE CONCERNED
2. Duly accomplished Application for Correction of Personal Information Form (4 copies)	MARINYD R. TINGCANG HRMO IV – Administrative Division
3. Original Copy of Birth Certificate (8 copies)	Philippine Statistics Authority (PSA)
4. Personal Affidavit of Discrepancy, indicating the reason for or cause of discrepancy (3 copies)	Office of the City Legal (or any Law Office)
5. Photocopies of First Appointment and PDS (2 copies each)	ADELISA V. VILLARIN HRMO IV – Records Division
6. Correction fee of Php 760.00 (for CSC)	
Additional Requirements for Late Registration 1. Baptismal Certificate (3 copies) 2. Other employment, personal or school Records (3 copies)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished requirements to Department Concerned. (AO of Department concern will transmit request to CHRMO)	1. Accept and scan submitted requirements	Php 760.00	1 day	MARINYD R. TINGCANG HRMO IV – Administrative Division
TOTAL:		Php 760.00	1 day	

4. Request For Certificate Of Liquidation

One of the requirements for liquidation is the Certificate of Liquidation issued to officials or employees who have undergone trainings/travels. This certification is prepared by the Human Resources Planning, Information and Development Division.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Clients (City Government Employees) External Clients (Secondary School Teachers, RTCs and MTCs employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request for Certificate of Liquidation		Office Concerned		
2. Re-entry Action Plan (REAP)		Office Concerned		
3. Certificates of Attendance/Participation/Appearence		Office Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request for certificate of liquidation at the	1. Accept the letter of request for certificate of	None	5 minutes	Jennifer Agnes M. Carbon <i>Administrative Aide I</i>



receiving area of the Human Resources Conservation and Records Division.	liquidation and forward to DH/ADH for action. 1.1 Route to the Training Division for processing of the request of certificate of liquidation.			
2. Submit the necessary requirements.	2. Check if the requirements are complete.	None	5 minutes	Katreena Tatu-Olaso <i>HRM Aide</i>
3. Claim the certificate of liquidation at the Human Resources Conservation and Records Division.	3. Prepare the Certificate of Liquidation and record it in the Individual Training Profile of the concerned official/employee.	None	10 minutes	Katreena Tatu-Olaso <i>HRM Aide</i>
	3.1 Forward the same to the Human Resources Conservation and Records Division. 3.2 Release the certificate of liquidation to the office concerned	None	5 minutes	Cecile D. Sunga <i>HRMO I</i>



5. Authority To Attend Training / Travel

(Temporarily No Training/Travel will be allowed per EO No. BC 553-2020 Section 1: Guidelines 3 dated March 20, 2020)

The authority to travel or attend training is issued to City Government employees and other external clients who intend to attend developmental interventions inside or outside of the city. These developmental interventions are geared towards developing the employees' skills, knowledge and attitudes necessary in the performance of their job functions, individual growth and achievement of overall organization goals.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal (Employees of the City Government of Zamboanga) External (Secondary School Teachers, RTCs and MTCs Employees of Zamboanga)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Letter ofRequest for Authority to Attend Training		Office / Department Concern		
2.Training / Seminar Invitation		Office / Department Concern		
3. For Teachers: <ul style="list-style-type: none">Approved Travel OrderRecommendation letter from School Superintendent (DepEd) For RTCs and MTCs Employees: <ul style="list-style-type: none">Recommendation letter from the Presiding Judges		School Superintendent (DepEd) Presiding Judges of the Court Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of Request for Authority at the receiving area of the Human Resources Conservation and Records Division.	1. Accept the letter of request and forward to DH/ADH for action. 1.1 Route the letter of request to the training division for checking of the requirements.	None	5 minutes	Jennifer Agnes M. Carbon <i>Administrative Aide I</i>



	1.2 Forward the letter of request to the Office of the City Mayor for approval	None	1 day	Raquel Rosaline B. Galdo <i>HRMO IV</i> Ramonelle Charmaine P. Faustino <i>HRMO II</i>
	1.3 Receive the Approved Request for authority from the Office of the City Mayor.			
	1.4 Prepare the letter of authority upon approval of request	None	10 minutes	Raquel Rosaline B. Galdo <i>HRMO IV</i> Ramonelle Charmaine P. Faustino <i>HRMO II</i>
	1.5 Forward the letter of authority to Human Resources Conservation and Records Division. for release a. Release the letter of authority to the office concerned.		5 minutes	Cecile D. Suñga <i>HRMO I</i>
TOTAL:		None	1 day and 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the Client Feedback and Complaints Form and Drop it at the designated drop box at the Office of the City Human Resource Management.</p> <p>Clients may also answer feedback and complaint forms online- the google link and QR Code is posted outside of CHRMO.</p> <p>Contact info: 991-5991 or 991-0663 or chrmotraining@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Division Chief of the Human Resource Planning and Information Division (HRPID) opens the drop box/google forms and compiles and records all feedback and complaints submitted.</p> <p>Feedback requiring answers are forwarded to relevant division and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact telephone number: 991-5991 or 991-0663 or chrmotraining@gmail.com</p>
How to file a complaint	<p>Answer the Client Feedback and Complaints Form and Drop it at the designated drop box/google forms at the Office of the City Human Resource Management.</p> <p>Clients may also answer feedback and complaint forms online- the google link and QR Code is posted outside of CHRMO.</p> <p>For inquiries and follow-ups, clients may contact telephone number: 991-5991 or 991-0663 or chrmotraining@gmail.com</p>
How complaints are processed	<p>Every Friday, the Division Chief of the Human Resource Planning and Information Division (HRPID) opens the drop box/google forms and compiles and records all feedback and complaints submitted.</p> <p>The Division Chief of the HRPID evaluates each complaint. Upon evaluation, the DC of the HRPID shall start the investigation and forward the complaint to the relevant division for their explanation.</p> <p>The DC of the HRPID creates a report after the investigation and shall submit it to the Department Head for appropriate action.</p> <p>The DC of the HRPID will give feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact telephone number: 991-5991 or 991-0663 or chrmotraining@gmail.com.</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph / 8478 5093 PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office of the City Mayor

External Services



1. Request for City Mayor's Assistance

The Records Section, Administrative Services, Office of the City Mayor located at the 2nd floor, City Hall – Main, Zamboanga City, is tasked to receive all correspondences addressed to the Honorable City Mayor from other departments of the City Government, national government and private sector offices and the public in general.

All such correspondences are presented to the City Mayor for her attention, approval/signature and/or further instructions. Thereafter, communications acted upon by the City Mayor are transmitted to the concerned parties as per the City Mayor's instructions.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Clients		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Letters / Reports or Similar Documents		Requesting Agency/Office or Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request, report or similar document to the Central Receiving Unit (CRU)	1. Staff receives letter-request, report or similar document	None	2 Mins	Ramon S. Reyes <i>Administrative Aide III</i> Linger K. Lim <i>Utility Worker I</i>
	2. Staff encodes and scans letter-request, report or similar document into the document tracking System (DTS)	None	7 mins	Sheena Marie A. Ricarda <i>Administrative Aide III</i> Grachelle H. Flora <i>Clerk I</i>
	3. Staff reviews and sort letter-request, report or similar document	None	3 mins	Mario O. Roca <i>Executive Assistant IV</i>
	4. City Mayor/Office r-in-Charge/City Administrator gives instructions for action to be taken on letter-request, report or similar document.	None	10 mins	Maria Isabelle G. Climaco <i>City Mayor</i> Michael Angelo S. Saavedra <i>City Administrator</i>



	5. Staff record and farms out to concerned offices using the DTS	None	2 mins	Kate S. Espiritusanto <i>Job Order - SHE Program</i> Vacant <i>Administrative Aide I</i>
	6. Staff prepares (photocopies) communication for release	None	5 mins	Jaymar I. Tagayan <i>Job Order - SHE Program</i> Roger D. Vicente <i>Job Order - SHE Program</i> Ronald C. Tolentino <i>Job Order - SHE Program</i>
	7. Staff delivers communications to concerned offices	None	20 mins	Angel Velez <i>Administrative Aide III</i>
TOTAL:		None	49 Minutes	



2. Submission of the List of Services via Electronic Mail

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an electronic mail to: cmayorsoffice@gmail.com	1. Accept and download the electronic mail request	None		Maria Milagros B. Cortez <i>Sales and Promotion Supervisor II</i>
	2. Reply by acknowledging receipt of email	None		
	3. Forwards docs to receiving area for entry at the Document Tracking System.	None		
	4. Concerned office acts/replies as the email	None		Maria Milagros B. Cortez <i>Sales and Promotion Supervisor II</i>
	5. Action taken communicated to concerned parties	None		
TOTAL:		None	3 - 5 days	



Office of the City Mayor

Barangay Affairs

(Public Affairs and Assistance Division)

External Services



1. Issuance of Mayor's Clearance/Certification:

The external service of the Public Affairs and Assistance Division, Office of the City Mayor located at the 2nd floor, City Hall – Main, Zamboanga City, is extended to all applicants seeking employment with the security service form of government or local employment as required, applicants undergoing background investigation whose spouse-to-be is in the military service and firearm owners applying for firearms license to operate.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All applicants applying for employment with the security service form of government, applicants undergoing background investigation whose spouse-to-be is in the military service, firearm owners applying for license-to-carry firearms or license to operate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Police Clearance (Latest or at least One month before its expiry date)		Online (www.pnpclearance.ph/register)		
2. Barangay Clearance (Latest or at least One month before its expiry date)		Barangay of Residency		
3. Birth Certificate (PSA)		Philippine Statistics Authority (PSA), Region IX		
4. Community Tax Certificate (Latest)		City Treasurer's Office		
5. Official Receipt (Mayor's Clearance)		City Treasurer's Office		
6. 2x2 Picture (Latest)		Applicant		
7. Documentary Stamp		Bureau of Internal Revenue Office, Region IX		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to Officer-in-charge for presentation/ evaluation	1. Receive documents from applicant, evaluate for correction & completion	None	3 minutes	Paolo Ruzzelo A. Natividad <i>Community Affairs Officer II</i> Roland J. Villanueva Jr. <i>Community Affairs Officer I</i>



2. Accomplish Application Form for Mayor's Clearance	2. Give blank Application Form for Mayor's Clearance for applicant to accomplish	None	5 minutes	<p>Paolo Ruzzelo A. Natividad <i>Community Affairs Officer II</i></p> <p>Roland J. Villanueva Jr. <i>Community Affairs Officer I</i></p>
	<p>b. Encode data to Mayor's Clearance, and print the clearance/ certification</p> <p>c. Forward the Mayor's Clearance to the designated Representative of the City Mayor for approval and signature</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>3 minutes</p>	<p>Paolo Ruzzelo A. Natividad <i>Community Affairs Officer II</i></p> <p>Roland J. Villanueva Jr. <i>Community Affairs Officer I</i></p> <p>Mario O. Roca <i>Executive Assistant IV</i></p> <p>Ronald A. Vicete <i>Supervising Administrative Officer</i></p>
4. Receive Mayor's Clearance and sign in the Releasing Log Book upon receipt	4. Record entry of applicant in the Releasing Log Book and release the accomplished Mayor's Clearance and requirements to applicant	None	3 minutes	<p>Paolo Ruzzelo A. Natividad <i>Community Affairs Officer II</i></p> <p>Roland J. Villanueva Jr. <i>Community Affairs Officer I</i></p>
	TOTAL:	None	22 minutes	



Office of the City Mayor
Business Permits and Licenses Division
External Services



1. Issuance of New Business Permit

This service pertains to the application for business permits which are issued by government agencies that allow individuals or companies to conduct business within the government's geographical jurisdiction.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any person or entity that conducts or engages in any business, trade, or occupation that generates income			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form		Business Permits and Licenses Division (BPLD)		
2. DTI/SEC/CDA Registration		Department of Trade and Industry (DTI) Security Exchange Commission (SEC)		
3. Barangay Clearance		Barangay Hall (where business is located)		
4. Occupancy Permit (Owner)		City Hall-City Engineer's Office		
5. Contract of Lease (Lessee)		Between Lessor and Lessee		
5. Home Based: (a) Proof of ownership or authority from the owner of the property; (b.) Photocopy of Land Title; (c) Picture of Establishment				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished application form and requirements.	1. Evaluate pre-registration requirements and encodes the application if complete.	None	7 minutes	Nelson N. Aizon <i>Licensing Officer II</i> Jovyson C. Yeo <i>Licensing Officer II</i> Maria Louella M. Mandi <i>Licensing Officer I</i> Minda M. Bello <i>Records Officer I</i> Era Augie M. Bautista <i>Clerk I</i>



2. Proceed to the Business Taxes and Fees Division of the Office of the City Treasurer, Ground floor, City Hall for assessment of Business Tax and Regulatory fees	2. Assess Business Application and process payment 2.1 Proceed to Windows 1-6,8 of the Cash Receipts Division of the Office of the City Treasure for payment of required fees.	See City Treasurer's Citizen's Charter for schedule of fees	20 minutes	City Treasurer's Office Assessment Division Collectors
3. Present receipt and requirements to Licensing Officer.	3. Examine the requirements attached, if complete	None	10 minutes	Nelson N. Aizon <i>Licensing Officer II</i> Jovyson C. Yeo <i>Licensing Officer II</i> Maria Louella M. Mandi <i>Licensing Officer I</i> Minda M. Bello <i>Records Officer I</i> Era Augie M. Bautista <i>Clerk I</i>



4. Get Permit	4. Print Business Permit, prepare Permit for the signature, and Release Business Permit	None	5 minutes	Charilyn L. Dalaguit <i>Clerk I</i> Maritess P. Vicete <i>Utility Worker II</i>
	4.1 Sign and release Business Permit	None	15 minutes	Arcelyn S. Ceballos <i>Administrative Aide I</i> Designated signatories
TOTAL:		See City Treasurer's Citizen's Charter for schedule of fees	57 minutes	

OTHER REQUIREMENTS (Depending on the Type of Business)

1. Barangay Clearance
2. Locational Clearance
3. Health and Sanitary Permit
4. Fire Safety Inspection Certificate
5. Fishery Permit (for Fishery-based businesses)
6. OCENR Clearance (for business involving Lumber and Sand & Gravel)
7. Veterinary Clearance (for poultry, live-stock and farm-based business)
8. Community Tax Certificate (Renewal year)
9. 1 2x2 recent ID picture
10. Other national offices' clearance



2. Renewal of Business Permit

This service pertains to the renewal of business permits which are issued by government agencies that allow individuals or companies to conduct business within the government's geographical jurisdiction.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any person or entity that conducts or engages in any business, trade, or occupation that generates income			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application form		Business Permits and Licenses Division (BPLD)		
2. Basis for computation of taxes (eg. ITR, Financial Statements, previous year assessment etc.)		Bureau of Internal Revenue – Income Tax Return Company Accountant – Financial Statement Previous year's assessment details – City treasurer		
3. Barangay Clearance		Barangay Hall (where business is located)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished application form and requirements.	1. Evaluate pre-registration requirements and encode the application if complete	None	7 minutes	Nelson N. Aizon <i>Licensing Officer II</i> Jovyson C. Yeo <i>Licensing Officer II</i> Maria Louella M. Mandi <i>Licensing Officer I</i> Minda M. Bello <i>Records Officer I</i> Era Augie M. Bautista <i>Clerk I</i>



2. Proceed to the Business Taxes and Fees Division of the Office of the City Treasurer, Ground floor, City Hall for assessment of Business Tax and Regulatory fees.	2. Assess Business Application and process payment 2.1 Proceed to Windows 1-6,8 of the Cash Receipts Division of the Office of the City Treasurer for payment of required fees	See City Treasurer's Citizen's Charter for schedule of fees	20 minutes	City Treasurer's Office Assessment Division Collectors
3. Present receipt and requirements to Licensing Officer.	3. Receive OR and requirements, and take action on client request	None	10 minutes	Nelson N. Aizon <i>Licensing Officer II</i> Jovyson C. Yeo <i>Licensing Officer II</i> Maria Louella M. Mandi <i>Licensing Officer I</i> Minda M. Bello <i>Records Officer I</i> Era Augie M. Bautista <i>Clerk I</i>
4. Get Permit	4. Print Business Permit and prepare Permit for the signature and Release Business Permit 4.1 Sign and release Business Permit	None None	5 minutes 15 minutes	Charilyn L. Dalaguit <i>Clerk I</i> Maritess P. Vicete <i>Utility Worker II</i> Arcelyn S. Ceballos <i>Administrative Aide I</i> Designated signatories
TOTAL:		See City Treasurer's Citizen's Charter for schedule of fees	57 minutes	



3. Issuance of Occupational Permit

This service pertains to the application process to secure an occupational permit.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any person employed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (Cedula)		City Treasurer's Office		
2. Police Clearance		Zamboanga City Police Station		
3. Sanitary Permit-Health Card		City Health Office –Sanitary Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Occupational Application form	1. Interview applicants	None	2 minutes	Arcelyn S. Ceballos <i>Administrative Aide I</i> Era Augie Bautista <i>Clerk I</i>
2. Pay Occupational Permit fee at City Treasurer's Office.	2. Process Payment 2.1 Proceed to Windows 1-6, 8 of the Cash Receipts Division of the Office of the City Treasurer for the payment of required fees	Php 100.00	5 minutes	City Treasurer's Office Collectors



3. Submit Application Form and Official Receipt to Licensing Officer for approval / signature	3. Approve and sign occupational application form	None	5 minutes	<p>Nelson N. Aizon <i>Licensing Officer II</i></p> <p>Jovyson C. Yeo <i>Licensing Officer II</i></p> <p>Maria Louella M. Mandi <i>Licensing Officer I</i></p> <p>Minda M. Bello <i>Records Officer I</i></p> <p>Era Augie M. Bautista <i>Clerk I</i></p>
4. Submit Application form together with Police Clearance and Sanitary Permit - Health Card to Permits and Licenses Division, Office of the City Mayor for printing Occupational Permit.	4. Examine the requirements attached, if complete and encode the application	None	5 minutes	<p>Arcelyn S. Ceballos <i>Administrative Aide I</i></p> <p>Era Augie M. Bautista <i>Clerk I</i></p>
5. Get Occupational Permit	5. Sign and release Occupational Permit	None	3 minutes	<p>Benjie S. Barredo <i>Licensing Officer IV</i></p>
TOTAL:		Php 100.00	20 minutes	



Office of the City Mayor
Computer Services Division
Internal Services



1. Request for ICT Services

The service request for ICT services includes Request to repair of IT equipment, preventivemaintenance, creation of the new user, change of new password, new internet user, creationof new database or back up, request for system modification.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (CSD-F001)		Computer Services Division (Help Desk)		
2. Service Incident Form (CSD-F002)		Computer Services Division (Help Desk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Service Request Form and fill-out Requester section *Service request form available at www.zamboangacity.gov.ph and at Computer Services Division (Help Desk)*	1. Accept request form 1.1 Fill-outService Level Agreement (SLA) section 1.2 Assign SLA and routing of technical staff	None	5 Minutes	Kryztle Love N. Evangelista <i>Job Order</i> Alyssa R. Sali <i>Job Order</i>
	1.3 Log request	None	5 Minutes	Kryztle Love N. Evangelista <i>Job Order</i> Alyssa R. Sali <i>Job Order</i>
	1.4 Approve service request	None	5 Minutes	Alan D. Aizon <i>Information Technology Officer II</i>



	1.5 Process and take action on request	None	4 hours (Refer to SLA Table)	Assigned Technical Staff
2. Fill-out the Closure Section of the Service Request Form & Feedback	2. Conduct Post Implementation Review	None	5 Minutes	Alan D. Aizon <i>Information Technology Officer II</i> Assigned Technical Staff
TOTAL:		None	4 Hours, 20 Minutes	



2. Request for ICT Change

This service includes all change configurations for all data center or infrastructure such as Servers, Network Switch, Firewalls, Routers, etc.

Office or Division:	Office of the City Mayor			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (CSD-F001)		Computer Services Division (Help Desk)		
2. Request for Change Form (CSD-F003)		Computer Services Division (Help Desk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Service Request Form and fill-out Requester section *Service request form available at www.zamboangacity.gov.ph and at Computer Services Division (Help Desk)*	1. Accept request form	None	5 Minutes	Kryztle Love N. Evangelista <i>Job Order</i>
	1.1 Fill-out Service Level Agreement (SLA) section			Alyssa R. Sali <i>Job Order</i>
	1.2 Assign SLA and routing of technical staff			
	1.3 Log request	None	5 Minutes	Kryztle Love N. Evangelista <i>Job Order</i>
				Alyssa R. Sali <i>Job Order</i>



	1.4 Approve service request	None	5 Minutes	Alan D. Aizon Information Technology Officer II Marcelo M. Baybay Jr. Computer Programmer III
	1.5 Process and assess request	None	2 Hours	Assigned Technical Staff
	1.6 Discuss change configuration item with Change Advisory Board (CAB) for approval or disapproval	None	2 Days	Change Advisory Board (CAB) and Assigned Technical Staff
	1.7 Implement Change of Configuration Item	None	5 Days	Assigned Technical Staff
2. Fill up the Closure Section of the Service Request Form & Feedback	2. Conduct Post Implementation Review	None	5 Minutes	Assigned Technical Staff
TOTAL:		None	7 Days, 2 Hours, 20 Minutes	



3. Request for System Development

This service is for requesting the development of a new system

Office or Division:	Office of the City Mayor			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Form (CSD-F001)		Computer Services Division (Help Desk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Service Request Form and fill-out Requester Section *Service request form available at www.zamboangacity.gov.ph and at Computer Services Division (Help Desk) *	1. Accept request form 1.1 Fill up Service Level Agreement (SLA) section 1.2 Assign SLA and routing of technical staff	None	5 Minutes	Kryztle Love N. Evangelista <i>Job Order</i> Alyssa R. Sali <i>Job Order</i>
	1.3 Log request	None	5 Minutes	Kryztle Love N. Evangelista <i>Job Order</i> Alyssa R. Sali <i>Job Order</i>
	1.4 Approve service request	None	5 Minutes	Alan D. Aizon <i>Information Technology Officer II</i> Marcelo M. Baybay Jr. <i>Computer Programmer III</i>
	1.5 Discuss and plan system development request	None	2 Days	Alan D. Aizon <i>Information Technology Officer II</i> Assigned Technical Staff



	1.6 Develop system/software	None	132 Days	Assigned Technical Staff
2. Accept system/software	2. Turnover developed system/software	None	1 day	Assigned Technical Staff
3.Fill up the Closure Section of the Service Request Form & Feedback	3. Conduct Post Implementation Review	None	5 Minutes	Assigned Technical Staff
TOTAL:		None	135 Days, 20 Minutes	



Service Level Agreement (SLA) Table

Category	SLA Response	SLA Resolved
1. Keyboard, mouse, monitor problems	30 Minutes	30 Minutes
2. Network Error/Connection Issues	30 Minutes	8 hours
3. Software Bug	30 Minutes	2 days
4. CCTV-City hall repair	30 minutes	8 hours
5. CCTV-City hall Preventive Maintenance	30 Minutes	4 hours
6. Computer repair	30 Minutes	1 day
7. Computer preventive maintenance	30 Minutes	4 hours
8. VPN-PLDT-repair	30 Minutes	1 day
9. VPN-PLDT preventive maintenance	30 Minutes	4 hours
10. VPN-Internal repair	30 Minutes	1 day
11. VPN-Internal-preventive maintenance	30 Minutes	4 hours
12. Internet Repair	15 Minutes	1 day
13. Internet Preventive Maintenance	30 Minutes	4 hours
16. Printer repair	30 Minutes	1 day
17. Printer preventive maintenance	30 Minutes	4 hours
18. Network Repair	30 Minutes	1 day
19. Network Preventive Maintenance	30 Minutes	4 hours
20. Server Failure	15 minutes	4 hours
21. Server Repair	30 Minutes	4 hours
22. Server Preventive Maintenance	30 Minutes	4 hours
23. CCTV – Command Center-Repair	30 Minutes	8 hours
24. CCTV – Command Center-Preventive Maintenance	30 Minutes	4 hours
25. UPS Repair	30 Minutes	1 day
26. UPS- Preventive Maintenance	30 Minutes	4 hours



Office of the City Mayor

Housing and Land Management Division

External Services



1. Request for Assemblies, Special Meetings and Other Assistance for Women's Organization

This service is for the Women's Welfare and Development Program under the Urban Poor Affairs Section of the Housing and Land Management Division (HLMD) which oversees the women's organizations in different urban communities in the city.

Office or Division:	Office of the City Mayor			
Classification:	Simple to Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Women's organizations in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Assistance		From the organization		
2. Registration Certificate		DOLE/SEC/Women's Federation (ZWFI)		
3. List of officers and members		From the organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Refer to appropriate section	None	1 minute	Edward Bonifacio <i>Job Order</i>
2. Inquire about the program and its services	2. Provide client with information	None	15 minutes	Jennifer E. Sienes <i>HHRA</i>
3. Submit requirements	.1 Assess and file submitted requirements	None	10 minutes	Jennifer E. Sienes <i>HHRA</i>
	3.a For special meetings/elections: Route letter request and confirm schedule	None	2 days	Jennifer E. Sienes <i>HHRA</i>
	3.b For other request (e.g. orientations, seminars, trainings): Coordinate with network and	None	44 days	Jennifer E. Sienes <i>HHRA</i>



4. Participate in activities	partners for the conduct of activities 4. Conduct activities	None	Time frame depends on activity conducted	Jennifer E. Sienas HHRA
TOTAL:		None	3.a) 2 days, 26 minutes 3.b) 44 days, 26 minutes	

2. Zamboanga Roadmap to Recovery & Reconstruction (Z3R) Program

To assist affected Internally Displaced Persons (IDPs) by the 2013 Zamboanga Siege in the awarding of their Z3R housing assistance program.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Victims of the 2013 Zamboanga Siege			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Tagging documents (original for presentation and photocopy for submission)		Client (issued before by the Housing and Land Management Office)		
2.Two (2) Government issued IDs (original for presentation and photocopy for submission)		Client (can be obtained at concerned Government Offices/Agencies)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk	1. Refer to appropriate Section	None	1 minute	Edward B. Bajade Job Order



2. Submit requirements	2. Receive requirements	None	1 minute	Mariki Niño T. Olasiman <i>Utility Worker-I</i>
	2.1 Verify client's record in the master list	None	5minutes	Rio Hondo Richelle P. De Rosario <i>Job Order</i>
	2.2 Inform client's progress of the awarding/ turnover	None	1 minute	Sta Barbara Emie Grace Francisco <i>Job Order</i> Sta. Catalina Ronniel Anthony R. Gontiñas <i>Job Order</i>
3. Provide updated information	3. Update client's information	None	1 minute	Mariki Niño T. Olasiman <i>Utility Worker-I</i> Rio Hondo Richelle P. DeRosario <i>Job Order</i> Sta Barbara Emie Grace Francisco <i>Job Order</i> Sta. Catalina Ronniel Anthony R. Gontiñas <i>Job Order</i>
TOTAL:		None	9 minutes	



3. Light and Water Application under the Zamboanga Roadmap to Recovery & Reconstruction (Z3R) Program

This service is intended to help facilitate the application of Z3R Program beneficiaries for power and water connections.

Office or Division:	Office of the City Mayor		
Classification:	Complex		
Type of Transaction:	G2C-Government to Citizen		
Who may avail:	Victims of the 2013 Zamboanga Siege		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.Awardee’s ID (original for presentation and photocopy for submission)		Client (issued before by the Housing and Land Management Office)	
2.Tagging documents (original for presentation and photocopy for submission)		Client (issued before by the Housing and Land Management Office)	
3.Certificate of Award (original for presentation and photocopy for submission)		Client (issued before by the Housing and Land Management Office)	
4.Certificate of Attendance (original for presentation and photocopy for submission)		Client (issued before by the Housing and Land Management Office)	
5.Two (2) Government issued IDs (original for presentation and photocopy for submission)		Client (can be obtained at concerned Government Offices/Agencies)	
6.Latest Cedula (original for presentation and photocopy for submission)		City Hall, Treasurer’s Office	
7.Barangay Certification (original for presentation and photocopy for submission)		Barangay Hall of the Barangay Concerned	
8.Barangay Authorization for PP472, PP69 only (original copy)		Barangay Hall of the Barangay Concerned	
9.Building Permit Form		City Engineer’s Office	
10.Certification and Building Permit (original for presentation and photocopy for submission)		National Housing Authority (NHA)	
11.Certification of membership from Community Association (<i>for Z3R units constructed under CMP projects only</i>) - (original for presentation and photocopy for submission)		Community Association’s President	
12.Certification of Membership (<i>for Z3R units constructed under CMP projects only</i>) - (original for presentation and photocopy for submission)		Social Housing Finance Corporation (SHFC)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the information desk.	1. Refer to the appropriate Section	None	1 minute	Edward B. Bajade <i>Job Order</i>
2. Present tagging documents and ID	2. Verify client's record in master list. 2.1 Schedule for inspection in the area	None	7 minutes	Ronniel R. Gontiñas <i>Job Order</i>
3. Wait for inspection in the area	3. Conduct inspection in the area 3.1 Provide checklist of requirements for compliance	None	3 days	Ronniel R. Gontiñas <i>Job Order</i>
4. Submit requirements	4. Receive and check completeness of requirements for approval	None	2 days	Ronniel R. Gontiñas <i>Job Order</i>
5. Claim the authorization for application	5. Release the approved application.	None	2 minutes	Ronniel R. Gontiñas <i>Job Order</i>
TOTAL:		None	5 days,10 minutes	



4. Application for Relocation and Resettlement Program

This service refers to the relocation and resettlement program which aims to provide permanent shelter to landless and homeless residents through low cost housing projects. This is done by providing systematic payment scheme/terms based on the awardees' choice and affordability in the pursuit of awarding individual land title to their name.

Office or Division	Office of the City Mayor
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Landless and Homeless underprivileged families who are program beneficiaries under RA 7279 (Urban Development Housing Act of 1992 and City Ordinance 268 series of 2005)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Pre-qualifying document ((1) photocopy of any of the following; Birth Certificate, School Record, Marriage Contract, Employment Record)	Client
2.Barangay Clearance (1 original and 2 photocopies)	Barangay Hall of Barangay Concerned
3.Residency Certificate (1 original and 2 photocopies)	Barangay Hall of Barangay Concerned
4.Community Tax Certificate or Cedula (1 original and 2 photocopies)	Barangay Hall of Barangay Concerned
5.Certificate of No Property (1 original and 2 photocopies)	City Assessors Office
6.Voters ID/ Voter's Certification (1 original and 2 photocopies)	Commission on Election (COMELEC)
7.Certification on Non-Availment of any Government Housing Project (1 original and 2 photocopies)	1. National Housing Authority (NHA) 2. Social Housing Finance Corporation (SHFC) 3. Home Development Mutual Fund (HDMF)
8.Police Clearance (1 original and 2 photocopies)	Police Station
9.Family Picture	Client
10.Court Order (1 original and 2 photocopies)	Hall of Justice
11.Fire Incident Certification (1 original and 2 photocopies)	Bureau of Fire Protection



12. Notice to vacate (1 original and 2 photocopies), for administrative cases		City Administrator's Office		
13. Minutes of the barangay confrontation, for voluntary ejectment		Barangay Hall of Barangay Concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Direct client to appropriate section	None	1 minute	Edward B. Bajade <i>Job Order</i>
2. Take assessment interview	2. Interview and assess client if qualified for the program 2.1 Provide checklist of requirements, if qualified	None	15 minutes	Rieza F. Rodriguez <i>Clerk II</i> Junessa B. Vasquez <i>Job Order</i>
3. Submit requirements	3. Receive and evaluate submitted requirements 3.1 Schedule orientation on the Deeds of Restriction	None	20 minutes	Rieza F. Rodriguez <i>Clerk II</i> Junessa B. Vasquez <i>Job Order</i>
4. Attend orientation on the Deeds of Restriction	4. Conduct Orientation on the Deeds of Restriction	None	4 hours	Rieza F. Rodriguez <i>Clerk II</i> Junnie Mar S. Haim <i>HHRA</i> Rodrigo S. Pagotaisidro <i>OIC-HLMD</i>



5. Attend the Public Raffle and Awarding of Lots	5. Conduct Public Raffle and Awarding of Lots	None	4 hours	Rieza F. Rodriguez <i>Clerk II</i> Junnie Mar S. Haim <i>HHRA</i> Rodrigo S. Pagotaisidro <i>OIC-HLMD</i>
6. Attend the lot identification	6. Conduct lot identification	None	1 day	Rieza F. Rodriguez <i>Clerk II</i> Junnie Mar S. Haim <i>HHRA</i>
7. Construct housing unit Note: Construction within 60 days period on the awarded lot	7. Inspect and monitor for compliance of newly-awarded beneficiaries	None	6 hours	Rieza F. Rodriguez <i>Clerk II</i> Junessa B. Vasquez <i>Job Order</i>
8. Voluntarily demolish the house structure on the previous residence Note: After 60 days from the awarding of lot	8. Inspect and verify demolition of previous house structure	None	6 hours	Rieza F. Rodriguez <i>Clerk II</i> Junessa B. Vasquez <i>Job Order</i>
9. Pay the 5% equity of the total lot cost	9. Receive payment and issue official receipt	5% equity of the total lot cost	5 minutes	City Treasurer's Office
10. Sign the Conditional Contract to Sell (CCS)	10. Prepare the CCS 10.1 Forward to City Mayor for signature	None	3 months	Roy P. Achas <i>Clerk IV</i>



11. Receive Billing Statement and pay monthly amortization at the Office of the City Treasurer Note: Fee and duration of monthly amortization depend in terms of contract	11. Print Billing Statement (Order of Payment)	None	5 minutes	Roy P. Achas <i>Clerk IV</i>
12. Receive land title, upon full payment of lot	12. Award Land Title	None	4 hours	Rieza F. Rodriguez <i>Clerk II</i> Junnie Mar S. Haim <i>HHRA</i> Rodrigo S. Pagotaisidro <i>OIC-HLMD</i>
TOTAL:		None	3 months, 4 days, 431 minutes	



Factors in Computing Monthly Amortization

No. of Years	6% ((0.005)	9% (0.0075)	12% (0.01)
1	0.086066429	0.087451476	0.088848788
2	0.044320610	0.045684742	0.047073472
3	0.030421937	0.031799732	0.033214309
4	0.023485029	0.024885042	0.026333835
5	0.019332801	0.020758355	0.022244447
6	0.016572887	0.018025537	0.019550192
7	0.014608554	0.016089078	0.017652732
8	0.013141430	0.014650203	0.016252841
9	0.012005749	0.013542908	0.015184232
10	0.011102050	0.012667577	0.014347094
11	0.010367034	0.011960803	0.013677878
12	0.009758502	0.011380306	0.013134191
13	0.009247234	0.010896805	0.012686662
14	0.008123590	0.010489375	0.012314295
15	0.008438568	0.010142665	0.012001680
16	0.008114378	0.009845158	0.011737251
17	0.007831007	0.009588039	0.011512155
18	0.007581623	0.009364448	0.011319503
19	0.007360829	0.009168967	0.011153856
20	0.007164310	0.008997259	0.011010861
21	0.006988569	0.008845810	0.010886996
22	0.006830744	0.008711743	0.010779383
23	0.006688472	0.008592681	0.010685648
24	0.006559780	0.008486643	0.010603818
25	0.006443014	0.008391963	0.010532241
30	0.005995505	0.008046226	0.010286125



5. Application for Light and Water Connection under Socialized Housing Projects

Provide basic services to the informal settler families occupying public land and private property that do not own by connecting power and water services.

Office or Division	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Informal Settlers Families (ISF) and HOAs, UPAs clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Membership Certification of Community Association (CA)		CA President		
2. Photocopy of Securities and Exchange Commission (SEC) or Housing and Land Use Regulatory Board (HLURB) registration		CA Secretary		
3. Barangay clearance, cedula, and authorization		Barangay Council		
4. Masterlist of Census and Tagging and Spot Map Operation (For client staying in government land only)		CA Secretary or Barangay Council		
5. Affidavit of Undertaking		Housing and Land Management Office		
6. Social Housing Finance Corporation (SHFC) Certification (For Community Mortgage Program (CMP) only)		SHFC		
7. Billing Records (For City Government resettlement sites)		Housing and Land Management Office		
8. One (1) Family Picture (5R size)		Photo Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Direct client to the appropriate section	None	1 minute	Edward B. Bajade <i>Job Order</i>



2. Request assistance for light and water connection	3. Interview client using FIIS form 2.2 Schedule for an inspection in the area	None	5 minutes	Julie Santos <i>Job Order</i>
3.Wait for site inspection in the area	3.1 Conduct inspection in the area 3.2 Provide checklist of requirements for client to comply and submit	None	7 days	Jeffrey Araneta <i>Job Order</i> Julie Santos <i>Job Order</i>
4.Submit requirements	4. Receive and evaluate submitted requirements for approval	None	2 days	Joel Soldivillo <i>Clerk II</i>
5.Claim certification for light and water connection	5. Release approved Certification for Light and Water connection	None	5 minutes	Julie Santos <i>Job Order</i>
TOTAL:		None	9 days, 11 minutes	



6. Identification of Informal Settler Families

This service identifies Informal Settler Families (ISF) in a landholding, whether private or government-owned land/s.

Office or Division	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	G2C-Government to Client; G2G-Government to Government			
Who may avail:	Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Land Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Vicinity Map		City Assessor Office		
2.Lot plan/Tax Map		City Assessor Office		
3.Land Title		Lands Management Services		
4. Formal letter requesting for intervention		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Direct client to appropriate section	None	1 minute	Edward B. Bajade <i>Job Order</i>
2.Explain the nature of the complaint	2. Log-in Complaint for immediate reference 2.1 Advice client to submit formal letter requesting for intervention	None	30 minutes	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>



3. Submit formal letter requesting for intervention in identifying Informal Settler families	3. Receive letter request 3.1 Provide checklist of requirements for census tagging and spot mapping operations (CTSMO)	None	1 minute	Cathy C. Mentoya <i>Clerk II</i>
4. Submit documents for census tagging and spot mapping operations (CTSMO)	4. Receive the documents and process for area identification	None	1 day	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>
5. Attend inter-agency meeting and joint ocular inspection.	5. Conduct Inter-agency joint ocular inspections.	None	1 day	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>
6. Attend and assist in the conduct of CTSMO	6. Conduct Census/ Tagging and Spot Mapping Operations.	None	3 days	Deomides S. Cantina <i>Anti-Squatting Focal Person</i> Junnie Mar S. Haim <i>HHRA</i>
7. Receive CTSMO result	7. Transmit CTSMO result	None	1 day	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>
TOTAL:		None	6 days, 32 minutes	



7. Application for Certificate of Compliance for Administrative Demolition (Pursuant to E.O. no. 708, s. 2008)

This service provides assistance for demolition/clearing operations.

Office or Division	Office of the City Mayor
Classification:	Complex and Highly Technical
Type of Transaction:	G2C-Government to Client; G2G-Government to Government
Who may avail:	Government Agencies, LGUs, GOCCs, other Government Instrumentalities and Private Land Owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Formal letter requesting for intervention	Proponent
2. Masterlist of affected families	Housing and Land Management Division
3. Minutes and attendance of the consultation meetings conducted	Housing and Land Management Division
4. Copies of the Notices of Demolition issued to the affected families	Committee Against Squatting Syndicates and Professional Squatters (CASSPAS), City Hall, City Administrator's Office
5. Certified photocopy of titles	Registry of Deeds
6. Tax Declaration or Tax Receipt	City Assessor's Office
7. Location Plan or Vicinity Map	City Assessor's Office
8. Picture of the Area	Housing and Land Management Division
9. Certification from LGU or other concerned agencies that the area is included in the list of danger areas	Zamboanga City disaster and Risk Reduction Management office (ZCDRRMO)
10. Certification from LGU or other government agency that the area is the site of an infrastructure project with available funding	City Engineer's Office
11. Proposed Development Plan of the property to be cleared	Proponent
12. Certification of availability of resettlement/relocation site	Housing and Land Management Division
13. Development Plan of relocation site	Housing and Land Management Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Direct client to appropriate section	None	1 minute	Edward B. Bajade <i>Job Order</i>
2.Explain the nature of the complaint	2. Log-in Complaint for immediate reference 2.1 Advice client to submit formal letter requesting for intervention 2.2 Provide checklist of requirements	None	30 minutes	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>
3.Submit requirements and formal letter requesting for intervention	3. Receive requirements and letter request 3.1 Receive and verify submitted requirements for City Housing Board Approval	None	1 minute 22 days	Cathy C. Mentoya <i>Clerk II</i> Deomides S. Cantina <i>Anti-Squatting Focal Person</i>



4.Receive certificate of compliance	4. Release certificate of compliance signed by the City Mayor	None	5 days	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>
5.Assist in the implementation of the clearing operations	5. Conduct actual clearing operations	None	3 days	Deomides S. Cantina <i>Anti-Squatting Focal Person</i>
TOTAL:		None	30 days, 32 minutes	

8. Relocation and Resettlement Land Surveys Services

This service provides land survey services in the City Relocation and Resettlements Projects Sites, City Governments Land Projects and City Developments Projects on Private Lands.

Office or Division	Office of the City Mayor
Classification:	Technical
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government
Who may avail:	Beneficiaries of different Relocation and Resettlement Projects, Barangays, Private entity with Government Developments related projects.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Original and Photocopy of Lot Awardees' Certificate, Entry Pass Certificate or Proof of Ownership	Housing and Land Management Division – Relocation and Resettlement Section
2.Copy of latest Billing Statement of lot acquired in Resettlement Sites	Housing and Land Management Division – Billing Section
3.(1) Photo copy of Land Titles	Registry of Deeds
4.(1) Photo copy of Land Tax Declaration and Land Tax Map	City Assessor's Office
5.(1) Photo copy or blueprint of Approved Subdivision Plan, Subdivision Scheme or Approved Lot Description	DENR-Lands or Private Geodetic Engineer



6. Letter request for survey works		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Direct client to the appropriate section	None	1 minute	Edward B. Bajade <i>Job Order</i>
2.Explain the request for the service	2. Advice to submit letter request for survey works	None	30 minutes	Junnie Mar S. Haim <i>HHRA</i>
3.Submit letter request for survey works	3. Receive letter request for further instruction from Head	None	1 minute	Cathy C. Mentoya <i>HHRA</i>
4.Submit requirements	4. Receive and review submitted requirements	None	2 days	Junnie Mar S. Haim <i>HHRA</i>
5.Assist in the actual Survey Works	5. Conduct actual survey works	None	2 days	Junnie Mar S. Haim <i>HHRA</i>
6.Receive survey works results	7. Release survey works result	None	2 days	Junnie Mar S. Haim <i>HHRA</i>

9. Mobilize/Facilitate Community Mortgage Program (CMP) Projects

Assistance to mobilize and facilitate Community Mortgage Program (CMP) projects extended to Informal Settler Families (ISF) who are legally organized and registered with HLURB as



Homeowners' and will be acquiring a property for socialized housing purposes through group loan with the Social Housing Finance Corporation (SHFC) after securing the Intent to Sell from the Landowner. The group loan is payable for a maximum period of 25 years at 6% interest per annum.

Office or Division:	Office of the City Mayor
Classification:	Simple to Technical
Type of Transaction:	Government to Citizen
Who may avail:	Those who are identified ISF per Local Shelter Plan (LSP) with threats of demolition and are occupying in private or public properties, hazardous areas making them prone victims to either local and man-made calamities.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>(Submit 1 original copy and 4 photocopies of each document)</i>	
1. Letter from the Community Association (CA) requesting the LGU Zamboanga as Project Mobilizer	Community Association (CA)
2. Notarized Letter of Intent to Sell from the Landowner/s (LO/s) and Letter of Intent to Purchase from the CA	Registered Landowner/s of concerned properties and Community Association (CA)
3. Certified true copy of Title/s (clean and free on encumbrance/liens	Registry of Deeds (ROD)
4. Tax Map & Tax Declaration/s of the subject property/ties	
5. Zoning Certification that the property is classified under "residential zone"	City Planning and Development Office (CPDO)
6. Members Certificate of no landholdings in Zamboanga City.	City Assessor's Office (CAO)
7. Masterlist of member-beneficiaries with loan apportionment & Community Profile	CA and SHFC
8. Memorandum of Agreement (MOA) between CA and Mobilizer (LGU-Zamboanga)	CA and HLMD
9. Certificate of Housing Suitability for socialized housing project	City Disaster Risk Reduction and Management Office (CDRRMO)
10. Updated payments of Real Property Taxes	City Treasurers Office (CTO)
11. Background Investigation (BI) and Site Inspection (SI)	SHFC



12. Certificate of accessibility of the project leading towards the barangay roads	City Engineer's Office (CEO)
13. Barangay Resolution endorsing the project for socialized housing	Concerned Barangay where the project is located
14. Certificate of homeowners resignation, Articles of Incorporation, By-Laws, General Information Sheet of the CA	Housing and Land Use Regulatory Board (HLURB)
15. CA's Certification/Registration	
16. Subdivision Plan, Topographic Map	Bureau of Internal Revenue (BIR)
17. Engineering Plans for PALC and DP	Private Geodetic Engineer
18. Geo-hazard Identification Report (GIR)	Private Licensed Engineers/Plumbers
19. GAR/EGGAR	Mines and Geo-Sciences Bureau (MGB-DENR)
20. Depending on property are subject in the Letter of Intent to Sell -Environmental Compliance Certificate (ECC) -Environmental Impact Survey (EIS) - Certificate of Non-Coverage (CNC)	Private Geologist Environmental Management Bureau (EMB)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1. Proceed to the Information Desk	1. Refer to appropriate section	None	1 minute	Eduard B. Bajade <i>Job Order</i>
2. Request information on availing Community Mortgage Program (CMP)	2.1 Conduct interview and give list of requirements 2.2 Advice Community Association (CA) to write formal letter requesting LGU as project mobilizer	None	10 minutes	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
3. Submit letter and requirements	3. Evaluate, review and assess submitted documents 3.1 Schedule for joint inter-agency ocular inspection	None	30 minutes	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
4. Attend Joint Inter-agency Ocular Inspection	4. Facilitate joint inter-agency ocular inspection 4.1 Schedule for stakeholders meeting	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
5. Attend Stakeholders meeting	5. Facilitate stakeholders meeting 5.1 Schedule for general assembly meeting	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>



6. Attend general membership Assembly	6. Facilitate general membership Assembly	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
7. Comply CMP requirements	7. Review and endorse requirements to SHFC for financing	None	2 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
8. Act on findings as required by the SHFC	8. Assist CA in compliance of requirements per SHFC findings	None	1 day	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
9. Pay monthly amortizations as scheduled Note: Depends on terms of loan	9. Monitor compliance to scheduled amortizations	None	3 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
10. Fully pay land acquisition loan Note: Payment period depends on loan terms.	10. Recommend to SHFC for issuance of Certificate of Full Payment	None	1 day	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO</i>



11. Process the transfer and registration of titles in the name of fully paid beneficiaries	11. Recommend for the transfer and issuance of titles in the name of fully paid members	None	5 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
TOTAL:		None	13 days, 4 hours, 41 minutes	

****Note:** Total processing time excludes period of payment of loans. Payment period depends on loan terms



10. Mobilize/Facilitate Local Housing Funded (LHF) Projects

Assistance for group of Informal Settler Families (ISF) legally organized and registered with HLURB as Homeowners' who will be acquiring a property for socialized housing purposes through group loan with the National Housing Authority (NHA) after securing the Intent to Sell from the Landowner. The group loan is payable for a maximum period of 5 years at 6% interest per annum.

Office or Division:	Office of the City Mayor
Classification:	Simple to technical
Type of Transaction:	Government to Citizen
Who may avail:	Those who are identified ISF per Local Shelter Plan (LSP) with threats of demolition and are occupying in private or public properties, hazardous areas making them prone victims to either local and man-made calamities.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Submit 1 original copy and 4 photocopies of each document)	Community Association (CA)
1. Letter from the Community Association (CA) requesting the LGU Zamboanga as Project Mobilizer	
2. Notarized Letter of Intent to Sell from the Landowner/s (LO/s) and Letter of Intent to Purchase from the CA	Registered Landowner/s of concerned properties and Community Association (CA)
3. Certified true copy of Title/s (clean and free of encumbrance/liens)	Registry of Deeds (ROD)
4. Tax Map & Tax Declaration/s of the subject property/ties	City Assessor's Office (CAO)
5. Zoning Certification that the property is classified under "residential zone"	City Planning and Development Office (CPDO)
6. Members Certificate of no landholdings in Zamboanga City.	City Assessor's Office (CAO)
7. Masterlist of member-beneficiaries with loan	CA, NHA and HLMD



apportionment & Community Profile	
8. Tripartite Memorandum of Agreement (MOA) between CA, Landowner and Mobilizer (LGU-Zamboanga)	CA, Landowner, NHA, and HLMD
9. Certificate of Housing Suitability or socialized housing project	ZC Disaster Risk Reduction and Management office (ZCDRRMO)
10. Updated payments of Real Property Taxes	City Treasurer's Office (CTO)
11. Certificate of accessibility of the project leading towards the barangay roads	
12. Barangay Resolution endorsing the project for socialized housing	City Engineer's Office (CEO)
13. CA's Certificate of Registration, Articles of Incorporation, By-Laws and General Information Sheet	Concerned Barangay where the project is located
14. CA's Tax Identification Number (TIN), Certification/Registration	Housing and Land Use Regulatory Board (HLURB)
15. Subdivision Plan, Topographic Map	
16. Engineering Plans for PALC and DP	Bureau of Internal Revenue (BIR)
17. Geo-hazard Identification Report (GIR)	Private Geodetic Engineer
18. GAR/EGGAR	Mines and Geo-Science Bureau (MGB-DENR)
19. Depending on property area subject in the Letter of Intent to Sell	Private Geologist
- Environmental Compliance Certificate (ECC)	Environmental Management Bureau (EMB)
- Environmental Impact Survey (EIS)	
- Certificate of Non-Coverage (CNC)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Refer to appropriate section	None	1 minute	Eduard B. Bajade <i>Job Order</i>
2. Inquire about possibilities for availing LHF	2.1 Conduct interview and give list of requirements	None	10 minutes	Rizalinda M. Sojor <i>HHRA</i>
	2.2 Advice Community Association (CA) to write formal letter requesting LGU as project mobilizer			Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
3. Submit requirements	3. Evaluate, review, and assess submitted documents 3.1 Schedule for joint inter-agency ocular inspection	None	30 minutes	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
4. Attend Joint Inter-agency Ocular Inspection	4. Facilitate joint inter-agency ocular inspection 4.1 Schedule for stakeholders meeting	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
5. Attend Stakeholders meeting	5. Facilitate stakeholders meeting 5.1 Schedule for general	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item



	assembly meeting			<i>HHRO I</i>
6. Attend General Membership Assembly	6. Facilitate general membership Assembly	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
7. Comply NHA requirements	7. Review & endorse requirements to NHA for financing	None	2 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
8. Act on findings as required by the NHA	8. Assist in the compliance of the additional requirements per NHA findings	None	1 day	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
9. Pay monthly amortizations as scheduled Note: Depend on terms of loan	9. Monitor compliance to scheduled amortizations	None	3 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
10. Fully pay land acquisition loan	10. Recommend NHA for issuance of Certificate of Full Payment	None	1 day	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i>



Note: Payment period depends on loan terms.				Romualda G. Item <i>HHRO I</i>
11. Process the transfer and registration of titles in the name of fully paid beneficiaries	11. Recommend for the transfer and issuance of titles in the name of fully paid members	None	5 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
TOTAL:		None	13 days, 4 hours, 41 minutes**	

****Note:** Total processing time excludes period of payment of loans. Payment period depends on loan terms.

11. Direct Purchased Negotiated (DPN) Projects

Assistance for a group of Informal Settler Families (ISF) legally organized and registered with HLURB as Homeowners' who will be acquiring a property for socialized housing purposes through Direct Purchased Negotiation after securing the Intent to Sell from the Landowner. This mode of acquisition, of which payment is deposited in the bank in the account of the Landowner (LO), is payable for a maximum period of 5 years at 6% interest per annum.

Office or Division:	Office of the City Mayor
Classification:	Simple to Technical
Type of Transaction:	Government to Citizen
Who may avail:	Those who are identified as landless/homeless, renters, sharers, caretakers, those who are disqualified for resettlement due to years of occupancy, ISF per Local Shelter Plan (LSP) with threats of demolition and are occupying in private or public properties, hazardous areas making them prone victims to either local and man-made calamities.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Submit 1 original copy and 4 photocopies of each document)	CA



1. Letter from the Community Association (CA) requesting the LGU Zamboanga as Project Mobilizer	
2. Notarized Letter of Intent to Sell from the Landowner/s (LO/s) and Letter of Intent to Purchase from the CA	Registered Landowner/s of concerned properties and Community Association (CA)
3. Certified true copy of Title/s (clean and free of encumbrance/liens)	Registry of Deeds (ROD)
4. Tax Map & Tax Declaration/s of the subject property/ties	City Assessor's Office (CAO)
5. Zoning Certification that the property is classified under "residential zone"	City Planning and Development Office (CPDO)
6. Members Certificate of no landholdings in Zamboanga City.	City Assessor's Office (CAO)
7. Masterlist of member-beneficiaries with loan apportionment & Community Profile	CA and HLMD
8. Memorandum of Agreement (MOA) between CA and Landowner	CA and Landowner
9. Certificate of Housing Suitability for socialized housing project	ZC Disaster Risk Reduction and Management Office (ZCDRRMO)
10. Updated payments of Real Property Taxes	City Treasurer's Office (CTO)
11. Certificate of accessibility of the project leading towards the barangay roads	City Engineer's Office (CEO)
12. Barangay Resolution endorsing the project for socialized housing	Concerned Barangay where the project is located
13. CA's Certificate of Registration, Articles of Incorporation, By-Laws and General Information Sheet	Housing and Land Use Regulatory Board (HLURB)
14. CA's Tax Identification Number (TIN), Certification/Registration	Bureau of Internal Revenue (BIR)
15. Subdivision Plan, Topographic Map	Private Geodetic Engineer
16. Engineering Plans for PALC and DP	Private Licensed Engineers/Plumbers
17. Geo-hazard Identification Report (GIR)	Mines and Geo-Science Bureau (MGB-DENR)
18. GAR/EGGAR	Private Geologist
19. Depending on property area subject in the Letter of Intent to Sell <ul style="list-style-type: none"> - Environmental Compliance Certificate (ECC) - Environmental Impact Survey (EIS) - Certificate of Non-Coverage (CNC) 	Environmental Management Bureau (EMB)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Refer to appropriate section	None	1 minute	Eduard B. Bajade <i>Job Order</i>
2. Inquire about possibilities for availing Direct Purchased Negotiated (DPN) Projects	2. Conduct interview and give list of requirements 2.1 Advice Community Association (CA) to write formal letter requesting LGU as project mobilizer	None	10 minutes	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
3. Submit requirements	3. Evaluate, review, and assess submitted documents 3.1 Schedule for joint inter-agency ocular inspection	None	30 minutes	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
4. Attend Joint Inter-agency Ocular Inspection	4. Facilitate joint inter-agency ocular inspection 4.1 Schedule for stakeholders meeting	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
5. Attend Stakeholders meeting	5. Facilitate stakeholders meeting 5.1 Schedule for general assembly meeting	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>



6. Attend General Membership Assembly	6. Facilitate general membership Assembly	None	4 hours	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
7. Comply DPN requirements	7. Review & endorse requirements to LO/s	None	2 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
8. Deposit monthly amortizations religiously Note: Depends on terms of loan	8. Monitor payments, send demand letters	None	3 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
9. Fully pay land acquisition loan Note: Payment period depends on loan terms.	9. Recommend LO/s for the issuance of Certificate of Full Payment	None	1 day	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
10. Process the transfer and registration of titles in the name of the fully paid beneficiaries	10. Recommend for the transfer and issuance of titles in the name of the fully paid members	None	5 days	Rizalinda M. Sojor <i>HHRA</i> Jennifer E. Sienes <i>HHRA</i> Romualda G. Item <i>HHRO I</i>
TOTAL:		None	12 days, 4 hours, 41 minutes**	

****Note:** Total processing time excludes period of payment of loans. Payment period depends on loan terms.



12. Request for Cluster/General Assembly Meeting under Urban Poor Affairs Program (UPAP)

This service provides technical assistance to different homeowners and urban poor associations in the city in areas such as: application for land acquisition undertaking, solid waste management program, backyard farming and container gardening, and skills training and livelihood program.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		Informal Settler Families (ISF), Urban Poor Associations (UPAs), Homeowners Associations (HOAs)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Refer to appropriate section	None	1 minute	Eduard B. Bajade <i>Job Order</i>
2. Relay concerns and requests	2. Advise to write a formal letter	None	10 minutes	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
3. Submit letter request	3. Receive letter request and route for further instruction	None	1 minute	Cathy C. Mentoya <i>Clerk II</i>
	3.1 Inform and coordinate with client on the approval of the request 3.2 Schedule the conduct of meeting	None	2 days	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>



4. Attend meeting	4. Conduct and facilitate meeting	None	4 hours	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
5. Receive minutes of the meeting	5. Forward minutes of the meeting	None	3 days	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
TOTAL:		None	5 days, 4 hours, 12 minutes	

13. Organization of Community Structures and Conduct of Election of Officers under Urban Poor Affairs Program

This service provides technical assistance to Informal Settler Families (ISF) in the urban poor areas in conducting election for a set of officers to form an Organized Community Association (CA).

Office or Division:	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Informal Settler Families (ISF)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request		Client		
2. HLURB Checklist of Requirements		HLURB		
3. SP Checklist of Requirements		SP		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Information Desk	1. Refer to appropriate section	None	1 minute	Eduard B. Bajade <i>Job Order</i>



2. Request assistance	2. Advice to write a formal letter request	None	10 minutes	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
3. Submitletter request	3. Receive letter request and route for further instruction 3.1 Coordinate with and inform client with regards to status of request 3.2 Schedule for an ocular inspection	None None	1 minute 2 days	Cathy C. Mentoya <i>Clerk II</i> Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
4. Assist in the ocular inspection	4. Conduct/ facilitate ocular inspection 4.1 Schedule for an assembly meeting	None	4 hours	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
5. Attend assembly meeting	5. Conduct assembly meeting 5.1 Request to submit list of members	None	4 hours	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>



6. Submit list of members	6. Receive and check list of members 6.1 Advise to from an Election Committee (ELECOM) 6.2 Schedule for an election of Officers	None	30 minutes	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
7. Attend election of officers	7. Conduct/ facilitate election of officers 7.1 Advice the CA to register at SEC and accredit at SP	None	1 day	Joel V. Soldivillo <i>Clerk II</i> Hassan A. Lakibul <i>HHRA</i>
TOTAL:		None	4 days, 42 minutes	



Office of the City Mayor
Internal Audit Division
External Services



1. Validate Air Fare Tickets for Travel Funded by the City Government of Zamboanga

This service is to validate tickets as to determine accurate amount and flight details.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Airfare ticket				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the airfare ticket to the Internal Audit Receiving Clerk	1. Receive ticket and check correctness of details. 1.1 Advise client to return after two days from submission	None	5 mins	Flordelyn M. Gacis <i>Clerk I</i>
	1.2 Request CEBU PACIFIC to validate the ticket by giving names and Booking References	None	5 mins	Flordelyn M. Gacis <i>Clerk I</i>
	1.3 Get validated airfare ticket from Cebu Pacific at Airport Compound, Zamboanga City	None	2 days	Roel A. Estrada <i>Driver</i>
	1.4 Prepare computation form	None	20 mins	Flordelyn M. Gacis <i>Clerk I</i>
2. Claim validated airfare ticket	2. Record client/ticket details and release the validated ticket	None	5 mins	Flordelyn M. Gacis <i>Clerk I</i>
TOTAL:		None	3 days	



Office of the City Mayor
Zamboanga City Investment Promotion Services
External Services



1. Application of Investment Incentives

The Zamboanga City Investment Promotion Services under the Office of the City Mayor is the City's wing in providing technical assistance and facilitative services to prospective investors and registered enterprises that wish to avail of City Government incentives.

Office or Division:	City Mayor's Office
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	New Investor / Enterprise Existing Enterprise
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished application form (3 photocopies)	Investment Promotion Services (IPS), City Mayor's Office, 2 nd Floor City Hall
2. Payment of PHP 1,000 non-refundable filing fee subject to adjustment approved by the Board	Office of the City Treasurer, Ground Floor City Hall
3. Project study of proposed investment/expansion showing that project is economically, technically, financially, and environmentally feasible and viable.	Applicant investor/ enterprise
4. SEC or DTI-approved Articles of Incorporation and by-laws or Cooperative Development Authority (CDA) registration (1 photocopy)	SEC/ DTI/ CDA
5. Company Board resolution in case of a corporation, authorizing the filing of the application (1 copy)	Applicant enterprise
6. Audited Financial Statement for existing and/or expansion projects (1 copy)	Applicant investor/ enterprise
7. Authenticated copy of all requirements mandated under existing local and national laws, rules and regulations	Applicant investor/ enterprise



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form from the Investment Promotion Services (IPS)	1. Provide application form to the applicant	None	3 minutes	Claire Pesebre <i>Administrative Aide IV</i>
2. Submit duly accomplished form and other documentary requirements.	2. Receive the duly accomplished form and other documentary requirements 2.1. Attach a note to the application form that will be presented to the City Treasurer upon payment.	None	3 minutes	Claire Pesebre <i>Administrative Aide IV</i>
3. Pay the non-refundable filing fee of Php 1,000.00. *Make sure to secure the Official Receipt (OR) that will be issued upon payment*	3. Accept and process payment of filing fee	Php 1,000.00	5 minutes	City Treasurer's payment counter
4. Return to IPS and present the Official Receipt (OR) of payment.	4. Photocopy the OR and attach it to the application form	None	3 minutes	Claire Pesebre <i>Administrative Aide IV</i>
5. Wait for the completeness of documents submitted	5. Check the completeness of the documents 5.1 Inform applicant on the completeness or deficiencies of application	None	10 days	Claire Pesebre <i>Administrative Aide IV</i>
6. Wait for the deliberation of the Board	6. Forward application to the Board	None	45 days	Claire Pesebre <i>Administrative Aide IV</i>



	<p>6.1 Review, evaluate and recommend for approval / disapproval of application for incentives</p> <p>6.2 If application is APPROVED: Inform the applicant and deliver the Certificate of Registration</p> <p>6.3 If application is DISAPPROVED: Inform the applicant within 1 week from Board's decision</p>			<p>Investment Board</p> <p>Claire Pesebre <i>Administrative Aide IV</i></p>
	TOTAL:	<p>Php 1,000.00</p>	<p>55 days and 14 minutes</p>	



Office of the City Mayor

Museum Division

External Services



1. Conduct of Educational Tours in the City Museum Exhibit

The Educational Tour is conducted to museum guests (more often tour groups) coming from the local and out-of-town educational institutions, organizations and agencies from both private and public sector. These are more often planned museum visits with opportunities of the participants to learn and develop more appreciation through lectures while exploring the exhibits.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	Individuals; all Government Agencies (local and national), all educational institutions and organizations (both private and public)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Individual/s (10-20 pax maximum) Cash Ticket		City Treasurer's Office collector		
Groups Booking Form with following information: a. Name of the coordinator b. Coordinator's contact information c. Proposed date/time of tour d. Number and type of participants		Zamboanga City Museum Office		
Official Receipt		City Treasurer's Office collector		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Individual/s (10-20 pax maximum) 1. Secure cash ticket/s by paying the entrance fee	1. Receive the payment and issue cash ticket/s	PHP10.00 for adult PHP5.00 for students/ children	2 minutes	Collector from the City Treasurer's Office at the front desk
2. Present cash ticket to the guard at the front desk	2. Receive cash ticket, tear a portion and return to the client/s	None	2 minutes	City Museum's Security Guard / Tour Guides



	2.1 Coordinate with client if requiring assistance			
TOTAL:		PHP10.00 for adult PHP5.00 for students/children	4 minutes	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Groups 1. Secure and fill-out the booking form (minimum of one week before the scheduled date)	1. Give a copy of the form to the client 1.1 Receive the form and inform the client regarding the approved schedule	None	15 minutes	John Mark Ojales <i>Researcher I</i>
2. Secure the Official Receipt (OR) by paying the entrance fees	2. Receive the payment and issue an Official Receipt	PHP10.00 for adult PHP5.00 for students/children	3 minutes	Collector from the City Treasurer's Office (at the front desk)
3. Show the OR to the guard and register on the museum log book	3. Check the OR and instruct to register in the museum log book	None	2 minutes	City Museum's Security Guard/ Tour Guides



4. Assemble at the City Museum lobby	4. Conduct orientation to the tour participants	None	15 minutes	Louella Fe Lagbas <i>Researcher II</i> John Mark Ojales <i>Researcher I</i>
5. Inform the cancellation of tour, one week prior to the scheduled date	5. Receive the message and mark on the tour schedule board	None	1 minute	John Mark Ojales <i>Researcher I</i>
TOTAL:		Php 10.00 for adult Php 5.00 For students/ children	36 minutes	

2. Conduct of Travelling Exhibits (External Programs)

The Travelling Exhibit is a thematic exhibit purposely designed to be installed on strategic locations for the promotion of the local heritage and the City Museum. It is mostly conducted with lecture sessions and/or serves as support activities for festivities or other city related programs.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All Government Agencies (local and national), all educational institutions (both private and public) and NGOs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request for the City Mayor		Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Letter of Request to the City Mayor	1. Receive Letter of Request	None	5 days	City Mayor's Office



	<p>1.1 Approve or disapprove the request</p> <p>1.2 If approved, forward the request to the City Museum</p> <p>1.3 Receive the request from the City Mayor's Office</p> <p>1.4 Assign a schedule for the conduct of the exhibit</p> <p>1.5 Inform the client regarding the schedule & required facilities</p>	None	3 days	<p>Louella Fe Lagbas <i>Researcher II</i></p> <p>John Mark Ojales <i>Researcher I</i></p>
2. Coordinate with the City Museum and prepare the venue and utilities needed for the activity	<p>2. Coordinate with the client by conducting an ocular survey of the site</p> <p>2.1 Prepare the travelling exhibit materials</p> <p>2.2 Deliver and install the exhibit</p> <p>2.3 Conduct lecture as may be required</p>	None	5 days	<p>Louella Fe Lagbas <i>Researcher II</i></p> <p>John Mark Ojales <i>Researcher I</i></p>
TOTAL:		None	13 Days	



Office of the City Mayor

Protected Area Management Office (PAMO)

External Services



1. Booking an Advanced Reservation to visit the Sta. Cruz Island Beach Area

The City Mayor's Office, through the Protected Area Management Office (PAMO) allows tourists to visit the beach and lagoon areas of the Great and Little Sta. Cruz Islands. Securing an advance booking or reservation is highly encouraged, as the island has a limited carrying capacity. All guests are also oriented and expected to comply with the protected area-related laws, policies, rules and regulations.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of the Reservation		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make advance booking/ reservation through the following modes: 1.a. Personal Visit at PAMO Kiosk. Fill-out a booking form.	1.a. Give booking form for client to fill up and inform client of the terms and conditions in visiting the island.	None	5 minutes	Rajel Julhani <i>Laborer I</i> Abubakar Taup <i>Utility Worker I</i>
1.b. Call mobile number 0905 601 6316 and provide necessary booking details.	1.b. Answer all queries and inform client of the terms and conditions in visiting the island.	None	5 minutes	Rajel Julhani <i>Laborer I</i> Abubakar Taup <i>Utility Worker I</i>
	1.1 Provide client with booking reference number	None	2 minutes	Rajel Julhani <i>Laborer I</i> Abubakar Taup <i>Utility Worker I</i>



2. Inquire about side lagoon tours (lagoon, ancient cemetery and sandbar)	2. Provide information on process of the availing service and corresponding fees.	None	2 minutes	Rajel Julhani <i>Laborer I</i> Abubakar Taup <i>Utility Worker I</i>
TOTAL:		None	9 minutes	

2. Facilitating Transfer/ Boarding of Guests

The Protected Area Management Office is responsible in facilitating guests of the Sta. Cruz Island to ensure adherence to all protected area-related laws, policies, rules and regulations.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Booking reference for clients with advanced booking/reservation		PAMO		
2. Fully accomplished manifest form		PAMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present booking reference 1.a. For guests with no advance booking, inform personnel on duty and write name of representative and the number of guests on waiting list provided.	1. Check booking details. 1.a. Provide waiting list	None	15 minutes	Eufemia Lorenzo <i>EMS-I</i> Rodel Rodriguez <i>EMS-I</i> Rodrigo Saavedra <i>Labor Foreman</i>



1.1 Fill-out manifest form and submit to personnel on duty	1.1. Issue manifest form			
	<p>1.2. Issue schedule slip upon submission of the manifest form</p> <p>Follow the following priority sequence:</p> <p>1.2.a. E (Excursionist) Group: Guests with reservation who will leave the island before 12 noon</p> <p>1.2.b. R (Regular) Group: Guests with reservation who will leave the island 12:00 noon onwards</p> <p>1.2.c.W (Walk-in) Group: Guests without prior reservation who are considered as chance passengers.</p>			
2. Wait for sequence to be called for orientation and boarding.	2. Arrange assignment of boats that will ferry the guests to Sta. Cruz Island.	None	10 minutes	<p>Richard Aliangan <i>Senior Tourism Operations Officer</i></p> <p>Rodel Rodriguez <i>EMS-I</i></p> <p>Abubakar Taup <i>Utility Worker I</i></p>



	2.1. Conduct the orientation and answer queries			
3. Proceed to boarding area	3. Facilitate passenger boarding based on form assignment and priority sequence.	None	5 minutes	Rodel Rodriguez <i>EMS-I</i> Eufemia Lorenzo <i>EMS-I</i>
4. Arrive at Sta. Cruz Island Beach Area	4. Guide guests to reserved cottages.	None	2 minutes	Badzair Attan <i>Utility Worker I</i>
5. Pay entrance, terminal and cottage fees. Note: Payment for the transport fee (FARE) should be given directly to the boat operators	5. Approach guests, collect required fees and issue official receipt	Refer schedule of fees below based on City Ordinance	3 minutes	Assigned Personnel of the Office of the City Treasurer
TOTAL:		Refer schedule of fees below based on City Ordinance	35 minutes	



Schedule of Fees based on City Ordinance	
1. Entrance Fee	
• 9 years old and above	Php 20.00
• Children 8 years old and below	Php 10.00
2. Terminal Fee	Php 5.00 / person
3. Cottages	
• Small (4-6 persons)	Php 100.00
• Large (7-12 persons)	Php 200.00
• Pavillion (50 persons)	Php 500.00

3. Conduct of Biodiversity Research/Survey/Assessment

The Protected Area Management Office allows research activities in the Great and Little Sta. Cruz Islands. Researchers secure approval and set schedule to conduct observation, survey and assessment in certain sites in the area.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request for conduct of research		Office of the City Mayor or Office of the City Environment and Natural Resources		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a duly approved letter from the Office of the City Mayor stating needs and scope of the research for non-extractive research (Observational i.e. thesis and student requirement).	1.Introduce client to technical personnel depending on specifics of proposed research/ assessment	None	1 hour	Richard Aliangan <i>Senior Tourism Operations Officer</i>
	1.1 Endorse letter to PAMB for approval of request			Eufemia Lorenzo <i>EMS-I</i>
	1.2 Issue resolution and		15 days	Rodel Rodriguez <i>EMS-I</i>
				PAMB



	Instruct proponent to secure other relevant environmental permits (e.g. gratuitous permit from DENR)			
2. Secure other relevant environmental permits from DENR	2. Assign technical staff to the research team/ proponent to start actual research	None	5 minutes	Eufemia Lorenzo <i>EMS-I</i> Rodel Rodriguez <i>EMS-I</i>
3. Conduct research and submit a copy of final results/outputs to PAMO	3. Assist as necessary 3.1 Receive copy of final results/ outputs	None	(Depends on time-frame of actual research)	
TOTAL:		None	15 days, 1 hour, 5 minutes (Actual research depends on time-frame)	

4. Conduct of Community-Related Activities (Humanitarian/Conservation)



The Protected Area Management Office permits social and environmental development activities in the Great Sta. Cruz Island. Interested groups submit an approved request and schedule activities.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request for conduct of activity		PAMO/CMO/OCENR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present approved letter of request stating purpose of activity.	1. Receive copy of approved letter and discuss schedule and process of proposed activity 1.1 Introduce client to technical personnel depending on the specifics of the activity.	None	15 minutes	Richard Aliangan <i>Senior Tourism Operations Officer</i> Vanessa R. Canseco <i>Community Affairs Officer I</i> Badzair Attan <i>Utility Worker I</i>
2. Wait for schedule of activity	2. Coordinate activity with the community leaders and stakeholders.	None	1 day	Richard Aliangan <i>Senior Tourism Operations Officer</i> Vanessa R. Canseco <i>Community Affairs Officer I</i> Badzair Attan <i>Utility Worker I</i>



3. Conduct community-related activity	3. Accompany client/ co-facilitate conduct of the activity	None	(Depends on time-frame of activities)	Richard Aliangan <i>Senior Tourism Operations Officer</i> Vanessa R. Canseco <i>Community Affairs Officer I</i> Badzair Attan <i>Utility Worker I</i>
TOTAL:		None	1 day, 15 minutes (Actual activity depends on time-frame)	



Office of the City Mayor

Office of the Secretary to the Mayor

External Services

1. Receiving of Incoming Communications for Local Chief Executive

The Records Section, Administrative Services, Office of the City Mayor located at the 2nd floor, City Hall – Main, Zamboanga City, is tasked to receive all correspondences addressed to the Honorable City Mayor from other departments of the City Government, national government and private sector offices and the public in general.

All such correspondences are presented to the City Mayor for her attention, approval/signature and/or further instructions. Thereafter, communications acted upon



by the City Mayor are transmitted to the concerned parties as per the City Mayor's instructions.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Letters / Reports or Similar Documents		Requesting Agency/Office or Person		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request, report or similar document to the Central Receiving Unit (CRU)	1. Receive letter-request, report or similar document	None	2 minutes	Ramon S. Reyes <i>Administrative Aide III</i>
	1.1. Encode and scan letter-request, report or similar document into the document tracking System (DTS)	None	7 minutes	Jennifer A. Araneta <i>SHE Program</i>
	1.2. Review and sort letter-request, report or similar document	None	3 minutes	Sheena Marie A. Ricarda <i>Administrative Aide III</i>
	1.3. Give instructions for action to be taken on letter-request, report or similar document	None	10 minutes	Grachelle H. Flora <i>Clerk I</i>
	1.4. Record and farm out to	None	2 minutes	Mario O. Roca <i>Executive Assistant IV</i>
				Dioscoro E. Sale <i>Administrative Officer V</i>
				Maria Isabelle G. Climaco <i>City Mayor</i>
				Michael Angelo S. Saavedra <i>City Administrator</i>
				Kate S. Espiritusanto <i>SHE Program</i>



	concerned offices using the DTS			
	1.5. Prepare (photocopies) communication for release	None	5 minutes	Jaymar I. Tagayan <i>SHE Program</i> Roger D. Vicente <i>SHE Program</i> Ronald C. Tolentino <i>SHE Program</i>
	1.6. Deliver communication s to concerned offices	None	20 minutes	Angel Velez <i>Administrative Aide III</i> Oliver E. Sua <i>SHE Program</i>
TOTAL:		None	49 minutes	



Office of the City Mayor

Procurement Acquisition and Awards Division (PAAD)

External Services

1. Sale of Bidding Documents to Accredited Supplier/Bidder

Sale of bidding documents to eligible bidders (only the eligibility requirements under Sections 23 and 24 of the 2016 IRR of RA 9184) to participate in government procurement.

Office or Division:	Office of the City Mayor
Classification:	Simple
Type of Transaction:	(G2B) Government to Business
Who may avail:	Any licensed private supplier/contractor/service Provider
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Letter of Intent (LOI)		Private Supplier/ Contractor/ Service Provider		
2. PhilGEPs Number		PhilGEPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the visitor's logbook and submit the requirements.	1. Check the needed requirements	None	1 Minute	Anna Mae Elemia <i>Admin Aide IV</i> (Goods/Services) Ireene Igot <i>Crafts and Trade Helper</i> (Infrastructure)
2. Wait for the issuance of invitation to bid (ITB) for the payment of bid documents	2. Issue an ITB to bidder/supplier and submit the documents	None	1 minute	
3. Receive the note from the BAC secretariat and pay the bid documents at the City Treasurer's Office (CTO) *Make sure to secure Official Receipt (OR) that will be issued upon payment*	3. Prepare the bidding documents while waiting for OR from the CTO	None	5 minutes	
4. Present the OR to BAC secretariat	4. Receive and photocopy the OR 4.1 Give the bidding documents to bidder/supplier. 4.2 Write OR Number on the ITB (in blue Ink)	Per Prescribed Rates under Resolution No. 2019-01	1 minute	
5. Receive the Bidding Documents (includes Checklist of Technical Requirements and Instruction to bidder)	5. Record the sale of bidding documents	None	1 minute	Anna Mae Elemia <i>Admin Aide IV</i> (Goods/Services) Ireene Igot <i>Crafts and Trade Helper</i> (Infrastructure)



TOTAL:	Per Prescribed Rates under Resolution No. 2019-01	9 minutes	
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2. Bidding Proper (Goods and Infrastructures)

Competitive bidding (Good and Infrastructure) is a process of issuing a public bid with the intent that companies will put together their best proposal and compete for a specific project. By law, this process is required for every government agency that issues a bid. Competitive bidding creates a transparent environment that is open and fair. This essentially means that any company, regardless of their company size, annual revenue or other similar factors, will be welcomed to the bidding process and will be given a fair chance as the rest of the competition.

Office or Division:	Office of the City Mayor
Classification:	Technical
Type of Transaction:	(G2B) Government to Business
Who may avail:	All Accredited bidders who purchased bidding documents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ELIGIBILITY REQUIREMENTS (INFRA/GOODS) 1. SEC Registration, DTI for sole proprietorship, or CDA for cooperatives, or any proof of such registration as stated in the Bidding Documents.	SEC/DTI
2. Valid and Current Mayor's Permit.	City Mayor's Office
3. Valid Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.	BIR
4. PhilGEPS Certificate of Registration and membership in accordance with Section 8.5.2 of this IRR.	PhilGEPS
5. Valid Philippine Contractors Accreditation Board (PCAB) License and registration for the type and cost of the contract to be bid. (For INFRA only)	PCAB
6. Statement of ongoing/awarded government and private contracts whether similar or not similar in nature,	Prospective Bidder



supported with the list using Forms (SF - INFR-15) (SF GOOD 13).	
7. Duly signed Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid. All of the above statements shall include all information required in the PBDs prescribed by the GPPB.	Prospective Bidder
8. Prospective bidder's audited financial statements and assets and liabilities (total and current) received by the BIR or its duly accredited and authorized institutions, for the calendar year not earlier than two (2) years from bid submission date.	Prospective Bidder
9. Duly signed prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) (SF INFRA 19) or a commitment from the Bank to extend credit in favor of the prospective Bidder if awarded the contract to be bid (CLC)	Prospective Bidder
TECHNICAL REQUIREMENTS (INFRA) 1. Bid Security	Prospective Bidder
2. Duly Signed Organizational Chart for the contract to be bid. (SF INFRA 44)	Prospective Bidder
3. Duly Signed List of contractor's personnel (SF-INFRA 48) to be assigned to the bidding contract with complete qualifications and experience data. (SF-INFRA 45, 46, 47 for each personnel)	Prospective Bidder
4. Duly Signed list of contractor's major equipment units to be used supported by certification of availability of equipment lessor/vendor for the duration of the projects. (SF INFRA 49);	Prospective Bidder
5. Sworn statement by the prospective bidder or its duly authorized representative in the form prescribed by the GBBP.	Form to be downloaded in PhilGEPS
TECHNICAL REQUIREMENTS (GOODS) 1. Bid Security	Prospective Bidder
2. Duly Signed Schedule of Requirements.	Prospective Bidder
3. Duly Signed Technical Specifications.	Prospective Bidder



4. Duly Signed Manpower Requirements		Prospective Bidder		
5. Duly Signed After-Sale Service/ Parts (if applicable)		Prospective Bidder		
6. Sworn statement by the prospective bidder or its duly authorized representative in the form prescribed by the GBBP.		Form to be downloaded in PhilGEPS		
FINANCIAL PROPOSAL (INFRA)				
1. Duly Signed Bid Form.		Prospective Bidder		
2. Duly Signed Bill of Quantities		Prospective Bidder		
3. Duly Signed Detailed Estimates including a summary sheet indicating the unit prices of construction materials, labor rates and equipment rentals used in the proposed bid		Prospective Bidder		
4. Duly Signed Cash Flow by Quarter and Payments Schedule. (SF INFRA 56).		Prospective Bidder		
FINANCIAL PROPOSAL (GOODS)		Prospective Bidder		
1. Duly Signed Bid Form				
2. Duly Signed Request for Quotation/ Invitation to Bid.		Prospective Bidder		
3. Duly Signed recurring and maintenance costs, if applicable.		Prospective Bidder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre- Procurement Conference	1. Hold Pre- Procurement Conference	None	20 minutes	BAC Member / TWG
	1.1 Advertise/ Post Request for the Expression of Interest	None	7 days	Anna Mae Elemia Admin Aide IV
	1.2 Check eligibility and shortlist bidders	None	20 days	BAC Member / TWG
	1.3 Hold Pre-Bid Conference	None	15 days	BAC Member / TWG
2. Fill-out the visitor's logbook and submit bid offer.	2. Accept and record bid offer in the bidder's logbook.	None	1 minute	Karen Lissette J. Roca Admin Aide I
3. Sign the bidder's logbook manifesting	3. Stamp "received" and signs bid offer	None	1 minute	



submission of bid offer.				Karen Lissette J. Roca <i>Admin Aide I</i>
4. Wait for the findings and recommendation of the BAC members	4. Prepare for the BAC conference	None	14 days	Judith Bargamento <i>Admin Assistant III</i> Ursula de Loyola <i>Stenographer III</i> BAC Members/TWG
	4.1 OpenBids of the bid offer/s from the participating bidders.	None	1 hour	BAC Members/TWG
	4.2 Pronounce winning bidder	None	2 minutes	TWG
	4.3 Conduct Post-Qualification on winning bidder	None	30 days (Goods and Services) 45 days (Infrastructure)	TWG
	4.4 Issue Notice of Post-Qualification to winning bidder	None	1 day	Judith Bargamento <i>Admin Assistant III</i> (Goods and Services)
	4.5 Prepare Resolution	None	30 minutes	Ursula de Loyola <i>Stenographer III</i> (Infrastructure)
		None	1 hour	Judith Bargamento <i>Admin Assistant III</i> (Goods and Services)



	4.6 Prepare minutes of Bid Opening			
	4.7 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Ursula de Loyola <i>Stenographer III</i> (Infrastructure) Arthur Fernando, <i>Admin Aide IV</i>
5. Receive and sign the Notice of Post Qualification from the BAC	5. Prepare the Notice of Award (NOA) and the Contract Agreement signed by the Head of the Procuring Entity (HoPE).	None	5 days	Irene Igot <i>Crafts and Trade Helper</i> NOA City Legal Office – Contract HoPE
6. Receive the signed Notice of Award and Contract Agreement and furnish the BAC with the Performance Security	6. Receive the Performance Security and prepare the corresponding Notice to Proceed (NTP)	None	5 days	Irene Igot <i>Crafts and Trade Helper</i> (Goods) City Legal Office – Contract/ NTP
TOTAL:		None	127 days, 2 hours, and 54 minutes (Infrastructure) 112 days, 2 hours, and 54 minutes (Goods)	



3. Bidding Proper (Consulting Services)

Discusses process that may confront government and prospective bidders in all stages of consulting services procurement, from the preparation of bid documents, to the actual conduct of the bidding activity, monitoring of contract implementation, and the final payment to the consultant.

Office or Division:	Office of the City Mayor
Classification:	Technical
Type of Transaction:	(G2B) Government to Business
Who may avail:	All Accredited bidders who purchased bidding documents.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ELIGIBILITY REQUIREMENTS	
1. SEC Registration, DTI for sole proprietorship, or CDA for cooperatives, or any proof of such registration as stated in the Bidding Documents.	SEC / DTI
2. Valid and Current Mayor's Permit.	City Mayor's Office
3. Valid Tax Clearance per Executive Order 398, Series of 2005, as finally reviewed and approved by the BIR.	BIR
4. PhilGEPS Certificate of Registration and membership in accordance with Section 8.5.2 of this IRR.	PhilGEPS
5. Statement of all ongoing/awarded government and private contracts whether similar or not similar in nature, supported with the list using Forms. (SF CONSULTING SERVICES 13).	PCAB
6. Duly signed Statement of the bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid, all of the above statements shall include all information required in the PBDs prescribed by the GPPB.	Prospective Bidder
7. Prospective bidder's audited financial statements showing total and current assets and liabilities, stamped "received" by the BIR or its duly accredited and authorized institutions, for the calendar year not earlier than two (2) years from bid submission	Prospective Bidder



8. Duly signed prospective bidder's computation for its Net Financial Contracting Capacity (NFCC) (SF CONSULTING SERVICES 14) or a commitment from a Universal or Commercial Bank to extend a credit in favor of the prospective Bidder if awarded the contract to be bid (CLC); (SF CONSULTING SERVICES 15)	Prospective Bidder
TECHNICAL REQUIREMENTS	
1. Bid security	Prospective Bidder
2. Duly Signed Organizational Chart for the contract to be bid. (SF INFRA 44)	Prospective Bidder
3. Duly Signed List of contractor's personnel (SF-INFRA 48) to be assigned to the bidding contract, with their qualifications and experience data. (SF-INFRA 45, 46, 47 for each personnel)	Prospective Bidder
4. Duly Signed list of contractor's major equipment units which are owned, leased, and/or under purchase agreements, supported by certification of availability of equipment lessor/vendor for the duration of the projects. (SF INFRA 49); and,	Prospective Bidder
5. Sworn statement by the prospective bidder or its duly authorized representative in the form prescribed by the GBBP.	PhilGHEPS
TECHNICAL REQUIREMENTS	
1. Bid security	Prospective Bidder
2. Duly Signed Schedule of Requirements.	Prospective Bidder
3. Duly Signed Technical Specifications.	Prospective Bidder
4. Duly Signed Manpower Requirements	Prospective Bidder
5. Duly Signed After-Sale Service / Parts (if applicable)	Prospective Bidder
TECHNICAL PROPOSAL FORMS:	
1. TPF1 Technical Proposal Submission Form	Prospective Bidder
2. TPF2 Consultant's References	Prospective Bidder
3. TPF3 Comments and Suggestions of Consultants on the Terms of reference	Prospective Bidder



and on Data, Services and Facilities to be provided by the Procuring Entity.				
4. TPF4 Description of the Methodology and Work Plan for Performing the Project		Prospective Bidder		
5. TPF5 Team Composition and Task Projects		Prospective Bidder		
6. TPF6 Format of Curriculum Vitae (CV) for Proposed Professional Staff		Prospective Bidder		
7. TPF7 The Schedule for Professional Personnel		Prospective Bidder		
8. TPF8 Activity (Work) Schedule		Prospective Bidder		
FINANCIAL REQUIREMENTS				
1. Duly Signed Bid Form (back of Request for Expression of Interest)		Prospective Bidder		
2. Duly Signed Request for Quotation		Prospective Bidder		
3. Duly Signed recurring and maintenance costs, if applicable.		Prospective Bidder		
FINANCIAL PROPOSAL				
1. FPF1 Financial Proposal Submission Form		Prospective Bidder		
2. FPF2 Financial Cost		Prospective Bidder		
3. FPF3 Breakdown of Price per Activity		Prospective Bidder		
4. FPF4 Breakdown of Remuneration per Activity		Prospective Bidder		
5. FPF5 Miscellaneous Expenses		Prospective Bidder		
7. Form of Contract Agreement		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend Pre-Procurement Conference	1. Hold Pre- Procurement Conference	None	20 minutes	BAC Member / TWG
	1.1 Advertise / Post Request for the Expression of Interest	None	7 days	Anna Mae Elemia Admin Aide IV
		None	20 days	BAC Member / TWG



	1.2 Check eligibility and shortlist bidder			
	1.3 Hold Pre- Bid Conference	None	15 days	BAC Member / TWG
2. Prepare bid documents to be submitted on or before the date and time specified in the Invitation to Bid	2. Prepare list of potential bidders submitted	None	1 calendar day	Anna Mae Elemia Admin Aide IV
3. Fill up and sign the visitor's logbook and present its bid offer.	3. Accept and record the bid offer in the bidder's logbook.	None	1 Minute	Karen Lisette J. Roca Admin Aide I
4. Sign the bidder's logbook manifesting submission of bid offer.	4. Stamp "received" and sign bid offer	None	1 minute	Karen Lisette J. Roca Admin Aide I
5. Wait for the findings and recommendation of the BAC members	5. Prepare for the BAC conference	None	14 days	Judith Bargamento Admin Assistant III Ursula de Loyola Stenographer III
	5.1 Open Bids of the bid offer/s from the participating bidders	None	1 hour	BAC Members/TWG
	5.2 Evaluate Bid	None	21 calendar days	BAC Members/TWG
	5.3 Approve ranking by the HoPE	None	2 calendar days	HoPE
	5.4 Issue Notification for Negotiation	None	3 calendar days	BAC/TWG



	5.5 Conduct negotiation	None	10 calendar days	BAC/TWG
	5.6 Conduct Post-Qualification on the winning bidder	None	30 calendar days	TWG
	5.7 Issue Notice of Post-Qualification to the winning bidder	None	1 day	TWG
	5.8 Prepare Resolution	None	30 minutes	Judith Bargamento Admin Assistant III (Goods and Services) Ursula de Loyola Stenographer III (Infrastructure)
	5.9 Prepare minutes of Bid Opening	None	1 hour	Judith Bargamento Admin Assistant III (Goods and Services) Ursula de Loyola Stenographer III (Infrastructure)
	5.10 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Arthur Fernando, Admin Aide IV
6. Receive and sign the Notice of Post Qualification from the BAC	6. Prepare the Notice of Award and the Contract Agreement signed by the Head of the Procuring Entity.	None	15 days	Ireene Igot Crafts and Trade Helper NOA City Legal Office – Contract Hope
	6.1 Prepare and sign Contract	None	10 calendars days	City Legal Office



	6.2 Approve Contract (by higher authority if necessary)	None	30 calendar days	HoPE
7. Receive the "Signed" Notice of Award and Contract Agreement and furnish the BAC with the Performance Security.	7. Receive the Performance Security and prepare the corresponding Notice to Proceed	None	7 calendar days	Ireene Igot Crafts and Trade Helper (Goods) City Legal Office – Contract/ NTP
TOTAL:		None	180 calendar days, 3 hours, and 14 minutes	

4.Small Value Procurement (Alternative Method of Procurement)

Where the procurement does not fall under Shopping in Section 52 of the Revised IRR of RA 9184 and the amount involved does not exceed the thresholds prescribed in Annex "H" of said IRR.

Office or Division:	Office of the City Mayor			
Classification:	Technical			
Type of Transaction:	(G2B) Government to Business			
Who may avail:	Any Businesses / End users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's/Business Permit		City Hall – City Mayor's Office		
3. Professional License/C.V. (Consulting Services)		Prospective bidder		
4. PhilGEPS Registration Number		PhilGEPS		
5. PCAB License (Infrastructure)		PCAB		
6. Income/Business Tax Return (for ABCs above P500,000.00)		BIR		
7. Omnibus Sworn Statement (for ABCs above P50,000.00)		PHILGEPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
No action required from the client	For Procurement Mode and Signature of BAC Member	None	14 days	Atleast 3 Signature from the BAC Members: 1. Ma. Socorro A. Rojas



				2.Dr. Elmeir Apolinario 3.Montano Cortex 4.Atty Alexander Eric Elias 5.Erwin Bernardo
1.Submit PR	1. Receive Purchase Request (PR) from End User and record receive date	None	1 Minute	Karen Lissette J. Roca Administrative Aide I
	1.1 Identify at least Three (3) prospective bidders/proponents	None	3 minutes	Maricor Jimenez Utility Worker I
	1.4 Post at PhilGeps for ABCs above P50,000.00 1.5 Prepare AMP Invitation for End Users/ guests, BAC Members, TWG to opening of bid	None	of posting) 10 minutes	Reina Michelle Rentutar Buyer I
2. Submit quotation with the requirements as specified in RFQ in a sealed envelope (prospective bidders)	2. Receive and sign quotation from bidder	None	1 minute	Karen Lissette J. Roca Admin Aide I
3. Wait for the findings and recommendation of BAC members	3. Hold Opening of Bids of the bid offer/s from the participating bidders	None	1 day	BAC Members / TWG
	3.1 Prepare Abstract of Quotations setting forth the names of those who	None	30 minutes	BAC Members / TWG



	responded to the RFQ, their corresponding price quotations, and the lowest quotation (for goods or infrastructure projects) or highest rated offer (for consulting services) submitted			
	3.2 Evaluate Bid Documents	None	7 days	BAC Members/ TWG
	3.3 Conduct Post-Qualification on the winning bidder.	None	14 days	TWG
	3.4 Prepare Resolutions for Recommendation and Approval	None	7 days	Maricor Jimenez Utility Worker I
	3.5 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Arthur Fernando, Admin Aide IV
4. Receive Notice of Award and Purchase Order	4. Prepare NOA and PO for Signature	None	2 days	Karen Lissette J. Roca Admin Aide I
5. Acknowledge Notice of Award and Purchase order	5. Deliver NOA and PO to winning bidder/s for signature and receipt copy.	None	3 days	Rey Candido Admin Aide I
	*For information purposes, all awards shall be posted in the PhilG-EPS	None	3 minutes	Reina Mechelle Rentutar Buyer 1



	website, if available, and at any conspicuous place reserved for this purpose in the premises of the procuring entity except for those with ABCs equal to Fifty Thousand Pesos (PHP 50,000.00) and below.			
TOTAL:		None	73 days and 38 minutes	

5. Direct Contracting (Alternative Method of Procurement)

Method of procurement of Goods that does not require elaborate Bidding Documents.

Office or Division:	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	(G2B) Government to Business			
Who may avail:	Any Businesses / End Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's/Business Permit		City Hall – City Mayor's Office		
2. PhilGEPS Registration Number		PhilGEPS		
3. Income/Business Tax Return (for ABCs above P500,000.00)		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PR	1. Receive and record Purchase Request (PR)	None	1 Minutes	Karen Lissette J. Roca Admin Aide I
	1.1 Prepare Request for Quotation (RFQ) or pro-forma invoice together with the terms	None	10 minutes	Reina Mechelle Rentutar Buyer I



	and conditions of sale, and send to identified direct supplier.			
	1.2 Conduct simplified negotiations on terms and conditions of the contract	None	10 minutes	BAC Member/ TWG
	1.3 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Arthur Fernando, Admin Aide IV
2. Receive Notice of Award and Purchase Order	2. Prepare NOA and PO for Signature	None	2 days	Karen Lissette J. Roca Admin Aide I
3. Acknowledge notice of Award and Purchase Order (winning bidder)	3. Secretariat to make sure NOA and PO to be initialed by the Winning Bidder	None	3 days	Rey Candido Admin Aide I
TOTAL:		None	20 days and 21 minutes	

6. Shopping (Alternative Method of Procurement)

Method of procurement of goods whereby the Procuring Entity simply requests for the submission of price quotations for readily available off-the-shelf goods or ordinary/regular equipment to be procured directly from suppliers of known qualifications.

Office or Division:	Office of the City Mayor
Classification:	Technical
Type of Transaction:	(G2B) Government to Business
Who may avail:	Any Businesses / End Users



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's/Business Permit		City Hall – City Mayor's Office		
2. PhilGEPS Registration Number		PhilGEPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit purchase request indicating urgency and contingency of need (End-User unit or duly authorized official)	1. Receive and record purchase request from End User	None	2 days	Karen Lissette J. Roca Admin Aide 1
	1.1 Prepare the RFQ	None	10 minutes	Reina Mechelle Rentutar Buyer I
	1.2 Send RFQ directly to supplier of known technical, legal and financial qualifications.	None	10 minutes	BAC Member/ TWG
2. Receive and respond to RFQ for initial and quotation. Quotation must still be within ABC	2. Validate potential supplier's capability to supply and deliver the goods given the limited time for delivery.	None	10 Minutes	BAC members / TWG
	2.1 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Arthur Fernando, Admin Aide IV
3. Receive Notice of Award and Purchase Order	3. Prepare NOA and PO for Signature	None	2 days	Karen Lissette J. Roca Admin. Aide I
3. Winning Bidder acknowledge notice of Award and Purchase order	1. Ensure NOA and PO is initialed by the Winning Bidder	None	3 days	Rey Candido Admin. Aide I
TOTAL:		None	22 days and 41 minutes	



7. Emergency Cases (Alternative Method of Procurement)

In case of imminent danger to life or property during a state of calamity, or when time is of the essence arising from natural or man-made calamities or other causes where immediate action is necessary to prevent damage to or loss of life or property, or to restore vital public services, infrastructure facilities and other public utilities.

Office or Division:	Office of the City Mayor			
Classification:	Technical			
Type of Transaction:	(G2B) Government to Business			
Who may avail:	Any Businesses / End Users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's/Business Permit		City Hall – City Mayor's Office		
2. PCAB License (Infrastructure)		PCAB		
3. Net Financial Contracting Capacity (For ABCs above P500,000.00)		Prospective Bidder		
4. Income /Business Tax return		BIR		
5. Omnibus Sworn Statement		PhilGEPS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a purchase request indicating urgency and contingency of need (End-User unit or duly authorized official or personnel)	1. Receive Purchase Request (PR) from End User and record receive date	None	2 days	Karen Lissette J. Roca Admin Aide I
	1.1 Prepare the RFQ	None	10 minutes	Reina Mechelle Rentutar Buyer I
	1.2 Send RFQ directly to supplier of known technical, legal and financial qualifications.	None	10 minutes	BAC Member/TWG



2. Receive and respond to RFQ for initial and quotation.	2. Validate supplier capability to supply and deliver the goods	None	10 Minutes	BAC members / TWG
Quotation must be within ABC	given the limited time of delivery. 2.1 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Arthur Fernando, Admin Aide IV
3. Receive Notice of Award and Purchase Order	3. Prepare NOA and PO for Signature	None	2 days	Karen Lissette J. Roca Admin Aide I
4. Acknowledge Notice of Award and Purchase Order (winning bidder)	4. Ensure NOA and PO is initialed by winning bidder	None	3 days	Rey Candido Admin Aide I
	4.1 Post NOA, PO, NTP, if necessary, in the PhilGEPS website, website of the Procuring Entity concerned, if available, and at any conspicuous place for information purposes and transparency.	None	10 minutes	Reina Mechelle Rentutar Buyer I
TOTAL:		None	23 days and 50 minutes	



8. Agency-to-Agency (Alternative Method of Procurement)

Procurement from another agency of the government (i.e., Servicing Agency) that has the mandate to deliver goods or services or to undertake infrastructure projects or consultancy services as required by the Procuring Entity.

Office or Division:	Office of the City Mayor
Classification:	Technical
Type of Transaction:	(G2G) Government to Government
Who may avail:	Any Government Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Approved Annual Procurement Plan (APP)	End-user agency/office
2. Cost-benefit Analysis by the Procuring Agency indicating that entering into an Agency-to-Agency Agreement with the Servicing Agency is more efficient and economical for the government;	End-user agency/office
3. Certificate from the relevant officer of the Servicing Agency that the latter complies with all the conditions prescribed under Section 5 (a) and (b) of the Guidelines;	End-user agency/office
4. BAC Resolution recommending the use of Agency-to-Agency Agreement to the head of the Procuring Agency;	End-user agency/office
5. Approved BAC resolution and the Memorandum of Agreement (MOA) with the Servicing Agency;	End-user agency/office



6. Performance bond and/or a warranty security; and		End-user agency/office		
7. Notice of Award and evidence of its posting.		End-user agency/office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit supporting documents to justify Agency-to-Agency procurement	1. Validate supporting documents provided in accordance with R.A. 9184	None	5 days	BAC Member/TWG
2. Secure and submit certification from Servicing Agency that it will comply with all the foregoing conditions to continue transaction	2. Receive certification	None	2 days	BAC Member/TWG
3. Submit PR	3. Receive and record PR	None	1 day	Karen Lissette J. Roca Admin Aide I
	3.1 Prepare Request for Quotation (RFQ)	None	10 minutes	Reina Mechelle Rentutar Buyer I
	3.2 Issue Resolution recommending use of Agency-to-Agency Agreement to HOPE	None	2 days (to include assessment of end user and recommendation to HOPE)	BAC Member/ TWG
	3.3 Route Resolution to approving official/s and wait for recommending approval	None	15 days	Arthur Fernando, Admin Aide IV
	3.4 Enter into a Memorandum of	None	1 day	



	Agreement (MOA) with the Servicing Agency (in case of approval).			HOPE
TOTAL:		None	24 days and 11 minutes	

Office of the City Mayor

Social Services Unit

External Services



1. Availing of Medicine Assistance

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Indigency		Barangay where client resides		
2. Medical Prescription from City Health		CHO/ ZCMC		
3. Doctor's Prescription		Any government doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/Submit complete requirements to the receiving clerk and request for medicine assistance.	1. Accept requirements and process request for medicine assistance 1.1 Check requirements and availability of Medicine 1.2 Release issuance slip for clients to claim at Pharmacy concerned.	None	8 minutes	Rowella Q. Binobo <i>Executive Assistant</i> Jessa Mae F. Nobleza, RSW <i>Social Welfare Assistant</i> Ma. Regina M. Briones <i>Admin Aide III</i> Riza Joy S. Torres, RN <i>Staff</i> Julie Ann V. Atilano, RSW <i>Staff</i>
TOTAL:		None	8 minutes	



2. Availing of Medical Assistance (Billing Assistance; Private Hospital and Government Hospital

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – G2C – Government to Citizen			
Who may avail:	Indigent residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Private Hospital				
1. Certificate of Indigency		Barangay where client resides		
2. Billing Statement		Private Hospital		
3. Medical Abstract		Private Hospital		
4. Social Case Study Report		CSWDO		
5. Case Study Report/Form 200		CSWDO		
Zamboanga City Medical Center				
1. Certificate of Indigency		Barangay where client resides		
2. Billing Statement/Charge Slip		ZCMC		
3. Medical Abstract		ZCMC		
4. Social Case Study Report		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/Submit requirements to receiving clerk and request for Medical Assistance (Billing assistance; Private hospital and Government Hospital)	1. Accept requirements and process the request A.If requirements are incomplete the receiving clerk will provide a list of requirements for compliance. 1.1 Issue a guarantee letter	None	8 minutes	Rowella Q. Binobo <i>Executive Assistant</i> Jessa Mae F. Nobleza, RSW <i>Social Welfare Assistant</i> Ma. Regina M. Briones <i>Admin Aide III</i> Riza Joy S. Torres, RN <i>Staff</i> Julie Ann V. Atilano, RSW



	to hospital concerned (through the client) (once requirements are complete)			Staff
TOTAL:		None	8 minutes	

3. Burial Assistance

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Funeral Statement (Below P 20, 000.00)		Funeral Parlor		
2. Death Certificate		Funeral Parlor		
3. Certificate of Indigency		Barangay where the deceased used to reside		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach/Submit requirements to the receiving clerk for request of Burial Assistance	1. Accept requirements and process request for burial assistance 1.1 Issue a burial slip 1.2 Advise client to proceed to the Office of the City Social Welfare and Development for the issuance of voucher	None	8 minutes	Rowella Q. Binobo <i>Executive Assistant</i> Jessa Mae F. Nobleza, RSW <i>Social Welfare Assistant</i> Ma. Regina M. Briones <i>Admin Aide III</i> Riza Joy S. Torres, RN <i>Staff</i> Julie Ann V. Atilano, RSW <i>Staff</i>
TOTAL:		None	8 minutes	



Office of the City Mayor
Sports Development Services Division
External Services



1. Cash Incentives for Medalists

Any Local Sports Association/Club/Group affiliated with the Sports Development Services Division under the Office of the City Mayor may avail of cash incentives granted by the city government pursuant to Ordinance 231. The requesting party should notify the City Government about its participation prior to the competition, be it national or international.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Athletes and coaches of Local Sports Association with the City Mayor's Office (Sports Development Services Division). Archery, Arnis, Athletics, Badminton, Baseball, Basketball, Boxing, Chess, Dancesports, Football/Futsal, Gymnastics, Judo, Karate-do, Tennis, Muay Thai, Pencak Silat, Sepaktakraw, Swimming, Table Tennis, Taekwondo, Volleyball, Weightlifting, Wrestling, Wushu, and Philspada.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter		Tournament Organizer		
2. 1 st Indorsement		CMO-Sports Division		
3. 2 nd Indorsement		CMO-Sports Division		
4. Budgetary Proposal		LSA (Local Sports Association)		
5. Official line-up		LSA (Local Sports Association)		
6. Official Result		Tournament Organizer		
7. PSC Certification (International)		PSC (Philippine Sports Commission)		
8. Barangay Certificate (International)		Barangay Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the City Sports Division located at the grandstand in Baliwasan	1. Receive and assess requirements	None	10 minutes	Victoria V. Fernandez <i>Administrative Aide I</i>
	1.1 Endorse requirements to City Budget Office for processing of incentives	None	15 days	Marvie P. Guinto <i>SDO II</i>
	1.2. Check availability of funds	None	5 minutes	CBO personnel



	and process documents for the grant of incentives with approval of Allotment Release Order (ARO).			
	1.3 Return documents with approved ARO to City Sports Division	None	15 days	CBO personnel
	1.4 Prepare and process voucher/payroll of athletes who will receive cash incentives	None	5 days	Jonathan A. De Sosa SDO III
	1.5 Schedule distribution of cash incentives	None	10 minutes	CTO personnel
2. Claim incentives	2. Distribute incentives	None	5 days	CTO personnel
TOTAL		None	40 days, 25 minutes	



2. Sports Participation and Hosting

All Local Sports Associations affiliated with the City Mayor's Office- Sports Development Services Division may request for government support for participation and/ or hosting of a sports event. The requesting party must present a Certificate of affiliation from the PHILIPPINE Sports Commission and National Sports Association which is also affiliated with the Philippine Olympic Committee.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Athletes and coaches of local sports associations affiliated with the City Mayor's Office thru the Sports Development Services Division such as Archery, Arnis, Athletics, Badminton, Baseball, Basketball, Boxing, Chess, Dancesports, Football/Futsal, Gymnastics, Judo, Karate-do, Tennis, Muay Thai, Pencak Silat, Sepaktakraw, Swimming, Table Tennis, Taekwondo, Volleyball, Weightlifting, Wrestling, Wushu, and Philspada.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting party		
2. Invitation Letter		Tournament Organizer		
3. Official Line-up		LSA (Local Sports Association)		
4. Budgetary Proposal		LSA (Local Sports Association)		
5. Guidelines (if available)		Tournament Organizer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter stating intention to participate or host a sports event and other required documents	1. Accept letter-request and other required documents and forward the same to the Office of Secretary to the Mayor for recommendation	None	3 minutes	Marvie P. Guinto SDO II
	1.1 Transmit back documents to the Sports Development Services Division	None	1 day	Office of the Secretary to the Mayor



	1.2 Inform client on status of proposal/request	None	5 minutes	Cecilia C. Atilano <i>SDO IV</i>
	1.3 Prepare budget proposal and forward to the Secretary to the Mayor for endorsement to City Budget Office	None	1 day	Marvie P. Guinto <i>SDO II</i>
	1.4 Prepare Voucher and OBR and forward the document to the office of the City Administrator for signature, upon approval of budget proposal	None	1 day	Jonathan A. De Sosa <i>SDO III</i>
	1.5 Inform requesting party schedule of check release, once check/cash is ready	None	5 minutes	Marvie P. Guinto <i>SDO II</i>
2. Claim check/cash at the City Treasurer's Office	2. Disburse check/cash to client	None	2 days	CTO personnel
TOTAL:		None	5 days, 13 minutes	



Office of the City Mayor

Security and Surveillance Coordinating Task Force
(SSCFO)

COMMAND CENTER

Internal Services



1. Tour of Command Center Facilities

The Command Center will receive requests for and conduct tours and orientation of the CCTV Command Center and its facilities for Government Security Agencies, LGUs, GOCCs, and other Government Instrumentalities.

Office or Division:		Office of the City Mayor		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Government Security Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Visitor advise		Requesting Government Security Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Command Center.	1. Give log book to client 2. Check for completeness of the information from the client. It should indicate complete name, agency and purpose on the log book.	None	5 minutes	Command Center CCTV Operators
2. Secure permission and approval from the Operations Head for the viewing.	2. Advise and provide information to the Operations Head for the permission and approval.	None	5 minutes	Command Center CCTV Operators
TOTAL:		None	1 hour	



2. Request for CCTV Footage Review

The SSCO facilitates requests from police investigators to view footage captured by the SSCO's surveillance cameras to aid in the investigation of crime incidents. Captured CCTV videos and footages are effective in solving crimes and provide valuable evidence for court trials.

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Government Security Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Command Center	1. Give log book to client 1.1 Check for completeness of client information. It should indicate complete name, agency and purpose on the log book.	None	5 minutes	Command Center CCTV Operators
2. Ask client to present letter of request for CCTV Footages Review.	2. Accept the Letter of Request from the client and identify appropriate information needed for the review.	None	5 minutes	Command Center CCTV Operators
3. Secure permission and approval from the Operations Head for the CCTV footages review.	3. Advise and provide information to the Operations Head for the permission and approval.	None	5 minutes	Command Center CCTV Operators



4.Client to accompany CCTV Review staff for the CCTV Footages review.	4.Comply with the significant details provided by the client as basis for the CCTV Review.	None	50 minutes	Command Center Review Staff
5. Cut and save captured significant CCTV footages needed by the client for investigation.	5. Prepare a soft copy file of the captured CCTV Footages.	None	1 hour	Command Center Review Staff
TOTAL:		None	2 hours	



3. Request for CCTV Footage Compilation Copy

This service pertains to requests received by the SSCO for copies of complied CCTV footages of incidents needed for investigations.

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		All Government Security Agencies, LGUs, GOCCs, and other Government Instrumentalities		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages Compiled Copy		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Command Center.	1. Give log book to client 1.1 Check for completeness of client information from the client. It should indicate complete name, agency and purpose on the log book.	None	5 minutes	Command Center CCTV Operators
2. Fill up Declaration of Ethical Standards Form and submit to the command center together with the received copy of the request letter.	2. Accept the Declaration of Ethical Standards Form together with the copy of the received Letter of Request form the client.	None	5 minutes	Command Center Review Staff
3. Client and the Review staff will complete compile all the captured CCTV footages pertaining to the incident/s.	3. Review Staff will make a soft copy file of the complied footages and save in a Digital Optical Disc (DVD) storage.	None	1 day	Command Center Review Staff



4. Client will wait for the release of the complied copy of the CCTV Footages.	4. Command Center advise client for the preparation of the hard copies of the compiled CCTV Footages.	None	5 minutes	Command Center Admin
5. Client will note the advice of the Command Center Admin on the release of the hard copies of the compiled CCTV Footages.	5. Admin will prepare Release of CCTV Access File Form with control number and approved by the Office of the City Mayor, before releasing the DVD to the client.	None	1 day	Command Center Admin
6. Client to follow up the release of the hard copy of the CCTV footages in DVD from the Admin.	6. Admin seal the hard copy in an envelope and let all pertaining documents be signed and acknowledged received by the client before releasing the hard copies, then secure received copies of all documents for record keeping and future references.	None	1 day	Command Center Admin
TOTAL:		None	3 days	



4. Monitoring Accomplishment Report

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Local Chief Executive		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare compilation of all significant events during the one month monitoring phase.	1. CCTV Review Staff will prepare the Accomplishments Report which serves as the documentations of all compiled significant footages within a period of one month.	None	4 Hours	Command Center CCTV Review Staff
2. Submit report to the Operations Head for verification and approval.	2. Validate the verification and approval of the Operations Head, and review reports for necessary corrections made by the Operations Head.	None	2 Hours	Command Center CCTV Review Staff
3. Prepare the report for submission to the Local Chief Executive.	3. Prepare 3 hard copies of the report and submit to the office of the City Mayor, retain one file copy for safekeeping and future reference.	None	2 Hours	Command Center CCTV Review Staff



4. Secure one file copy of the report and submit to admin.	4. Secure the report file copy for record keeping and future references.	None	5 Minutes	Command Center Admin
	TOTAL:	None	1 Day	

5. Drone Monitoring Service

Office or Division:	Command Center			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Local Chief Executive			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Command Center.	1. Give the Log Book to the client. 2. Check for completeness of the information from the client. It should indicate complete name, agency and purpose on the log book.	None	5 minutes	Command Center Drone Operator



2. Secure permission and approval from the Operations Head for the Drone Flight monitoring.	2. Advise and provide information to the Operations Head for the permission and approval.	None	5 minutes	Command Center Drone Operator
3. Secure clearance from the City Police Office and from the LCE.	3. Proceed to the Office of the Police Officer and to the Office of the City Mayor for the drone flight clearance.	None	50 minutes	Command Center Drone Operator
4. Prepare the equipment.	4. Check Drone accessories for necessary for the flight monitoring.	None	30 Minutes	Command Center Drone Operator
5. Proceed to the area where the flight will commence for smooth/easy maneuvering of the drone.	5. Verify vicinity of the area where the flight will commence for smooth/easy maneuvering of the drone.	None	30 minutes	Command Center Drone Operator
6. Commence with the Drone flight monitoring.	6. Start the flight maneuvering of the drone within the target area of monitoring.	None	1 hour	Command Center Drone Operator
TOTAL:		None	3 hours	



6. Drone Footages Review

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Local Chief Executive		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Command Center.	2. Give the Log Book to the client. 2. Check for completeness of the information from the client. It should indicate complete name, agency and purpose on the log book.	None	5 minutes	Command Center CCTV Operators
2. Ask client to present letter of request for Drone Footages Review.	2. Accept the Letter of Request from the client and identify appropriate information needed for the review.	None	5 minutes	Command Center CCTV Operators
3. Secure permission and approval from the Operations Head for the Droen flight footages review.	3. Advise and provide information to the Operations Head for the permission and approval.	None	5 minutes	Command Center CCTV Operators



4. Client to accompany CCTV Review staff for the Drone Footages review.	4. Comply with the significant details provided by the client as basis for the CCTV Review.	None	50 minutes	Command Center CCTV Review Staff
5. Cut and save captured significant Drone flight footages needed by the client for investigation.	5. Prepare a soft copy file of the captured CCTV Footages.	None	1 hour	Command Center CCTV Review Staff.
TOTAL:		None	1 hour	Command Center CCTV Review Staff



7. Drone Footages Compilation Copy

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Local Chief Executive		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages Compiled Copy		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the Command Center.	3. Give the Log Book to the client. 2. Check for completeness of the information from the client. It should indicate complete name, agency and purpose on the log book.	None	5 minutes	Command Center CCTV Operators
2. Fill up Declaration of Ethical Standards Form and submit to the command center together with the received copy of the request letter.	2. Accept the Declaration of Ethical Standards Form together with the copy of the received Letter of Request from the client.	None	5 minutes	Command Center Review Staff
3. Client and the Review staff will comile all the captured Drone footages pertaining to the incidents/s.	3. Review Staff will make a soft copy file of the compiled footages and save in a Digital Optical Disc (DVD) storage.	None	1 day	Command Center Review Staff



4. Client will wait for the release of the complied copy of the Drone Footages.	4. Command Center advise client for the preparation of the hard copies of the compiled Drone Footages.	None	5 minutes	Command Center Admin
5. Client will note the advice of the Command Center Admin on the release of the hard copies of the compiled Drone Footages.	5. Admin will prepare Release of CCTV Access File Form with control number and approved by the Office of the City Mayor, before releasing the DVD to the client.	None	1 day	Command Center Admin
6. Client to follow up the release of the hard copy of the Drone footages in DVD form the Admin.	6. Admin seal the hard copy in an envelope and let it all pertaining documents be signed and acknowledged received by the client before releasing the hard copies, then secure received copies of all documents for record keeping and future references.	None	1 day	Command Center Admin
TOTAL:		None	7. days	



8. Emergency and Crisis Information Provider

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Local 911		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CCTV Footages		SSCTF-Command Center/Data Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor situations in the environment captured by the CCTV.	1. Be on alert for emergency and crisis situation covered by the CCTV.	None	10 minutes	CCTV Operators
2. Report to 911 personnel any emergency and crisis situation captured by the CCTV.	2. Promptly call the attention of the 911 Personnel for immediate response of appropriate agency towards the situation.	None	10 minutes	CCTV Operators
3. Emergency and crisis situation record.	3. Write in the log book the emergency and crisis situation being monitored.	None	10 minutes	CCTV Operators
TOTAL:		None		



9. Emergency 911 hotline services

Office or Division:		Command Center		
Classification:		Highly Technical		
Type of Transaction:		G2G – Government to Government		
Who may avail:		General Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency call to 911 hotline		SSCTF-Command Center/E911H		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call 911 through the following numbers: 992-3164 992-3166 992-3187 992-3179	1.Receive/Validate /Record incoming calls	None	2 minutes	911 Telecommunicator
2. Wait for response	2. Relay/handle/ manage legitimate calls	None	2-3 minutes	911 telecommunicator
3. Follow up on action taken	3. Monitor the progress or response time	None	10 minutes	911 telecommunicator
4. Notify E911H that the authorities already responded.	Prepare narrative report and close case.	None	5 minutes	911 telecommunicator
TOTAL:		None	20 minutes	



FEEDBACK AND COMPLAINT MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Answer the client feedback form and drop it at the designated drop box in front of the City Public Relations and Information Office.
How feedbacks are processed	Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. 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. The answer of the office is then relayed to the client concern. For inquiries and follow-ups, clients may reach us through our email address: zccommandcenter@gmail.com
How to file a complaint	Answer the client Complaint Form and drop it at the designated drop box in front of the City Public Relations and Information Office. Complaints can also be filed via telephon. Make sure to provide the following information: -Name of complainant -Incident -Date, time and place of incident For inquiries and follow-ups, clients may reach us through our email address: zccommandcenter@gmail.com
How complaints are processed	The Complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the Complaints Officer shall start the investigation and shall submit it to the Head of the Agency for appropriate action. The Complaints Officer will give the feedback to the client.
Contact Information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph : 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



Office of the City Mayor
Tricycle Adjudication Board (TAB)
External Services



1. Application for Renewal of Tricycle Franchise

The Tricycle Adjudication Board (TAB) service is extended to holders of Certificate of Public Convenience to Operate Motorized Tricycle for renewal. It is also being extended to the riding public to air redress against drivers/operators.

Office or Division:	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Year Copy of Franchise Certificate. (1 original or photocopy)		Franchise Holder		
2. Application form and Inspection Report Form. (1 original copy) (accomplished application form must be notarized)		Tricycle Adjudication Board (TAB) located in the City Legal Office, 2 nd floor in City Hall.		
3. Tricycle Unit		Franchise Holder		
4. Pollution Clearance (issued by Pollution Officer). (1 original copy)		Emission Testing Center		
5. Motor Vehicle Certificate of Registration and Official Receipt. (1 original copy)		Franchise Holder		
6. Barangay Clearance. (1 original copy)		Barangay Hall		
7. Tax Compliance Certificate. (1 original copy)		Bureau of Internal Revenue (BIR)		
8. Police Clearance of Operator and Driver (1 original copy)		Local Police Station		
9. Professional Driver's License of the driver. (1 photocopy)		LTO		
10. Insurance Policy covering Third Party Liability and Passenger Liability for Physical Injuries and/or Death. (1 original copy)		Insurance Agencies		
11. Health Certificate. (1 original copy)		City Health Office		
12. Operator's Residential sketch		Franchise Holder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous franchise or OR and secure application form from TAB Office	1. Assess previous franchise and issue application form	None	1 minute	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i>



				Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i> Eva P. Tan <i>Utility Worker I</i>
2. Submit accomplished application form notarized by any City Legal Officer	2. Receive and assess application form 2.1 Issue assessment form for payment at the City Treasurer's Office	None	1 minute	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i> Eva P. Tan <i>Utility Worker I</i>
3. Proceed to City Treasurer's Office (CTO), Tricycle assessment Unit for assessment of franchise Fees and issuance of payment order	3. Assess franchise and issue order of payment	None	2 minutes	Vincent Elvis T. Alvarez <i>LTOO-III</i> Jocelyn S. Jabil <i>LTOO-II</i>
4. Pay the required fees at CTO cashier	4. Accept payment and issue OR	PHP 350.00	5 minutes	City Treasurer's Office -Cashier
5. Return to CTO Tricycle assessment unit and present OR to claim sticker	5. Issue Zone sticker	None	1 minute	Vincent Elvis T. Alvarez <i>LTOO-III</i> Jocelyn S. Jabil <i>LTOO-II</i>
6. Proceed to TAB inspection area at Paseo del Mar, and present OR, CR, unit	6. Inspect tricycle unit	None	2 hours (Every morning Monday - Friday)	Reynaldo D. Montesur <i>Traffic Aide I</i>



and inspection report form for actual inspection of tricycle				Dante D. Duque <i>Utility worker I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
7. Comply all requirements and submit to TAB clerk for evaluation and printing of Tricycle Franchise	7. Receive all requirements and print franchise certificate for franchisee's signature	None	5 minutes	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i> Eva P. Tan <i>Utility Worker I</i>
8. Sign Franchise certificate for submission to Sangguniang Panglungsod	8. Submit franchise papers to Sangguniang Panglungsod for signature of Councilor El King K. Omega	None	1 day	Dante D. Duque <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
	8.1 Return signed franchise papers to TAB for approval by TAB-Chairman Atty. Jesus C. Carbon, Jr.	None	1 day	SP- Personnel
	8.2 Forward approved franchise to Land Transportation Office (LTO) for issuance of new OR/CR.	None	20 minutes	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i>



9. Inquire at TAB office on status of franchise	9. Issue transmittal information if franchise has been approved by LTO	None	2 minutes	Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
10. Proceed to LTO window 8 (Ms. Pilar Andrada) for payment of OR	10. Accept payment and issue OR	(Fees according to LTO rates)	10 minutes	LTO-Personnel
11. Proceed to TAB office and present renewed OR for release of approved franchise including residential sketch with contact number	11. Release franchise certificate	None	2 minutes	Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
TOTAL:		PHP 350.00 (excluding LTO fees and other charges for late renewed etc.)	2 days, 2 hours, 49 minutes	



2. Application for Change Unit

The Tricycle Adjudication Board (TAB) service is extended to holders of Certificate of Public Convenience to Operate Motorized Tricycle for Change Unit. It is also being extended to the riding public to air redress against drivers/operators.

Office or Division:	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Tricycle Franchise Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Previous Year Copy of Franchise Certificate. (1 original or photocopy)		Franchise Holder		
2. Application form for Change Unit, Inspection Report Form (1 original copy) and Affidavit of Undertaking (2 copies)		Tricycle Adjudication Board (TAB) located in the City Legal Office, 2 nd floor in City Hall.		
3. Certificate of Conformity (1 original copy) *Make sure with signature of branch manager and stencil*		Any Motorcycle Dealers		
4. New tricycle unit and Old tricycle unit		Franchise Holder		
5. Pollution Clearance (issued by Pollution Officer) (1 original copy)		Emission Testing Center		
6. Motor Vehicle Certificate of Registration and Official Receipt (1 original copy)		Franchise Holder		
7. Barangay Clearance (1 original copy)		Barangay Hall		
8. Tax Compliance Certificate (1 original copy)		Bureau of Internal Revenue (BIR)		
9. Police Clearance of Operator and Driver (1 original copy)		Local Police Station		
10. Professional Driver's License of the driver. (1 photocopy)		LTO		
11. Insurance Policy covering Third Party Liability and Passenger Liability for Physical Injuries and/or Death (1 original copy)		Insurance Agencies		
12. Health Certificate (1 original copy)		City Health Office		
13. Operator's Residential Sketch		Franchise Holder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present previous franchise certificate and Certificate of Conformity for Change	1. Ask previous franchise certificate, OR/CR and	None	1 minute	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i>



Unit together with OR/CR	Certificate of Conformity			Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i> Eva P. Tan <i>Utility Worker I</i>
2. Submit accomplished application form notarized by any City Legal Officer	2. Receive and assess application form for inspection	None	2minutes	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i> Eva P. Tan <i>Utility Worker I</i>
3. Proceed to TAB inspection area at Paseo del Mar, and present OR, CR, OLD and NEW tricycle unit and inspection report form for actual inspection of tricycle	3. Inspect OLD and NEW Tricycle Units	None	2 hours (Every morning Monday to Friday)	Reynaldo D. Montesur <i>Traffic Aide I</i> Dante D. Duque <i>Utility Worker I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
4. Submit other requirements to TAB for Resolution (Franchise certificate, Certificate of conformity with signature of branch manager and stencil, Inspection Report form, OR/CR	4. Receive and verify requirements submitted	None	2 minutes	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>



(OLD/NEW) and Affidavit of Undertaking				Eva P. Tan <i>Utility Worker I</i>
	4.1 Forward documents to SP for Resolution and signature of Councilor El King K. Omega	None	1 day	Dante D. Duque <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
	4.2 Return documents with signed Resolution to TAB for signature of TAB-Chairman Atty. Jesus C. Carbon, Jr	None	1 day	SP-Personnel
	4.3 Forward TAB Resolution to Computer Division CMO, and BIR for change of tricycle information	None	10 minutes	Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
	4.4 Contact franchise holder for submission of remaining requirements	None	5 minutes	Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
5. Comply and submit all remaining requirements to TAB clerk for evaluation and printing of franchise certificate for change Unit	5. Receive requirements and print franchise certificate for franchisee's signature	None	5 minutes	Dante D. Duque <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i> Eva P. Tan <i>Utility Worker I</i>



	5.1 Forward franchise papers to Sangguniang Panlungsod for signature of Councilor El King K. Omega	None	1 day	Dante D. Duque <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
	5.2 Return signed franchise papers for approval by TAB-Chairman Atty. Jesus C. Carbon, Jr	None	1 day	SP-Personnel
	5.3 Forward approved franchise certificate to LTO for issuance of new OR/CR for Change Unit	None	20 minutes	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i>
6. Inquire at TAB office status of franchise.	6. Issue transmittal information if franchise has been approved by LTO	None	2 minutes	Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
7. Proceed to LTO window 8 (Ms. Pilar Andrada) for payment of OR	7. Accept payment and issue OR and CR	(fees according to LTO rates)	10 minutes	LTO-Personnel
8. Proceed to TAB office and present new OR and CR for release of approved franchise for Change Unit including residential sketch with contact number	8. Release franchise certificate for Change Unit	None	2 minutes	Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
TOTAL:		(fees according to LTO rates)	4 days, 2 hours, 59 minutes	



3. Filing of Complains Against Drivers/Operators

Facilitating complains against erring tricycle drivers and operators and imposing appropriate penalties pursuant to tricycle City Ordinances 185 as amended.

Office or Division:		Office of the City Mayor		
Classification:		Complex		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Tricycle Franchise Holders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance at TAB		Complainant		
2. Phone call to TAB		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint at the TAB Office and provide Plate number, Name of operator or Zone number of subject tricycle unit 1.a Personal appearance 1.b Landline 991-7294	1. Locate operator and set confrontation between complainant and operator and driver of subject tricycle unit	None	5 minutes	Dante D. Duque <i>Utility Worker I</i> Reynaldo D. Montesur <i>Traffic Aide I</i> Raymond B. Ebol <i>Utility Worker I</i> Richard C. Lee <i>Utility Worker I</i>
2. Attend confrontation at TAB office	2. Mediate and settle disagreements 2.1 Come up with decision based on outcome of confrontation	None	1 hour	Atty. Bernardino S. Ferrer <i>Attorney IV TAB-Member</i> Arturo A. Cabidog, Jr. <i>TAB-Member</i>
3. Sign logbook stating conformity on outcome of confrontation	3. Record outcome of confrontation	None	20 minutes	Atty. Bernardino S. Ferrer <i>Attorney IV TAB-Member</i> Reynaldo D. Montesur <i>Traffic Aide I</i>



FOR ERRING DRIVERS / OPERATORS				
3.1 Submit to decision of TAB	3.1 Take action on erring driver and operator	(fees depend on violation set by City Ordinance No. 185)	1 hour	Atty. Bernardino S. Ferrer <i>Attorney IV TAB-Member</i> Arturo A. Cabidog, Jr. <i>TAB-Member</i> City Treasurer's Office (For Payment of Fines)
3.1a Proceed CTO for payment of fines	3.1a Issue citation ticket for payment of violation fees			
3.1b Return to TAB and present OR of payment of fees retrieval of impounded unit	3.1b Impound tricycle and issue citation ticket of erring driver and operator if could not pay the fines			
4. Sign logbook stating compliance to sanctions/penalties	4. Record outcome of action taken		20 minutes	Atty. Bernardino S. Ferrer <i>Attorney IV TAB-Member</i> Reynaldo D. Montesur <i>Traffic Aide I</i>
TOTAL:		(fees depend on violation set by City Ordinance No. 185)	2 hours and 45 minutes	



Office of the City Mayor
Tourism Division
External Services



1. Submission of Business Permit by TOEs

The City Tourism Office is the last stop for all Tourism Oriented Establishments after complying with all the necessary requirements from other offices. The final signatory in the Business application form is that of the CMO- Tourism personnel.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Owners of Tourism Oriented Establishments (accommodation, restaurants, resort and spa) with business application from the BPLO			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled up Business Application form		Business Permit and Licensing Office		
2. Attached Zoning certificate		City Planning Office		
3. Attached Health Certificate		City Health Office		
4. Attached Fire safety Certificate		Bureau of Fire Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for evaluation	1. Evaluate documents/ papers ensuring that the client has met necessary requirements	None	1 minute	(position currently not filled) <i>Tourism Operations Officer II</i>
	1.2 Advise client when to return to claim duly signed application form	None	1 minute	Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i>
	1.3 Conduct inspection of establishment to check on compliance with existing laws and regulations	None	1 day	Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i>



	1.4 Approve/ sign application if requirements have been met	None	1 minute	Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i>
2. Claim application papers	2. Release approved application papers	None	1 minute	Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i>
TOTAL:		None	1 day, 4 minutes	

2. Inquiries and booking to Onê Islas

Once Islas is one of the Eco-Tourism Cultural destinations in the city with a specified carrying capacity. No trips are set on Fridays as this is a day of prayer for the community.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Details of the Reservation		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make advance booking/ reservation through the following modes:				
1.a. Personal Visit at the City Tourism Office. Fill-out a booking form.	1.a. Give booking form for client to fill-out and inform client of the terms and conditions in visiting the island.	None	5 minutes	Sarita Hernandez <i>Supervising Tourism Operations Officer</i> (position currently not filled) <i>Tourism Operations Officer II</i> Jessica Caroline Fabrigas <i>Tourism Operations Officer II</i>



				<p>Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i></p> <p>Julius Marinay <i>Clerk IV</i></p>
<p>1. b. Phone Call. Call the number 062-9756341 and provide necessary booking details.</p>	<p>1.b. Pick up phone, answer all queries and inform client of the terms and conditions in visiting the island.</p> <p>Note: A pencil booking will be made upon availability of preferred date of visit, client still needs to go to the office to fill-out booking form. Failure to do so within a 48-hour slot will be given to another client</p>	None	5 minutes	<p>Sarita Hernandez <i>Supervising Tourism Operations Officer</i></p> <p>(position currently not filled) <i>Tourism Operations Officer II</i></p> <p>Jessica Caroline Fabrigas <i>Tourism Operations Officer II</i></p> <p>Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i></p> <p>Julius Marinay <i>Clerk IV</i></p>
	<p>1.1 Provide client with booking reference number</p>	None	2 minutes	<p>(position currently not filled) <i>Tourism Operations Officer II</i></p> <p>Jessica Caroline Fabrigas <i>Tourism Operations Officer II</i></p> <p>Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i></p> <p>Julius Marinay <i>Clerk IV</i></p>
<p>2. Inquire about island cruise, Biba</p>	<p>2. Provide information on</p>	None	2 minutes	<p>(position currently not filled)</p>



tour, Trekking in the island	process of the availing service and corresponding fees.			<i>Tourism Operations Officer II</i> Jessica Caroline Fabrigas <i>Tourism Operations Officer II</i> Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i> Julius Marinay <i>Clerk IV</i>
3. Proceed to barangay Panubigan on scheduled date and pay fees	3. Accept payment and issue official receipt	Refer to schedule of fees	5 minutes	City Treasurer's Office Revenue Collector
TOTAL:		None	14 minutes	

SCHEDULE OF FEES: ONCE ISLAS	
1. Entrance Fee	Php 100.00/person
2. Environment Fee	Php 100.00/person
3. Boat rental (Group of 9)	Php 2,000.00/group
4. Guide	Php 300.00/group
5. Cottage	Php 150.00/island
6. Kayak rental (optional)	Php 300.00/hour for 2 pax

3. Inquiries on local tours/sites and other tourism related concern

Inquiries about Tourism Development, Tourism Promotion and Marketing and Tourism Regulation are directed to the office

Office or Division:	Office of the City Mayor		
Classification:	Simple		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. None		None	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make inquiries through the following modes: 1.a. Personal Visit at the City Tourism Office	1.a. Assist client with his query	None	10 minutes	Sarita Hernandez <i>Supervising Tourism Operations Officer</i> (position currently not filled) <i>Tourism Operations Officer II</i> Jessica Caroline Fabrigas <i>Tourism Operations Officer II</i> Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i> Julius Marinay <i>Clerk IV</i>
1.b. Phone Call. Call the number 062-9756341	1.b. Pick up the phone, answer all queries to client's satisfaction	None	10 minutes	Sarita Hernandez <i>Supervising Tourism Operations Officer</i> (position currently not filled) <i>Tourism Operations Officer II</i> Jessica Caroline Fabrigas <i>Tourism Operations Officer II</i> Myra Ursula Bucoy-Kong <i>Tourism Operations Assistant</i> Julius Marinay <i>Clerk IV</i>
TOTAL:		None	10 minutes (may vary depending on client's concerns)	



**Office of the City Planning and
Development Coordinator
External Services**



1. Issuance of Land Use Certification

All lot owners and developers who shall introduce development or construction on a parcel of land shall secure a Land Use Certification at the Office of the City Planning and Development Coordinator to validate whether a project is conforming to the land use classification per Zoning Ordinance 273.

Office or Division:	Office of the City Planning and Development Coordinator			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of the Land Title (1 copy)		Zoning Division		
2. Tax Declaration (1 original, 1 photocopy)		City Assessor's Office		
3. Tax Map (1 photocopy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for verification of land use to Zoning Division	1. Receive the application and requirements	None	2 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
				Engr. Lalane G. Benito <i>Zoning Officer II</i>
	1.1 Evaluate and check as to the completeness of the requirements	None	3 Minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
				Engr. Lalane G. Benito <i>Zoning Officer II</i>
	1.2 Issue Order of Payment, if requirements complete	None	2 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
				Engr. Lalane G. Benito <i>Zoning Officer II</i>



	1.3 Conduct site inspection, if needed.	None	On-Site (Wednesday)	Roger R. Santos <i>Draftsman I</i> Allan B. Sanson <i>Draftsman II</i>
2. Proceed to pay required fees at City Treasurer's Office	2. Accept payment and issue Official Receipt	Php 300.00	5 minutes	Office of the City Treasurer
3. Return to CPDO and present Official Receipt	3. Prepare Land Use Certification	None	25 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
		None	20 minutes	Engr. Lalane G. Benito <i>Zoning Officer II</i>
	3.1 Finalize and review Certification	None	5 minutes	Engr. Olive R. Baird, EnP <i>Planning Officer IV</i>
	3.2 Sign the LUC	None	5 minutes	Engr. Rodrigo S. Sicat, MSc, EnP <i>City Planning & Dev't. Coordinator</i>
4. Get the Land Use Certification	4. Release the Land Use Certification	None	5 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
TOTAL:		Php 300.00	1 hour, 12 minutes	



***Schedule of Fees (as per approved ZO)**

PARTICULARS	AMOUNT
I. Zoning/Locational Clearance	
A. Single residential structure attached or detached	
1. P100,000.00 and below Project Cost	P275.00
2. Over P100,000.00 to P200,000.00 Project Cost	P550.00
3. Over P200,000.00 Project Cost	P700.00 + (1/10 of 1% in excess of P200,000.00)
B. Apartment/Townhouses	
1. P500,000.00 and below Project Cost	P1,200.00
2. Over P500,000.00 to P2Million Project Cost	P2,000.00
3. Over P2Million Project Cost	P3,000.00 + (1/10 of 1% of cost in excess of P2Million regardless of number of floors)
C. Dormitories	
1. P2Million and below Project Cost	P3,500.00
2. Over P2Million Project Cost	P3,500.00 + (1/10 of 1% of cost in excess of P2Million regardless of number of doors)
D. Institutional	
1. Below P2Million Project Cost	P2,500.00
2. Over P2Million Project Cost	P2,500.00+ (1/10 of 1% of cost in excess of P2Million)
E. Commercial, Industrial and Agri-Industrial	
1. Below P100,000.00 Project Cost	P1,200.00
2. Over P100,000.00 to P500,000.00 Project Cost	P2,000.00
3. Over P500,000.00 to P1Million Project Cost	P2,500.00
4. Over P1Million to P2Million Project Cost	P4,000.00
5. Over P2Million	P7,000.00 + (1/10 of 1% of cost in excess of P2Million)
F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughterhouse, Treatment Plants, etc.)	
1. P2Million and Below Project Cost	P7,000.00
2. Over P2Million Project Cost	P7,000.00 + (1/10 of 1% of cost in excess of P2Million)
G. Alteration/Expansion (affected areas only)	Same as original application



PARTICULARS	AMOUNT
II. Zoning/Locational Clearance for New Application for Business Enterprises	
A. Enterprises with Business capital of:	
1. P20,000.00 and below	P200.00
2. > P20,000.00 to P40,000.00	P400.00
3. > P40,000.00 to P60,000.00	P600.00
4. > P60,000.00 to P80,000.00	P800.00
5. > P80,000.00 to P100,000.00	P1,000.00
6. > P100,000.00 to P500,000.00	P1,500.00
7. > P500,000.00 to P1Million	P2,000.00
8. > P1Million to P2Million	P3,000.00
9. Over P2Million	P5,000.00 + 1/10 of 1% in excess of P2Million
B. Validation Fee for the Renewal of Locational Clearance for Business Permits	
1. P100,000.00 and below	P300.00
2. > P100,000.00 to P500,000.00	P500.00
3. > P500,000.00 to P1Million	P700.00
4. > P1Million to P2Million	P1,000.00
5. Over P2Million	P2,000.00
III. Other Transactions/Certifications	
A. Certifications	
1. Zoning Certification	P300.00
2. Certification of Town Plan/Zoning Ordinance Approval	P300.00
3. Certificate of Non-Conformance	P250.00
4. Others, to include:	
a. Availability of Records/public request	P150.00
b. Certificate of No record on File	P150.00
c. Certified true copy of documents (report size)	
<input type="checkbox"/> Document of Five (5) pages or less	P40.00
<input type="checkbox"/> Every additional page	P4.00
B. Other Fees	
1. Land Use Exception/Variance Application Fee	P2,000.00
2. Petition for Review	P1,000.00



2. Issuance of Subdivision Approval for Simple Subdivision

All lot owners are required to apply at the Office of the City Planning & Development Coordinator for the approval of Simple Subdivisions within Zamboanga City.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Complex	
Type of Transaction:	Government to Citizen	
Who may avail:	Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form		Zoning Division
2. Three (3) sets of the following documents duly signed and sealed by a Licensed Geodetic Engineer/Engineer/Architect/Planner a. Site Development Plan (Schematic/Subdivision Plan) showing the proposed layout. b. Vicinity Map drawn to scale showing the adjoining land use circulation network as well as the existing facilities and utilities (at least within 100 meters from the project boundaries.)		Client/Applicant
3. Certified True Copy of Title(s) from the Registry of Deeds and Latest Tax Declaration(s) and Tax Map.		Register of Deeds (ROD)
4. Deed of Sale/Memorandum of Agreement/Authorization if the land is not registered in the name of the applicant.		Client/Applicant
5. Certificate of Non-Tenancy from the Department of Agrarian Reform (DAR) if the land is agricultural.		Department of Agrarian Reform (DAR)
6. Proof of access Right-of-Way/Conformance from the owner of the access road-right-of-way to use same by the resultant lots. Submit either of the following: a. Certification from the Barangay that the existing access road is a Barangay Road b. Certification from the City Engineer's Office that the lot is a Road Lot Certified Copy of the Road Lot Title.		Barangay concerned where the project is located Office of the City Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form & checklist requirements	1. Issue Application Form & checklist requirements	None	5 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
2. Submit duly accomplished Application Form with complete requirements duly notarized for evaluation	2. Receive the accomplished Application Form duly notarized with all the necessary document(s)/ requirement(s)	None	10 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.1 Conduct site inspection	None	On-site (Tuesday and Friday)	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.2 Evaluate the application	None	30 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.3 Issue Order of Payment, if application found in order	None	5 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>



	2.3.a Issue Notice of Deficiency, if incomplete	None	30 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
3. Proceed to City Treasurers Office for payment	3. Accept payment and issue Official Receipt	Php 250.00		Office of the City Treasurer
4. Return to CPDO and present Official Receipt	4. Process and prepare subdivision approval and, Endorsement Letter to City Mayor's Office for approval	None	1 hour	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	4.1 Conduct final Review of the Application	None	15 minutes	Engr. Olive R. Baird, EnP <i>Planning Officer IV</i>
	4.2 Sign subdivision plans and endorsement letter for the City Mayor's final approval	None	15 minutes	Engr. Rodrigo S. Sicat, MSc, EnP <i>City Planning & Development Coordinator</i>
	4.3 Forward endorsement letter to CMO	None	15 minutes	Lorraine O. Pescadera <i>Administrative Aide IV</i>
	4.4 Contact applicant for release of approved plan, upon receipt of same from CMO.	None	5 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>



5. Claim approved application	5. Log and release application	None	10 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
TOTAL COSTS/FEEES:		Php 250.00	3 hours and 20 minutes	

3. Issuance of Preliminary Approval for B.P. 220, P.D. 957, Memorial Park/Cemetery Project/Columbarium

All lot owners and developers are required to apply at the Office of the City Planning and Development Coordinator for a Preliminary Approval and Locational Clearance (PALC) before a Development Permit is issued.

Office or Division:	Office of the City Planning and Development Coordinator		
Classification:	Technical		
Type of Transaction:	Government to Citizen		
Who may avail:	Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Application form duly notarized.		Office of the City Planning and Development Coordinator	
2. Three (3) sets of the following documents duly signed and sealed by a Licensed Architect/ Engineer. a. Site Development Plan (Schematic/ Subdivision Plan) showing the proposed layout. b. Vicinity Map with a minimum of two (2) km. radius from the periphery of the project showing the relationship of the proposed project to the existing community facilities and infrastructure. c. Topographic Map d. Survey Plan of lots as		Submitted by the client/applicant	



	2.1 Conduct site inspection.	None	(Wednesday and Friday)	<p>Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i></p> <p>Engr. Lalane G. Benito <i>Zoning Officer II</i></p>
	2.2 Conduct Public Hearing on the concerned barangay.	None	To be scheduled with the barangay concerned	<p>Engr. Marie Jun DR. Urmanita, EnP <i>Zoning Officer I</i></p> <p>Engr. Lalane G. Benito <i>Zoning Officer II</i></p>
	2.3 Evaluate the application upon inspection.	None	1 hour	<p>Engr. Marie Jun DR. Urmanita, EnP <i>Zoning Officer I</i></p> <p>Engr. Lalane G. Benito <i>Zoning Officer II</i></p>
	2.4 Issue Order of Payment if requirement and inspection are complete.	None	10 minutes	<p>Engr. Marie Jun DR. Urmanita, EnP <i>Zoning Officer I</i></p> <p>Engr. Lalane G. Benito <i>Zoning Officer II</i></p>
	2.4 Issue Notice of Deficiency if incomplete requirements	None	30 minutes	<p>Engr. Marie Jun DR. Urmanita, EnP <i>Zoning Officer I</i></p> <p>Engr. Lalane G. Benito <i>Zoning Officer II</i></p>



3. Proceed to CTO for payment	3. Accept payment	<i>Note: Fees depend on the classification of subdivision and on the total area of subd. project.</i> *See Attached Schedule of Fees		Office of The City Treasurer
4. Return to CPDO and submit Official Receipt	3. Process and prepare the PALC for approval	None	5 minutes	Engr. Marie June DR. Urmanita, EnP Zoning Officer I Engr. Lalane G. Benito Zoning Officer II
	3.1 Conduct final review of application	None	30 minutes	Engr. Olive R. Baird, EnP Planning Officer IV
	3.2 Approve PALC	None	30 minutes	Engr. Rodrigo S. Sicat, MSc, EnP City Planning & Development Coordinator
4. Claim approved Preliminary Approval and Locational Clearance from Zoning Officer	4. Log and release approved PALC Application to the applicant	None	5 minutes	Engr. Marie June DR. Urmanita, EnP Zoning Officer I Engr. Lalane G. Benito Zoning Officer II
TOTAL:		*See attached schedule of fees	2 days. 2hours and 50 minutes	

64. Issuance of Development Permit for Building Permit for Projects under B.P. 220, P.D. 957, Memorial Park/Cemetery Project/Columbarium



All lot owners and developers are required to apply for a Development Permit at the Office of the City Planning and Development Coordinator.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Technical	
Type of Transaction:	Government to Citizen	
Who may avail:	Citizen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. All requirements for application for Preliminary		Office of the City Planning and Development Coordinator
2. Seven (7) copies of Subdivision Development Plan consisting of the Site Development Plan shall be prepared, signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer or Geodetic Engineer at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: <ul style="list-style-type: none"> a. Roads, easements or right of way and roadway width, alignment, gradient, and similar data for alleys, if any. b. Lot numbers, lines and areas and block numbers. c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces. 		Client/Applicant
3. Civil and Sanitary Works Design Engineering plans/ construction drawings based on applicable engineering code and design criteria to include the following: <ul style="list-style-type: none"> a. Seven (7) copies of Road (Geometric and Structural) Design/Plan duly signed and sealed by a Licensed Civil Engineer. b. Seven (7) copies of Storm Drainage and Sanitary Sewer System duly signed and sealed by a Licensed Sanitary Engineer or Civil Engineer. 		Client/Applicant



c. Seven (7) copies of Site Grading Plan with finished contour lines superimposed on the existing ground limits of earth work embankment slopes, cut slopes, surface drainage, drainage outfalls and others duly signed and sealed by a Licensed Civil Engineer.	
4. Seven (7) copies of Water System Lay-out and Details duly signed and sealed by a Licensed Sanitary Engineer or Civil Engineer. Should a pump motor has a horsepower (hp) rating of 50hp or more, its pump rating and specifications shall be signed and sealed by a professional Mechanical Engineer	Client/Applicant
5. Seven (7) copies of Electrical Lay-out and Details duly signed and sealed by a Licensed Electrical Engineer	Client/Applicant
6. Three (3) copies of certified true copy of Tax Declaration covering the property(ies) subject of the application for the year immediately preceding:	City Assessors Office
7. Zoning Certification from HLURB Regional Office	HLURB
8. Certified true copy of DAR Conversion Order	DAR
9. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC), whichever is applicable, duly issued by the DENR	DENR-EMB
10. Geohazard Assessment Report (GIR) and Geohazard Identification Report (GAR)	Client/Applicant
11. Two (2) copies of Project Description	Client/Applicant
12. Three (3) copies of Plans specifications, bill of materials and cost estimates duly signed and sealed by the appropriate licensed professionals	Client/Applicant
13. Application Power Supply from Zamboanga City Electric Cooperative (ZAMCELCO)	ZAMCELCO
14. Application for Water Supply from Zamboanga City Water District (ZCWD) or National Water Resources Council if deepwell will be used.	ZCWD
15. Traffic Impact Assessment for projects 30 hectares and above.	Client/Applicant



16. List of names of duly Licensed Professionals who signed and sealed the plans.			Client/Applicant	
HOUSING CONSTRUCTION 1. Three (3) sets of the following duly signed by a Licensed Architect/Engineer. a. Housing Plans including Architectural Drawing, Sanitary, Electrical, Structural Plans, Specifications and Cost Estimates. 2. Sworn Statement as to the soundness of designs and specification attested to by the designated engineers.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form/ Checklist for Development Permit/ Building Permit	1. Issue Application Form/Checklist for Development Permit/ Building Permit	None	10 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
2. Submit duly accomplished Application Form with complete requirements duly notarized for evaluation	2. Receive the duly accomplished Application Form duly notarized with all necessary document(s)/ requirement(s).	None	30 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.1 Evaluate subdivision plans and other pertinent documents.	None	4 hours	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.2 Prepare endorsement letter to the City Engineer's Office with the Drainage and Catch Basin Plans, for evaluation,	None	20 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>



	comments and recommendation.			
	2.3 Sign endorsement letter for CEO.	None	2 minutes	Engr. Rodrigo S. Sicat, MSc, EnP <i>City Planning & Development Coordinator</i>
	2.4 Forward endorsement letter to CEO	None	2 minutes	Lorraine O. Pescadera <i>Administrative Aide IV</i>
	2.5 Await CEO response	None	5 days	CEO-Chief of Building and Industrial Safety Inspection Division
	2.6 Notify applicant to settle subdivision fee/development permit fee, upon receipt of CEO reply	None	5 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.7 Zoning Officer issues order of payment if all subdivision plans comply with the subdivision rules and regulations and all other pertaining laws. (Sanitation Code and Building Code).	*See Attached HLURB Schedule of Fees under BP 220 and PD 957	20 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	2.7 a Issue Notice of Deficiency if plans are non-compliant	None	20 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>



3. Pay subdivision fee/development permit fee.	3. Accept payment and issue official receipt	None	2 minutes	Office of the City Treasurer
4. Submit Official Receipt and other requirement(s) for preparation of Development Permit for Building Permit	4. Receive official receipt and process Development Permit and endorse to Sangguniang Panlungsod for final approval thru the Office of the City Mayor.	None	5 hours	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
	4.1 Conduct final Review of the Development Permit application.	None	30 minutes	Engr. Olive R. Baird, EnP <i>Planning Officer IV</i>
	4.2 Sign endorsement of application to the Sangguniang Panlungsod thru the Office of the City Mayor for final approval.	None	30 minutes	Engr. Rodrigo S. Sicat, MSc, EnP <i>City Planning & Dev't. Coordinator</i>
	4.3 Forward endorsement letter to CMO	None	2 minutes	Lorraine O. Pescadera <i>Administrative Aide IV</i>
	4.4 Inform the applicant for the release of the application upon receipt of	None	20 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>



	approved application			
5. Claim approved Development Permit for Building Permit	5. Log and release approved Development Permit for Building Permit	None	10 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
TOTAL:		See HLURB Schedule of Fees (BP 220 & PD 957)	20 days	

2. SUBDIVISION AND CONDOMINIUM PROJECTS (under P.D. 957)	
A. Subdivision Projects	
1. Approval of Subdivision Plans (including townhouses)	
1. Preliminary Approval and Location Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP)	
• Processing Fee	P360/ ha. or a fraction thereof
• Inspection Fee *	P1,500/ ha. regardless of density
2. Final Approval and Development Permit	
• Processing Fee	P2,880/ ha. regardless of density
Additional Fee on Floor Area of housing component	P3.00/ sq.m.
• Inspection Fee *	P1,500/ ha. regardless of density
3. Alteration of Plan (affected areas only)	
2. Certificate of Registration Processing Fee	
• Processing Fee	P2,880
3. License to Sell	
• Processing Fee	P216/saleable lot
Additional Fee on Floor Area of housing component	P14.4/ sq.m.
• Inspection Fee *	P1,500/ ha. regardless of density
4. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee *	P1,500/ ha. regardless of density

5. Extension of Time to Develop	
• Processing Fee	P504
Additional Fee (unfinished area for development)	P14.40 sq.m.
• Inspection Fee *	P1,500 / ha. regardless of density
* Application for CRMLS with DP issued by LGU shall be charge inspection fee	
B. Condominium Project	
1. Approval of Condominium Plans/Final Approval and Development Permit	
1. Preliminary Approval and Locational Clearance	
2. Final Approval / Development Permit	
• Processing Fee	P720
a. Land Area	P7.20/ sq.m.
b. No. of Floors	P288/ floor
c. Building Areas	P23.05/ sq.m. of GFA
• Inspection Fee *	P1,500/ ha
3. Alteration of Plan (affected areas only)	



a. Socialized Housing	P24/ saleable lot
b. Economic Housing	P72/ saleable lot
Additional fee on floor area of housing component	P3.00/ sq.m.
• Inspection Fee *	
a. Socialized Housing	P1,500/ha.
b. Economic Housing	P1,500/ ha.
4.Extension of Time to Develop	
• Processing Fee	
a. Socialized Housing	P420
b. Economic Housing	P504
Additional Fee (unfinished area for development)	P2.88/sq.m.
• Inspection Fee	





• Processing Fee	P720/ha
• Inspection Fee	P1,500/ ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	P2,880
3. License to Sell	
• Processing Fee	P3.00/ sq.m. of land area.
• Inspection Fee *	P1,500/ ha.
4. Extension of Time to Develop	
• Processing Fee	P504
Additional Fee (unfinished area for development)	P14.40 sq.m.
• Inspection Fee	1,500/ ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
a. Industrial	P504
b. Commercial	P720
• Inspection Fee *	P1,500/ ha.
5. FARMLAND SUBDIVISION	
1. Approval of Farmland Subdivision	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	P288/ ha.
• Inspection Fee	P1,500/ha.
2. Final Approval and Development Permit	
• Processing Fee	P1,440/ ha.
• Inspection Fee	P1,500/ ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	P2,880
3. License to Sell	
• Processing Fee	P720/lot
• Inspection Fee *	P1,500/ha
4. Extension of Time to Develop	
• Processing Fee	P504
• Additional Fee on Floor Area of housing component and other development	P14.40 sq.m.
• Inspection Fee	P1500/ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1500/ha
6. Memorial Park/ Cemetery Project/ Columbarium	
1. Approval of Memorial Park/ Cemetery Project/ Columbarium	
1. Preliminary Approval and Locational Clearance	
a. Memorial Project	P720/ha
b. Cemeteries	P288/ha
c. Columbarium	P3600/ha
• Inspection Fee	
a. Memorial Project	P1500/ha
b. Cemeteries	P1500/ha
c. Columbarium	P1500/ha
2. Final Approval and Development Permit	
a. Memorial Project	P3.00/ sq.m.
b. Cemeteries	P1.50/ sq.m.

c. Columbarium	P7.20/ sq.m. of land area
	P3.00/ floor
	P23.05/sq.m. of GFA
• Inspection Fee	
(Projects already inspected for PALC application may not be charged inspection fee)	
a. Memorial Project	P1500/ ha
b. Cemeteries	P1500/ ha.
c. Columbarium	P1500/ ha



5. Issuance of Locational Clearance for Business Permit

All business establishments are required to secure Locational Clearance from the Office of the City Planning and Development Coordinator, upon application for business permit to ensure that the business establishment is allowed in the chosen

location in accordance with the Land Use Plan, Zoning Ordinance and other relevant rules and regulations.

Office or Division:	Office of the City Planning and Development Coordinator	
Classification:	Simple	
Type of Transaction:	Government to Clients	
Who may avail:	Citizens	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For New Business Registration		
a. If Commercial Space is owned:		Client/Applicant
- Occupancy Permit		
b. If Commercial Space is being leased:		Client/Applicant
- Occupancy Permit		Client/Applicant
- Lease Contract Agreement		
c. If Commercial Space is being Sub-leased:		Client/Applicant
- Occupancy Permit		Client/Applicant
- Lease Contract Agreement with the Sub-lessor		
- Authorization from the lessor with a photocopy of one (1)		Client/Applicant
2. Government issued Identification Card for validation of the signature		Client/Applicant
3. Application form for Locational Clearance for Business Permit		City Planning and Development Coordinator



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form for Business Permit	1. Issue Application Form	None	5 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
2. Submit Application Form with documentary requirements	2. Receive and evaluate Application Form	None	35 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
	<ul style="list-style-type: none"> If space is within the Commercial Building of the lessor with Real Estate Lessor Permit, NO NEED OF INSPECTION 			Engr. Lalane G. Benito <i>Zoning Officer II</i>
	<ul style="list-style-type: none"> Depending on the line of Business, Zoning Officer may require INSPECTION for validation of setback compliance 		Inspection schedule is every Wednesday & Friday	Roger R. Santos <i>Draftsman I</i>
	2.1 Issue Order of Payment if requirements are complete		3 minutes	Allan B. Sanson <i>Draftsman II</i>
				Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
				Engr. Lalane G. Benito <i>Zoning Officer II</i>



3. Proceed to City Treasurer's Office for payment	3. Accept payment and issue official receipt	*Locational Clearance payment is based on the declared capital. Computation of fee is based on the schedule of fees in City Zoning Ordinance No. 273.	4 minutes	City Treasurer's Office
4. Return to OCPDC and submit official receipt	4. Receive the Official Receipt and prepare Locational Clearance	None	3 minutes	Engr. Lalane G. Benito <i>Zoning Officer II</i>
	4.1 Conduct final Review of the Locational Clearance	None	30 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i>
	4.2 Approve Locational Clearance	None	30 minutes	Engr. Olive R. Baird, EnP <i>Planning Officer IV</i>
				Engr. Rodrigo S. Sicat, MSc, EnP <i>City Planning and Development Coordinator</i>



5. Claim approved Locational Clearance	5. Release approved Locational Clearance	None	10 minutes	Engr. Marie June DR. Urmanita, EnP <i>Zoning Officer I</i> Engr. Lalane G. Benito <i>Zoning Officer II</i>
TOTAL:		See schedule of fees	2 hours (Without inspection) 2 days (With inspection)	

***Schedule of Fees (as per approved Zoning Ordinance)**

PARTICULARS	AMOUNT
I. Zoning/Locational Clearance	
A. Single residential structure attached or detached	
1. P100,000.00 and below Project Cost	P275.00
2. Over P100,000.00 to P200,000.00 Project Cost	P550.00
3. Over P200,000.00 Project Cost	P700.00 + (1/10 of 1% in excess of P200,000.00)
B. Apartment/Townhouses	
1. P500,000.00 and below Project Cost	P1,200.00
2. Over P500,000.00 to P2Million Project Cost	P2,000.00
3. Over P2Million Project Cost	P3,000.00 + (1/10 of 1% of cost in excess of P2Million regardless of number of floors)
C. Dormitories	
1. P2Million and below Project Cost	P3,500.00
2. Over P2Million Project Cost	P3,500.00 + (1/10 of 1% of cost in excess of P2Million regardless of number of doors)
D. Institutional	
1. Below P2Million Project Cost	P2,500.00



PARTICULARS	AMOUNT
2. Over P2Million Project Cost	P2,500.00+ (1/10 of 1% of cost in excess of P2Million)
E. Commercial, Industrial and Agri-Industrial	
1. Below P100,000.00 Project Cost	P1,200.00
2. Over P100,000.00 to P500,000.00 Project Cost	P2,000.00
3. Over P500,000.00 to P1Million Project Cost	P2,500.00
4. Over P1Million to P2Million Project Cost	P4,000.00
5. Over P2Million	P7,000.00 + (1/10 of 1% of cost in excess of P2Million)
F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. P2Million and Below Project Cost	P7,000.00
2. Over P2Million Project Cost	P7,000.00 + (1/10 of 1% of cost in excess of P2Million)
G. Alteration/Expansion (affected areas only)	Same as original application
II. Zoning/Locational Clearance for New Application for Business Enterprises	
A. Enterprises with Business capital of:	
1. P20,000.00 and below	P200.00
2. > P20,000.00 to P40,000.00	P400.00
3. > P40,000.00 to P60,000.00	P600.00
4. > P60,000.00 to P80,000.00	P800.00
5. > P80,000.00 to P100,000.00	P1,000.00
6. > P100,000.00 to P500,000.00	P1,500.00
7. > P500,000.00 to P1Million	P2,000.00



8. > P1Million to P2Million	P3,000.00
9. Over P2Million	P5,000.00 + 1/10 of 1% in excess of P2Million
B. Validation Fee for the Renewal of Locational Clearance for Business Permits	
1. P100,000.00 and below	P300.00
2. > P100,000.00 to P500,000.00	P500.00
3. > P500,000.00 to P1Million	P700.00
4. > P1Million to P2Million	P1,000.00
5. Over P2Million	P2,000.00

III. Other Transactions/Certifications	
A. Certifications	
1. Zoning Certification	P300.00
2. Certification of Town Plan/Zoning Ordinance Approval	P300.00
3. Certificate of Non-Conformance	P250.00
4. Other, to include:	
a. Availability of Records/public request	P150.00
b. Certificate of No record on File	P150.00
c. Certified true copy of documents (report size)	
<input type="checkbox"/> Document of Five (5) pages or less	P40.00
<input type="checkbox"/> Every additional page	P4.00
B. Other Fees	
1. Land Use Exception/Variance Application Fee	P2,000.00
2. Petition for Review	P1,000.00



6. Locational Clearance Application for Building Permit

All persons and entities who shall introduce any development or construction on a parcel of land, or convert the present use thereof shall secure Locational Clearance for Building Permit at the Office of the City Planning and Development Coordinator, to ensure that the building is in accordance with the Land Use Plan, Zoning Ordinance and other relevant rules and regulations.

Office or Division:	Zoning Division	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Citizens	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly Notarized Application Form for Locational Clearance	CEO-BISID, Centro Latino	
2. Certified True Copy of Land Title	Registry of Deeds	
3. If applicant is not the registered land owner, submit any of the following: a. Duly Notarized Contract of Lease b. Duly Notarized Deed of Sale c. Notarized Authorization with photocopy of valid/government issued ID of the registered land owner d. Secretary's Certificate (for Land Title registered in the name of the Corporation)	Client/Applicant	
4. Bill of Materials (duly signed and sealed by Licensed Engineer or Architect)	Client/Applicant	
5. Five (5) sets of Building Plans (signed and sealed by the Civil Engineer or Architect)	Client/Applicant	
6. Barangay Clearance	Barangay concerned where the project is located	
7. Barangay Resolution Interposing No Objection to the Proposed Project (for projects with impact on the vicinity)	Barangay concerned where the project is located	
8. DPWH RROW Certificate/Clearance (for projects along National Highways)	DPWH Regional Office/District Engineer's Office	
9. Environmental Compliance Certificate (ECC) or Certificate of Non-Compliance (CNC) (for projects covered by the EMB Memo Circular 005 series of 2014)	DENR-EMB	



10. Height Clearance (for projects found within the CAAP buffer zone)	Civil Aviation Authority of the Philippines
11. Notarized Affidavit of No Objection from Adjacent Lot Owners Interposing No Objection to the Proposed Project (for Land Use Exception (LUE) and Special Use Projects)	Client/Applicant
12. Photocopy of CZBAA Resolution (For projects approved by the CZBAA)	Client/Applicant
13. Affidavit of Undertaking (subject to recommendation of CZBAA)	Client/Applicant
14. Photocopy of Occupancy Permit and Approved Building Plans or Certification from the CEO (for renovation projects)	Client/Applicant
15. For Cell Site Tower and other Wireless communication Services, submit the following: <ul style="list-style-type: none"> a. ECC or CNC b. Barangay Resolution Interposing No Objection to the Project c. Duly Notarized Affidavit of No Objection from lot owners within the radial distance equivalent to the height of the tower d. Height Clearance e. Radio Frequency Radiation Evaluation f. Certification from DOTC-NTC 	DENR-EMB Barangay Concerned Client/Applicant CAAP BHDT-DOH DOTC-NTC
16. NIA Clearance (for projects on lands that may be serviced by natural irrigation and irrigation facilities)	NIA
17. DAR Conversion Order (for non-agricultural projects on agricultural lands)	DAR
18. Franchise from Sangguniang Panlungsod (for flea markets, slaughterhouses and cockpit operators)	Sangguniang Panlungsod
19. Approved Subdivision Plan (for projects within the subdivision or portion of a mother lot)	DENR-LMB (Bureau of Lands)



20. Extrajudicial Settlement with Partition Agreement (For projects on properties divided by legal heirs)		Client/Applicant		
21. Notice of Award (For government projects)		Client/Applicant		
22. Traffic Impact Assessment (For projects that are traffic generators, e.g. malls, high rise buildings, etc.)		Traffic Impact Assessment Consultant (Client/Applicant)		
23. Marriage Certificate (for female applicants that have acquired their property/ies with their maiden name)		Philippine Statistics Office/Office of the City Civil Registrar		
24. Birth Certificate (For applicants that are minors)		Philippine Statistics Office/Office of the City Civil Registrar		
25. PAMB Clearance (For projects on protected areas)		DENR-PAMB		
26. Approved Foreshore Lease Application (For projects on foreshore lands, marshy lands and other lands bordering bodies of water)		DENR-CENRO		
27. Approved Miscellaneous Lease Application (For projects on dry land or part of the shore, foreshore land or permanently underwater land depending on the limitations as certified by PPA, PRA, DOT and DPWH)		DENR-CENRO		
28. Approved Miscellaneous Sales Application (For residential projects on alienable and disposable land of the public domain)		DENR-CENRO		
29. PRA Clearance (for projects within the reclamation area)		Philippine Reclamation Authority (PRA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form for Locational Clearance and requirement checklist from the Information Officer of the Building and Industrial Safety Inspection Division, at Centro Latino	1. Issue Locational Clearance application form and requirements checklist	None	5 minutes	Engr. Monet Lorraine Luna <i>Engineering Assistant, City Engineer's Office</i>



2. Submit duly accomplished Application Form duly notarized with the required documents	2. Receive accomplished Application Form with complete requirements	None	5 minutes	Engr. Monet Lorraine Luna <i>Engineering Assistant, City Engineer's Office</i>
	2.1 Forward application form to OCPDC representative for evaluation and processing	None	5 minutes	Engr. Monet Lorraine Luna <i>Engineering Assistant, City Engineer's Office</i>
	2.2 Evaluate application. If found in order, prepare order of payment	None	5 minutes	Engr. Jourdan I. Jimlani, EnP <i>Zoning Officer I</i> Engr. Billy Joe S. Monreal <i>Planning Officer I</i>
3. Pay required fees	3. Receive payment and issue Official Receipt	See attached schedule of fees	4 minutes	City Treasurer's Office
4. Return to OCPDC and present Official Receipt	4. Prepare Locational clearance	None	30 minutes	Engr. Jourdan I. Jimlani, EnP <i>Zoning Officer I</i> Engr. Billy Joe S. Monreal <i>Planning Officer I</i>
	4.1 Forward Locational Clearance for review and approval	None	5 minutes	Engr. Olive R. Baird, Enp <i>Planning Officer IV</i>



	4.2 Approve Locational Clearance	None	5 minutes	Engr. Rodrigo S. Sicat, EnP <i>City Planning & Dev't. Coordinator</i>
5. Proceed to CEO for locational clearance	5. Forward approved Locational Clearance to CEO	None	5 minutes	Engr. Jourdan I. Jimlani, EnP <i>Zoning Officer I</i> Engr. Billy Joe S. Monreal <i>Planning Officer I</i>
TOTAL:		See attached schedule of fees	1 hour, 9 minutes	

***Schedule of Fees (as per approved Zoning Ordinance)**

PARTICULARS	AMOUNT
I. Zoning/Locational Clearance	
A. Single residential structure attached or detached	
1. P100,000.00 and below Project Cost	P275.00
2. Over P100,000.00 to P200,000.00 Project Cost	P550.00
3. Over P200,000.00 Project Cost	P700.00 + (1/10 of 1% in excess of P200,000.00)
B. Apartment/Townhouses	
1. P500,000.00 and below Project Cost	P1,200.00
2. Over P500,000.00 to P2Million Project Cost	P2,000.00
3. Over P2Million Project Cost	P3,000.00 + (1/10 of 1% of cost in excess of P2Million regardless of number of floors)
C. Dormitories	
1. P2Million and below Project Cost	P3,500.00
2. Over P2Million Project Cost	P3,500.00 + (1/10 of 1% of cost in excess of P2Million regardless of number of doors)
D. Institutional	



PARTICULARS	AMOUNT
1. Below P2Million Project Cost	P2,500.00
2. Over P2Million Project Cost	P2,500.00+ (1/10 of 1% of cost in excess of P2Million)
E. Commercial, Industrial and Agri-Industrial	
1. Below P100,000.00 Project Cost	P1,200.00
2. Over P100,000.00 to P500,000.00 Project Cost	P2,000.00
3. Over P500,000.00 to P1Million Project Cost	P2,500.00
4. Over P1Million to P2Million Project Cost	P4,000.00
5. Over P2Million	P7,000.00 + (1/10 of 1% of cost in excess of P2Million)
F. Special Uses/Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. P2Million and Below Project Cost	P7,000.00
2. Over P2Million Project Cost	P7,000.00 + (1/10 of 1% of cost in excess of P2Million)
G. Alteration/Expansion (affected areas only)	Same as original application
II. Zoning/Locational Clearance for New Application for Business Enterprises	
A. Enterprises with Business capital of:	
1. P20,000.00 and below	P200.00
2. > P20,000.00 to P40,000.00	P400.00
3. > P40,000.00 to P60,000.00	P600.00
4. > P60,000.00 to P80,000.00	P800.00
5. > P80,000.00 to P100,000.00	P1,000.00
6. > P100,000.00 to P500,000.00	P1,500.00
7. > P500,000.00 to P1Million	P2,000.00
8. > P1Million to P2Million	P3,000.00
10. Over P2Million	P5,000.00 + 1/10 of 1% in excess of P2Million
B. Validation Fee for the Renewal of Locational Clearance for Business Permits	
1. P100,000.00 and below	P300.00
2. > P100,000.00 to P500,000.00	P500.00
3. > P500,000.00 to P1Million	P700.00
4. > P1Million to P2Million	P1,000.00
5. Over P2Million	P2,000.00



III. Other Transactions/Certifications	
A. Certifications	
1. Zoning Certification	P300.00
2. Certification of Town Plan/Zoning Ordinance Approval	P300.00
3. Certificate of Non-Conformance	P250.00
4. Other, to include:	
a. Availability of Records/public request	P150.00
b. Certificate of No record on File	P150.00
c. Certified true copy of documents (report size)	
<input type="checkbox"/> Document of Five (5) pages or less	P40.00
<input type="checkbox"/> Every additional page	P4.00
B. Other Fees	
1. Land Use Exception/Variance Application Fee	P2,000.00
2. Petition for Review	P1,000.00



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Answer the client feedback/complaints form and drop it at the designated drop box at the City Planning and Development Office.</p> <p>Contact Info: 991-3625 or 991-3645 or cpdozamboanga@gmail.com or ocpdc2021@gmail.com</p>
How feedbacks are processed	<p>Every Friday, the Administrative Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant division and concerned employees and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the concerned citizen, via phone call or appointment with the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 991-3625 or 991-3645 or cpdozamboanga@gmail.com or ocpdc2021@gmail.com</p>
How to file a complaint	<p>Answer the client feedback/complaints Form and drop it at the designated drop box the City Planning and Development Office.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 991-3625 or 991-3645 or cpdozamboanga@gmail.com or ocpdc2021@gmail.com</p>
How complaints are processed	<p>Every end of the day, the Administrative Officer opens the drop box and compiles and records all complaints submitted.</p> <p>The AO evaluates each complaint. Upon evaluation, the AO shall start the investigation and forward the complaint to the relevant division and concerned employees for their written explanation.</p> <p>The written explanation are submitted to the AO and be forwarded to the Department Head for appropriate action.</p> <p>The answer of the office is then relayed to the concerned citizen, via phone call or appointment.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 991-3625 or 991-3645 or cpdozamboanga@gmail.com or ocpdc2021@gmail.com</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



Office of the Sangguniang Panlungsod
External Services
(New Normal)



1. Issuance of Sanggunian documents and certifications

Refers to documents adopted/enacted by the Sanggunian in the form of resolutions/ordinances, minutes, verbatim and reports of the proceedings of regular/special session/meetings/hearings and other legislative measures in final form.

Office or Division:		Office of the Sangguniang Panlungsod		
Classification:		Simple		
Type of Transaction:		G2C – Government to Clients		
Who may avail:		Transacting public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Coming from the client		
2. Billing note issued by the office		Records Division, Office of the Secretary to the Sangguniang Panlungsod		
3. Official Receipt as proof of payment		Revenue Collection Clerk from the City Treasurer's Office located at the Ground Floor of the City Hall or at the ground floor of the City Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Email letter request to osspzamboangacity@gmail.com	1. Open and checks the office email for request	None	2 minutes	Omer M. Remo <i>Computer Programmer II Records Division</i>
2. Proceed to the Office of the City Treasurer located at the City Hall or at the City Library and pay the necessary fees.	2. Receive payment and issue Official Receipt	PHP 10.00 per page (authenticated copies) PHP 2.00 per page (photocopy only) Based on City Ordinance No. 92-003 as amended and Ordinance No. 2009-150	1 hour	Revenue Collection Clerk City Treasurer's Office or Elisa A. Zapanta <i>Utility Worker II, Library Services Division, City Public Library</i>



3. Present receipt of payment to Division Chief concerned where the document is being secured	3. Accept receipt of payment	None	10 minutes (current record) 3 days (old record)	Carmencita L. Montojo <i>Local Legislative Staff Officer V, Research Division</i> Edelin M. Marcelino <i>Board Secretary IV, Stenographic Division</i> Delinda S. Bigay <i>Records Officer IV, Records Division</i>
4. Claim the requested document/s.	4 Release requested document/s.	None	1 minute	Carmencita L. Montojo <i>Local Legislative Staff Officer V, Research Division</i> Edelin M. Marcelino <i>Board Secretary IV, Stenographic Division</i> Delinda S. Bigay <i>Records Officer IV, Records Division</i>
TOTAL:		PHP 10.00 per page (authenticated copies) PHP 2.00 per page (photocopy only) Based on City Ordinance No. 92-003 as amended and Ordinance No. 2009-150	1 hour and 13 minutes (current record) 3 days (old record)	

Note: Download softcopy/electronic copy for free just visit the city's official website at www.zamboangacity.gov.ph



2. Sangguniang Panlungsod Accreditation and Re-Accreditation

The Sangguniang Panlungsod, corollary to the mandate of section 34 of the Local Government Code and Article 64 of its Implementing Rules and Regulations, accepts application for accreditation and re-accreditation, from interested Civil Society Organizations (CSOs) which include Non-Government Organizations (NGOs) and People's Organizations (POs) and Private Sector Organizations (PSOs), with the goal of strengthening participation in local government and development process.

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Clients
Who may avail:	All Civil Society Organizations (CSOs) which include Non-Government Organizations (NGOs) and People's Organizations (POs) and Private Sector Organizations (PSOs)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Administrative Requirements:	
1. Duly accomplished Application Form for Accreditation;	Jose Tito D. Barrios, Bookbinder II, Ordinances, Resolutions and Research Division
2. Board Resolution;	Organization
3. Certificate of Registration;	Registering Agency like SEC, CDA, DOLE, DSWD and others
4. List of Current Officers and Members;	Organization
5. Calendar Year Annual Accomplishment Report and Financial Statement;	Organization
6. Profile indicating the purposes and objective of the organization; and	Organization
7. Copy of the Minutes of the CY Meeting of the organization.	Organization



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit thru email the duly accomplished Application Form and other requirements Email: osspzamboangacity@gmail.com	1. Verify the completeness of submitted documents from the email	None	5 minutes	Omer M. Remo <i>Computer Programmer II</i> <i>Records Division</i> Jose Tito D. Barrios, <i>Bookbinder II,</i> <i>Ordinances,</i> <i>Resolutions and</i> <i>Research Division</i>
	1.1 Calendar in the agenda for referral to the Committee on Urban Poor, People's Organization and NGOs and for the conduct of committee hearing.	None	1 day	Chairperson, Committee on Urban Poor, People's Organization and NGOs
	1.2 Calendar in SP Agenda the Committee Report, for approval of the request.	None	1 day	Delinda S. Bigay Records Officer IV, Records Division
2. Follow-up application after two weeks Telephone Landline: 992-3330 Mobile No.: 0906 701 0198	2. Record in the Log Book and release resolution of accreditation/ re-accreditation	None	5 minutes	Delinda S. Bigay Records Officer IV, Records Division or Wilfredo R. Ladores Records Officer IV, Records Division
TOTAL:		None	2 days and 12 minutes	



3. Medical Assistance to Indigent Patients confined in Zamboanga City Medical Center

The City Government, in keeping with its mandate to improve the quality of life of its citizens, provides financial support in the form of Medical Assistance for indigent patients confined and undergoing special procedures at the Zamboanga City Medical Center.

Office or Division:	Office of the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Indigent Patients confined in Zamboanga City Medical Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Social Case Study		City Social Welfare Office		
2. Certificate of Indigency		In their Respective Barangay Office		
3. Medical Abstract		Zamboanga City Medical Center		
4. Final Billing/Medicine/Therapy		Zamboanga City Medical Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements to the City Vice Mayor's Office	1. Accept and verify the submitted documents	None	3 minutes	Ma. Edcel S. Enviado <i>Administrative Aide I</i> Maricel P. Hasan <i>Administrative Aide I</i> Leilani M. Jumawan <i>Administrative Aide I</i>
2. Visit individual offices of City Councilors for yellow or white slips	2. Issue yellow or white slips	None	3 minutes per Councilor	Staff of individual City Councilor



3. Go back to Vice Mayor's office for proper recording and evaluation	3. Evaluate and consolidate slips	None	30 minutes	Ma. Edcel S. Enviado <i>Administrative Aide I</i> Maricel P. Hasan <i>Administrative Aide I</i> Leilani M. Jumawan <i>Administrative Aide I</i>
4. Bring white or yellow slips with requirements to the Sangguniang Building ground floor for signature	4. Sign the evaluation slip	None	3 minutes	Atty. Kenneth P. Vincent Beldua <i>City Secretary</i> Elsa F. Pioquinto <i>Asst. City Secretary</i> Edeline S. Miranda <i>Administrative Officer V</i>
5. Bring white or yellow slips with requirements to Mayor's Office for signature	5. Sign the yellow or white slip	None	3 minutes	Staff of the City Mayor
6. Bring white or yellow slips with requirements to the City Health Office for signature	6. Sign the yellow or white slip	None	3 minutes	Staff of the City Health Officer
7. Bring the requirements with the slips to the MSS-Zamboanga City Medical Center	7. Accept and verify the requirements	None	5 minutes	Zamboanga City Medical Center
TOTAL:		None	50 minutes	



**Office of the Secretary to the Sangguniang
Panlungsod
External Services**



1. Reference Assistance, Borrowing and Returning of Reading Materials

Refers to information and research assistance provided by the Zamboanga City Library such as books, Periodicals, and other reading materials.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Customer		
2. Library Card		Librarian		
3. Gate Pass		Librarian		
4. Official Receipt		Revenue Collection Clerk from the City Treasure's Office located at the Ground Floor of the City Hall or at the ground floor of the City Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any valid ID to the guard on duty, and register in the daily statistical record	1. Provide daily statistical record for the client to register	None	2 minutes	Guard on Duty
1.1 Surrender bags for deposit at baggage counter	1.1 Deposit client's bags at the baggage counter.			
2. Proceed to the information counter for inquiries or information assistance.	2. Assist the client	None	1 minute	Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i>
3. Proceed to the identified section for research and reference assistance.	3. Provide direction to the client	None		



4. Register in the daily statistical record, get reading materials at the open shelves and bring it to the table (for library use).	4. Provide the daily statistical records.	None	5 minutes	Anna Melinda B. Decir <i>Librarian I, Library Services Division</i>
5. Borrow fictions overnight, provided clients have secured the library card (for home reading) *Refer to Library card Application service*	5. Provide the borrower's form.			Carmelita T. Agustin <i>Librarian III, Library Services Division</i>
6. Receive books / materials with gatepass, upon proper recording and issuance of pass slip.	6. Provide information needed or resources to be borrowed and issue the Gate Pass.	None	1 minute	Carmelita T. Agustin <i>Librarian III, Library Services Division</i> Mary Gail E. Aizon <i>Clerk I</i>
7. Present gate pass to the Guard	7. Accept Gate Pass	None	1 minute	Guard on Duty
8. Return books to librarian-in-charge	8. Accept borrowed library resources and clear borrower's file.	None	1 minute	Carmelita T. Agustin <i>Librarian III, Library Services Division</i> Mary Gail E. Aizon <i>Clerk I</i>
TOTAL:		None	11 minutes	



2. Learning Commons Services

Refers to utilization of computers, internet access, and printing services.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Clients			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Customer		
2. Official Receipt		Revenue Collection Clerk from the City Treasure's Office located at the Ground Floor of the City Hall or at the ground floor of the City Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Daily Statistical Record.	1. Provide daily statistical record for client to register	None	1 minute	Rechelda E. Patrimonio <i>Librarian I</i> Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i>
2. Seek the assistance of Librarian In-charge to utilize the computer & for printing services.	2. Assist client and print the needed information	None	1 minute	Rechelda E. Patrimonio <i>Librarian I</i> Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i>
3. Pay corresponding fees for the use of computer/ internet, multimedia, and printing. (Refer to City Ordinance No. 2009-150)	3. Accept payment and issue the Official Receipts	Php10.00/ Hour	1 minute	Elisa A. Zapanta <i>Utility Worker II, Library Services Division (deputized collector)</i>
TOTAL:		Php10.00/ Hour	3 minutes	



3. Library Card Application

Refers to the process of applying for a library card to allow clients to borrow library books for home reading.

Office or Division:	Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 valid IDs		Client		
2. Official enrolment form (for students without valid ID)		Client		
3. 1 x 1 photos, 2 pcs		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Application Form at the Circulation Desk	1. Provide Application Form	None	5 minutes	Mary Gail E. Aizon <i>Clerk I</i>
2. Submit Application and requirements for Library Card	2. Receive Application and requirements	None	1 minute	Mary Gail E. Aizon <i>Clerk I</i>
3. Proceed to pay registration fee (Refer to Ordinance no. 2009-150 Section 4 Fees) *Make sure to secure Official Receipt*	3. Accept payment and issue Official Receipt	PHP 50.00 for professionals PHP 30.00 for non-professionals PHP 20.00 for students	1 minute	Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i>



4. Submit Official Receipt, get Library Card	4. Receive Official Receipt, release Library Card	None	1 minute	Mary Gail E. Aizon <i>Clerk I</i>
TOTAL:		PHP 50.00 for professionals Php 30.00 for non-professionals Php 20.00 for students	8 minutes	

4. Reprographic Services

Refers to services that pertain to Photocopy, printing of documents.

Office or Division:	Library Division, Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Customer		
2. Official Receipt		Revenue Collection Clerk from the City Treasure's Office located at the Ground Floor of the City Hall or at the ground floor of the City Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek the assistance of the In-charge for photocopy.	1. Provide the photocopied materials.	None	1 minute	Regene U. Rubio <i>Job Order</i>
2. Pay corresponding fees for photocopy and printing of documents	2. Accept payment and issue Official Receipts	(Refer to Ordinance no. 2009-150) Photocopy	1 minute	Elisa A. Zapanta <i>Utility Worker II, Library Services Division (deputized collector)</i>



		Php 1.50/copy (Short) Php 2.00/copy (Long) Printing Plain Text Php 5.00/Copy (Short) Php 7.00/copy (Long) Image (Black & White) Php 5.00/copy (Short) Php 7.00/copy (Long) Image (Colored) Php 15.00/copy (Short) Php 20.00/copy (Long)		
	TOTAL:	Photocopy Php 1.50/copy (Short) Php 2.00/copy (Long) Printing Plain Text	2 minutes	



	Php 5.00/Copy (Short) Php 7.00/copy (Long) Image (Black & White) Php 5.00/copy (Short) Php 7.00/copy (Long) Image (Colored) Php 15.00/copy (Short) Php 20.00/copy (Long)		
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5. Library Tour & Orientation

Refers to services of the Zamboanga City Library for children, students, and professionals who would like to have a library tour and be oriented.

Office or Division:	Library Division, Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Customer		
2. Official Receipt		Revenue Collection Clerk from the City Treasure's Office located at the Ground Floor of the City Hall or at the ground floor of the City Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request-letter for tour and orientation	1. Provide the schedule	None	1 minute	Madelyn F. Candido <i>Librarian IV</i>
2. Participate in tour and orientation	2. Conduct the tour and orientation.	None	45 minutes	Carmelita T. Agustin <i>Librarian III, Library Services Division</i>
TOTAL:		None	46 minutes	



6. Tech4Ed Orientation and Digital Literacy Training

Refers to activities and programs of the Zamboanga City Library for those who need training in ICT, online jobs, as well as those who need e-Gov services.

Office or Division:	Library Division, Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Digital Literacy Training Schedules		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek assistance of librarian for the following services: Online Registration, Tech4Ed orientation, Digital Literacy Training, and e-Gov Services.	1. Provide schedule and conduct the training. 1.1 Assist client in the Online Registration, and e-Gov Services.	None	1 day	Madelyn F. Candido <i>Librarian IV</i> Carmelita T. Agustin <i>Librarian III,</i> <i>Library Services</i> <i>Division</i>
TOTAL:		None	1 day	



7. Clearance

Refers to employee's accountability in the library. All local government employees who will be on vacation leave, terminal leave, and for retirement purposes must be cleared from Library accountabilities.

Office or Division:	Library Division, Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance form		Customer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to Circulation Desk at the second floor to check for accountability and seek the initial of the Librarian.	1. Check accountability of the client.	None	1 minute	Carmelita T. Agustin <i>Librarian III, Library Services Division</i>
2. Proceed to the Head Librarian's Office for approval (for library users without accountability)	2. Sign the clearance	None	1 minute	Madelyn F. Candido <i>Librarian IV</i>
3. Settle unreturned / lost resources (for library users with accountability)	3. Verify and let the client settle the accounts 3.1 Sign clearance once account settled	None	2 minutes	Madelyn F. Candido <i>Librarian IV</i>
TOTAL:		None	4 minutes	



8. Online Reference & Information Assistance

Refers to reference assistance provided by the Zamboanga City Library, where library users can ask the librarian to answer your questions and help with your research, reference and library resources via phone call (Landline/Mobile), SMS, chat/instant messaging, email, video call, and the use of social media platforms (Facebook, Instagram, etc.).

Office or Division:	Library Division, Office of the Secretary to the Sangguniang Panlungsod			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Transacting public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Zamboanga City Library Landline/Mobile phone numbers, Official Facebook Page, Official email address		Library		
2. Any valid ID		Customer		
3. Reference & Information Services Form		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Contact the Librarians through the following mode of communication: Landline/ Mobile phones number, Official Facebook Page, Official email address.	1. Answer the library users' calls and messages through the following mode of communication: Landline/ Mobile phones number, Official email address, Official Facebook Page, & Instagram. Tel.# 991-4494 CP# 09068171700 Email @: zambocitylib1945@gmail.com FB Page: Zamboanga City Library Instagram: zambocitylibrary	None	1 minute	Madelyn F. Candido <i>Librarian IV</i> Carmelita T. Agustin <i>Librarian III, Library Services Division</i> Anna Melinda B. Decir <i>Librarian I, Library Services Division</i> Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i>



2. Ask the Librarians any information or available references related to your information needs.	2. Receive queries and conduct the Reference Interview from the library users through phone call (Landline/Mobile), SMS, chat/instant messaging, email, video call, and the use of social media platforms (Facebook, Instagram, etc.).	None	5 minutes	<p>Madelyn F. Candido <i>Librarian IV</i></p> <p>Carmelita T. Agustin <i>Librarian III, Library Services Division</i></p> <p>Anna Melinda B. Decir <i>Librarian I, Library Services Division</i></p>
3. Upon availability of the information, the library user can ask the librarian to provide photocopy, reserve the books/reference needed, softcopy or hardcopy, and electronic resources.	3. Provide information needed or resources in variety of format (photocopy, softcopy/ hardcopy, electronic format, image, etc.)	None	5 minutes	<p>Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i></p>
4. Inform the librarian when and what time to pick-up the information/ resources needed.	4. Receive payment for the photocopy or print copy and let the library user sign the Reference & Information Services Form.	<p>Photocopy Php 1.50/copy (Short) Php 2.00/copy (Long)</p> <p>Printing Plain Text Php5.00/ Copy (Short) Php7.00/ copy (Long)</p>	3 minutes	<p>Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i></p>



		Image (Black & White) Php5.00/ copy (Short) Php7.00/ copy (Long) Image (Colored) 15.00/copy (Short) Php 20.00/ copy (Long)		
5. Present any valid ID for proper identification and claim the information/ resources needed.	5. Release the information/ resources needed.	None	1 minute	
TOTAL:		Photocopy Php1.50/ copy (Short) Php2.00/ copy (Long) Printing Plain Text Php5.00/ Copy (Short) Php7.00/ copy (Long) Image (Black & White)	15 minutes	



	Php5.00/ copy (Short) Php7.00/ copy (Long) Image (Colored) Php15.00/ copy (Short) Php20.00/ copy (Long)		
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9. Online Storytelling

Refers to activities and programs of the Zamboanga City Library that provides free online sessions for storytelling and reading.

Office or Division:	Library Division, Office of the Secretary to the Sangguniang Panlungsod		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Transacting public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Library User's Facebook Account and follow the official Facebook page of the Zamboanga City Library		Customer	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow the official Facebook page of the Zamboanga City Library and view the Online storytelling.	1. Conduct the Online storytelling once a week via the official Facebook page of the Zamboanga City Library.	None	30to 45 minutes	<p>Madelyn F. Candido <i>Librarian IV</i></p> <p>Carmelita T. Agustin <i>Librarian III, Library Services Division</i></p> <p>Anna Melinda B. Decir <i>Librarian I, Library Services Division</i></p> <p>Rechelda E. Patrimonio <i>Librarian I, Library Services Division</i></p> <p>Elisa A. Zapanta <i>Utility Worker II, Library Services Division</i></p>
TOTAL:		None	45 minutes	



Office of the City Social Welfare and Development
Special Operations Services Division
External Services



1. Burial Assistance

The Local Government Unit of Zamboanga through the City Social Welfare and Development Office, Special Operations Service Division is tasked to facilitate and provide Burial Assistance to indigent constituents who are residents of the locality per City Ordinance No. 414. Said assistance shall be paid by the City Government directly to the identified Funeral Homes, however in case of Muslim beneficiary, the amount allotted for the embalming will be utilized to purchase white cloth or shroud.

Office of Division:		Office of the City Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Indigent Families of the deceased from Zamboanga City without any memorial plan who needs assistance for burial services		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE?	
1. Duly registered Death Certificate ✓ 2 photocopies			City Civil Registrar Office	
2. Barangay Certificate of Indigency ✓ 1 original ✓ 1 photocopy			Barangay where client resides	
3. Statement of Account/ Contract of Service			Funeral Parlor	
4. Burial Assistance Slip			City Mayor's Office	
CLIENT'S STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Mayor's Office to secure Burial Assistance Slip	1. Release Burial Assistance Slip to client	None	2 Minutes	Ma. Regina M. Briones <i>Administrative Aide III</i>
2. Proceed to CSWDO, SOS Division (2 nd Floor)	2. Assess client eligibility and requirements	None	5 Minutes	Jessica P. Wee Social Welfare Assistant Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Ma. Lucia R. Francisco <i>Social Welfare Assistant</i> Analyn T. Vero <i>Social Welfare Assistant</i> Adelaida R. Millalos Job Order



	2.1 Review documents, if found eligible for the service.	None	1 Minute	Ma. Jesusa A. Alvarez <i>Special Operations Officer IV</i>
	2.2 Sign and approve documents	None	1 Minute	Ma. Socorro A. Rojas <i>City Social Welfare and Development Officer</i> Ma. Jesusa A. Alvarez <i>Special Operations Officer IV</i>
3. Proceed to Accounting Office	3. Sign and approve Acknowledgement Receipt	None	2 Minutes	Jo Anne Mae S. Hamili <i>City Accountant</i> Felixberto T. Eleno <i>Asst. City Accountant</i> Alicia O. Omicting <i>Accountant IV</i>
4. Return to CSWDO-SOS Division to claim Burial Acknowledgement Slip	4. Release Burial Acknowledgment Slip	None	2 Minutes	Ma. Lucia R. Francisco <i>Social Welfare Assistant</i> Adelaida R. Millalos <i>Job Order</i> Analyn T. Vero <i>Social Welfare Assistant</i> Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Jessica P. Wee <i>Social Welfare Assistant</i>
TOTAL:		None	13 Minutes	



2. Special Program for Employment of Students

This is a program mandated under RA 7323, initially amended by RA 9574 in 2009 and expanded the programs' reach, to include the out of school youth or student drop-outs who have good track records, but were forced to stop schooling due to financial constraints, encouraging them to enroll in the next school term. This program is a joint venture between the Department of Labor and Employment (DOLE) and the City Government of Zamboanga (Employer) where the City Government pays 60% of the salary and 40% from the DOLE.

Office of Division:	Office of the City Social Welfare and Development		
Classification:	Simple		
Type of Transaction:	G2c- Government to Citizens		
Who may avail?:	15-30 years old students enrolled during the present school year/semester with passing grades and out of school youths who intends to continue education with combined income of parents is below poverty threshold of NEDA. Students whose parents have been displaced or about to be displaced due to business closure or work stoppage.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE?	
1. SPES Form 1 (Registration Form)		CSWDO-PESO	
2. Any of the following to attest the age: ✓ Birth or Baptismal Certificate ✓ Form 138 where age is specified		PSA or Office of the Civil Registrar	
3. Any of the following to attest the student’s rating: ✓ Form 138 (High School Report Card) ✓ Certification of the School Registrar that the students has a passing school grades during the previous semester/ school year		Schools where the applicants are enrolled	
4. Latest Income Tax Return of Parents or Certificate of Indigency		BIR, Office of the Barangay where the applicants resides	



CLIENT'S STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at PESO-CSWDO and secure the SPES Form 1	1. Accept registrations (second week of February of the first quarter of the year)	None	1 Minute	Marie Stephanie D.C. Sta. Elena <i>Population Program Officer II</i> Millicent Ebol <i>Job Order</i> Adelaida R. Millalos <i>Job Order</i>
2. Submit SPES requirements (hard copies)	2. Accept SPES Requirements for Screening-Evaluation, Validation and Assessment	None	5 Minutes	Marie Stephanie D.C. Sta. Elena <i>Population Program Officer II</i> Jessica P. Wee <i>Social Welfare Assistant</i> Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Ma. Lucia R. Francisco <i>Social Welfare Assistant</i>
3. Register online at dole9.org/spes and upload requirements	3. Advise qualified student applicants to register online 3.1 Verify and confirm hired applicants	None	5 Minutes	Maria Christina A. Sanson <i>Social Welfare Assistant</i> Jessica P. Wee <i>Social Welfare Assistant</i> Millicent Ebol <i>Job Order</i>
4. Attend SPES Orientation	4. Notify qualified student-applicants for the work schedule and orientation	None	5 Minutes 1 day	Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Jessica P. Wee <i>Social Welfare Assistant</i> Ma. Lucia R. Francisco <i>Social Welfare Assistant</i>



	4.1 Schedule and conduct SPES Orientation			Millicent Ebol <i>Job Order</i>
5. Report to designated workplace to begin work according to the number of days approved (20 days)	5. Prepare work assignments 5.1 Endorse to respective work assignments, offices, and barangays 5.2 Monitor activity and performance of beneficiary for duration of contract (20 days)	None	30 Minutes	Marie Stephanie D.C. Sta. Elena Population Program Officer II Jessica P. Wee <i>Social Welfare Assistant</i> Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Ma. Socorro A. Rojas <i>City Social Welfare and Development Officer</i>
6. Submit Daily Time Record after work duration of SPES	6. Collect DTR 6.1 Prepare and process payrolls for payment of 60% salaries	None	2 Days	Jessica P. Wee <i>Social Welfare Assistant</i> Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Ma. Lucia R. Francisco <i>Social Welfare Assistant</i> Millicent Ebol <i>Job Order</i>
7. Secure Certification Slip from CSWDO-PESO	7. Release Certification Slip to SPES beneficiaries	None	2 Minutes	Jessica P. Wee <i>Social Welfare Assistant</i> Ma. Cristina A. Sanson <i>Social Welfare Assistant</i> Ma. Lucia R. Francisco <i>Social Welfare Assistant</i> Millicent Ebol <i>Job Order</i>
8. Proceed to City Treasurer's Office to claim the 60% salary	8. Release salaries to SPS Beneficiaries	None	2 Minutes	City Treasurer's Office
TOTAL		None	3 Days and 50 Minutes Actual SPS Work period-	



Office of the City Social Welfare and Development
Welfare Services Division
External Services



1. Assistance to Individuals of Crisis Situation (AICS)

The Assistance to individuals in Crisis Situation (AICS) is part of the OCSWD's menu under protective services for the marginalized and disadvantaged individuals. The AICS has been implemented by the OCSWD for decades, as part of the devolution of services to the Local Government Units (LGUs) per Local Government Code of 1991.

The form and amount of financial assistance to be provided shall be based on the assessment and recommendation of the social worker and approved by the CSWDO.

Office or Division:	Office of the City Social Welfare and Development
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Individuals in Crisis situation in need of the following assistance: <ul style="list-style-type: none"> a. Medical Assistance b. Transportation Assistance (BalikProbinsya) c. Educational Assistance d. Food Assistance e. Other Crisis Situation
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
MEDICAL ASSISTANCE <ol style="list-style-type: none"> 1. Barangay Certificate of Indigency- Original Copy 2. Medical Certificate/ Abstract- Original Copy 	Barangay where the client is residing Attending Physician
TRANSPORTATION ASSISTANCE <ol style="list-style-type: none"> 1. Barangay Certificate of Indigency - Original Copy 2. Referral Letter (Optional)- Original Copy 	Barangay where the client is residing Referring party/agency
EDUCATIONAL ASSISTANCE <ol style="list-style-type: none"> 1. Certificate of Enrollment- Authenticated Copy 2. Barangay Certificate of Indigency - Original Copy 	School where the client is enrolled Barangay where the client is residing
FOOD ASSISTANCE <ol style="list-style-type: none"> 1. Barangay Certificate of Indigency - Original Copy 	Barangay where the client is residing
OTHER CRISIS SITUATION <ol style="list-style-type: none"> 1. Barangay Certificate of Indigency - Original Copy 	Barangay where the client is residing



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to appropriate Field Office for immediate assessment	1. Conduct intake interview and assessment	None	30 minutes	FIELD OFFICE I- NEAR VOCTECH- AYALA Ronald S. Cervas <i>Social Welfare Officer III</i>
	1.1 Prepare Social Case Study Report, if eligible		30 minutes	Marie Joy R. Cadelinia <i>Social Welfare Assistant</i> Maria Celeste B. Alvarez <i>Social Welfare Assistant</i>
	1.2 Submit Social Case Study Report and Supporting Documents to CSWDO for approval		45 minutes	Lourdes B. Bayron <i>Social Welfare Assistant</i> Rowena C. Flora <i>Population Program Worker I</i> Meryll Anne L. Bucoy <i>Population Program Worker I</i>
				FIELD OFFICE II- STA. BARBARA near OSCA Asdatul S. Sahidul <i>Social Welfare Officer I</i> Irene C. Las Marias <i>Social Welfare Assistant</i> Ailene O. Mediodia <i>Job Order</i> FIELD OFFICE III-Sta. Maria – COMPACT Jessa Mae F. Nobleza <i>Social Welfare Officer III</i> Julienne Joy E. Garcia <i>Social Welfare Assistant</i>



				<p>Desiree G. Camara <i>Social Welfare Assistant</i></p> <p>Fatima I. Mejia <i>Job Order</i></p> <p>FIELD OFFICE IV- IBT Divisoria</p> <p>Belinda A. Tagbar <i>Social Welfare Officer III</i></p> <p>Rodeline June A. Patagoc <i>Social Welfare Officer I</i></p> <p>FIELD OFFICE V Culianan near Police Station</p> <p>Lois O. Tigero <i>Social Welfare Officer III</i></p> <p>Josephine A. Orquia <i>Social Welfare Assistant</i></p> <p>Rutie S. Agustin <i>Population Program Worker I</i></p> <p>FIELD OFFICE VI- Curuan near Police Station</p> <p>Greta D. Masuki <i>Social Welfare Officer III</i></p> <p>Christalyn A. Ulod <i>Social Welfare Assistant</i></p> <p>Julie Ann V. Atilano <i>Population Program Worker I</i></p> <p>FIELD OFFICE VII- Vitali near Barangay Hall</p> <p>Milagrosa P. Jalique <i>Social Welfare Officer III</i></p>
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				<p>Suzanne Grace C. Sepe <i>Social Welfare Officer I</i></p> <p>Mary Anne M. Flores <i>Social Welfare Assistant</i></p> <p>Ruthlyn D. Villegas <i>Population Program Worker I</i></p>
2. Wait for assistance	<p>2. Review and check Report and Documents</p> <p>2.1 Sign and Approve Report/Request</p> <p>2.2 Transmit to City Mayor's Office for approval</p>	None	20 minutes	<p>Uldarico S. Fabian <i>Asst. City Social Welfare and Development Officer</i></p> <p>Ma. Socorro A. Rojas <i>City Social Welfare and Development Officer</i></p>
3. Claim check at the City Treasurer's Office	3. Inform client and advise to claim check at City Treasurer's Office	None	15 minutes	CSWDO - AICS
TOTAL:		None	2 hours, 20 minutes	



2. Issuance of PWD ID for Persons with Disability

The Persons with Disabilities Affairs Unit (PDAU) serves as the designated information center to sustain and to incessantly carry out the evaluation, data gathering, needs assessment, job opportunity programs, advocacy plans, livelihood trainings, and other related PWD activities. The unit is also charged in the issuance of the Identification Card in accordance with the National Guidelines for the availment of the rights and privileges as stimulated in RA 9442 Magna Carta for PWD.

Office or Division:	Office of the City Social Welfare and Development			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons with Disability certified by a Physician.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate (Residency)		Barangay where the client is residing		
2. Medical Certificate (non-apparent)		Medical Doctor		
3. Whole body picture (apparent)		Client		
4. 1 x 1 picture, 4 pcs		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure PWD Form at PDAU or District Field Office and submit requirements	1. Conduct assessment	None	15minutes	Rose Ann C. Suarez <i>Social Welfare Officer I</i>
	1.1 Record information and encode ID card		30minutes	Henry Salac <i>Social Welfare Aide</i>
	1.2 Transmit for signature of CSWDO, Mayor		15minutes	Francis Roel P. Saavedra <i>Social Welfare Aide</i>
2. Get PWD ID	2. Release PWD ID card 2.1 Orient on rights and privileges of PWD		4 days	Larry Samson Job Order Dorante V. Gaspar Job Order Ramon L. Delos Santos Job Order
TOTAL:			4 days 1 hour and 10mins	



3. Issuance of Senior Citizens ID

Maintain and regularly update on a Quarterly basis the list of Senior Citizens and to issue National Individual identification cards purchase booklets free of charge for the availment of benefits and privileges under RA 9994 and other related laws.

Office or Division:		Office of the City Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		60 years old and above with Supporting documents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate or other Records of Birth		City Civil Registrar's Office		
2. Barangay Certificate (Residency)		Barangay where clients resides		
3. Picture 1x1 (3pcs)		Applicant		
4. Picture 2x2 (1pc)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Senior Citizen Form at OSCA or District Field Office and submit requirements	1. Assess application and requirements	None	15mins	Cleofe L. Castante <i>Social Welfare Officer I</i>
	1.2 Record information and encode ID		30mins	Joe Carlo S. Manzanillo <i>Administrative Aide I</i>
	1.3 Transmit for signature of OSCA Head/Mayor		15mins	
2. Get Senior Citizen ID	2. Release of Senior Citizen ID card	None	4 days	Paul Stephen A. De Leon <i>Administrative Aide I</i>
	2.1 Orient on rights and privileges for senior citizens			Bjorn James Robles <i>Job Order</i>
	TOTAL:	None	4 days, 1 hour	



4. Complaints on Violations of PWD and Senior Citizens ordinances

Consistent with Sections 6 and 10 of City Ordinance 348 and Section 5 of City Ordinance No. 354 and to ensure immediate disposition of complaints and reports of violations of the above-mentioned enactments, the OSCA and PDAU is hereby ordered to summon violators and to set the hearing of the complaints or reports of violation received by the office within three (3) days upon receipt thereof. Within five (5) days from last hearing, the OSCA and PDAU shall submit a report to the City Mayor together with all the documents or evidence gathered with a recommendation for imposition of administrative fine/or suspension or revocation of business license or filing of criminal case with the City Prosecutors Office.

Office or Division:		Office of the City Social Welfare and Development		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Individuals with Disability and Senior Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of the Company or Establishment where the Senior Citizen/PWD purchased the goods		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File complaint to CSWDO with supporting evidence (receipts)	1. Conduct initial assessment 1.1. Summon violators for scheduled hearing of complaint	None	45mins	Uldarico S. Fabian <i>Asst. City Social Welfare and Development Officer</i> Cleofe L. Castante <i>Social Welfare Officer I</i> Rose Ann C. Suarez <i>Social Welfare Officer I</i> Henry Salac <i>Social Welfare Aide</i> Francis Roel P. Saavedra <i>Social Welfare Aide</i>



Attend hearing and participate in proceedings for outcome on complaint.	<p>2. Conduct hearing proper</p> <p>2.1 Mediate and settle disagreements</p> <p>2.1.a Facilitate amicable settlement, if both parties come to agreement</p> <p>2.1.b Assist complainant elevate complain to court and other agencies, if no agreement is reached</p>		1 hour 15mins	<p>Uldarico S. Fabian <i>Assistant City Social Welfare and Development Officer</i></p> <p>Cleofe L. Castante <i>Social Welfare Officer I</i></p> <p>Rose Ann C. Suarez <i>Social Welfare Officer I</i></p> <p>Henry Salac <i>Social Welfare Aide</i></p> <p>Francis Roel P. Saavedra <i>Social Welfare Aide</i></p>
TOTAL:		None	2 hours	



Office of the City Treasurer

External Services



1. Assessment Of Business Taxes

To facilitate processing of business permit, the business tax and other fees are assessed/computed based on the gross receipts or gross sales for the preceding year of a business establishment and is determined through interview and/or submission of financial documents.

Office or Division:	Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Business Establishment Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form Of Business Permit (Filled up and encoded)		City Licensing Office		
2. For renewal of business establishments				
a. Monthly Returns, VAT or Percentage Tax Returns;or		a. Bureau of Internal Revenue (BIR)		
b. Affidavit or Certification of Gross Sales/Receipts		b. Owner/Proprietor		
3. For new business establishments				
a. Any Proof or document to support declaration of capital (e.g. tax declaration of property for Real Estate Lessor, Articles of Incorporation)		a. Articles of Incorporation - Security and Exchange Commission (SEC) b. Tax Declaration- Owner's file copy/City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements at the Business Taxes and Fees Division	1. Compute or assess details of tax and fees due for payment.	For New - Business 1/20 of 1% of the Capital Investment For Renewal - Based on the Preceding Gross Sales/ Receipts	5 minutes	Vincent Elvis T. Alvarez LTOO III Pamela B. Ting LTOO II Jocelyn S. Jabil LTOO II



2. Proceed to Window Collectors for payment	2. Accept payment and issue Official Receipt	For New - Business 1/20 of 1% of the Capital Investment For Renewal -Based on the Preceding Gross Sales/ Receipts	10 minutes	Main Collection Windows (1 to 8)
3. Proceed to the next Office concerned following the Routing Slip attached to the Application Form	3. Act on the documents	None	10 minutes	Personnel of Concerned Offices
TOTAL:		For New - Business 1/20 of 1% of the Capital Investment For Renewal -Based on the Preceding Gross Sales/ Receipts	25 minutes	



2. Assessment Of Professional Tax Receipt (Ptr)

Computation of local impositions of annual professional tax due to the City.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Professionals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.PRC License/other licenses, as the case maybe (current)		Professional Regulation Commission (PRC)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement at the Business Taxes and Fees Division	1.Issue Order of Payment	None	3 minutes	Josie B. Lacastesantos <i>Clerk II</i> Maria Dolores S. Fernandez <i>Ticket Checker</i>
2. Proceed to Window Collectors for payment	2.Accept payment and issue Official Receipt	Please refer to schedule of fees below (City Ordinance No. 92-009)	10 minutes	Main Collection Windows (1 to 8)
TOTAL:		Please refer to schedule of fees below (City Ordinance No. 92-009)	13 minutes	



Schedule of Fees for Professional Tax (According to City Ordinance No. 92-009)	
Profession	Amount
Lawyers, Medical Practitioners, Architects, Interior Decorators, Certified Public Accountants, Civil OFFs, Electrical Engineers, Chemical Engineers, Mechanical Engineers, Mining Engineers, Sanitary Engineers, Pharmacists, Medical Technologists, Registered Nurses, Actuaries, Veterinarians, Dentists, Optometrists, Opticians, Licensed Ship Masters, Chief Marine Engineer, Agricultural Engineers, Geodetic Engineers, Electronics and Communications Engineers, Chief Motor Engineers, Master Mariners, Naval Architects, Foresters	Php 300.00
1. Chief Mates 2. Marine Second Engineers 3. Registered Marine Plumber 4. Mechanical Plant Engineers, Junior Mechanical Engineers and Certified Plant Mechanics, unless they are professional Mechanical Engineers and have paid the tax for Mechanical Engineers 5. Dieticians 6. Midwives, unless he or she is a registered Nurse and has paid the corresponding occupation tax for nurses 7. Chemists, unless he or she is a registered chemical engineers and has paid the corresponding occupation tax for chemical engineers 8. Associates and Assistant Electrical Engineers unless he or she is a professional electrical engineer and has paid the corresponding occupation tax for electrical engineers 9. Marine Officers, unless he is a Chief Marine Engineer or Second Engineer and has pain the corresponding occupation tax for Chief Marine Engineers and Second Engineers 10. Therapists, unless he or she is a registered nurse and has paid the corresponding occupation tax for nurses.	Php 150.00



3. Assessment of Hanging of Streamers or Holding of Parade or Motorcade

Computation of local impositions and other fees/charges due to the City.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Business Owners and other clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification of Approval granted by the Office of the City Mayor or City Administrator to hold such activity		City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement at the Business Taxes and Fees Division	1. Issue Order of Payment	None	3 minutes	Pamela B. Ting <i>LTOO II</i>
2. Proceed to Window Collectors for payment	2. Accept payment and issue Official Receipt	Please refer to the schedule of fees below (According to City Ordinance No. 333)	10 minutes	Main Collection Windows (1 to 8)
3. Proceed to the Office of the City Mayor or City Administrator for processing and release of permit	3. Process permit and release permit	None	10 minutes	City Administrator's Personnel
TOTAL:		Please refer to the schedule of fees below (According to City Ordinance No. 333)	23 minutes	



Schedule of Fees for Streamer/Tarpaulin, Parade and Recorida

Type	Particular/Amount
Streamer/Tarpaulin	32sq. ft. and below – PHP50.00/ pc/week Refund deposit- PHP50.00 Above 32 sq. ft. – PHP500.00/pc/week Refund deposit – PHP500.00
For Parade	Per approved Permit – PHP100.00
For Recorida	Per approved permit – PHP100.00/barangay



4. Assessment of Rentals and Other Charges

Computation of local impositions and other fees/charges due to the City including rental of government properties.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Business Owners and other clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Contract of Lease if making an initial or first payment for rental (1 copy)		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement at the Business Taxes and Fees Division	1. Issue Order of Payment	None	3 minutes	Dorine D. Baird <i>Clerk II</i> Maria Dolores S. Fernandez <i>Ticket Checker</i>
2. Proceed to Window Collectors for payment	2. Accept payment and issue Official Receipt	Rental Rate	10 minutes	Main Collection Windows (1 to 8)
Total:		Rental Rate	13 minutes	



5. Assessment Of Tricycle Franchise Payment

Computation of local impositions for Tricycle Franchise fees/charges due to the City.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Tricycle Franchise Operators and other clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Assessment Form signed by personnel authorized the Tricycle Adjudication Board		Tricycle Adjudication Board (TAB)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirement at the Business Taxes and Fees Division	1. Issue Order of Payment	None	3 minutes	Jocelyn S. Jabil <i>LTOO II</i> Danica Rose T. Enriquez <i>Clerk II</i>
2. Proceed to Window Collectors for payment	2. Accept payment and issue Official Receipt	Please refer to the schedule of fees below	10 minutes	Main Collection Windows (1 to 8)
Total:		Please refer to the schedule of fees below	13 minutes	



Schedule of Fees for Tricycle Franchise

Particular	Amount
<i>Regular Fees</i>	
Registration of Motor for Hire	PHP 150.00
Annual Franchise Fee	PHP 100.00
Certification Fee	PHP50.00
Inspection Fee	PHP10.00
Sticker	PHP 40.00
<i>Other Payment</i>	
Change of Classification	PHP 150.00
Change of Fare	PHP 150.00
Change of Ownership	PHP 150.00
Fare Matrix	PHP 80.00
Petition to Drop Unit	PHP210.00



6. Issuance Of Tax Clearance

Tax Clearance is issued for transfer of property ownership to include Sale/Donation/Extrajudicial /Deed of Exchange/Self-adjudication/Consolidation and Petition to Split Title.

Office or Division:	Office of the City Treasurer	
Classification:	Simple	
Type of Transaction:	Government-to-Citizen (G2C)	
Who may avail:	Real Property Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Original copy of Deed of Sale , Donation, Exchange, Final Sheriff, Certificate of Sale, Extrajudicial Settlement of Futate, Affidavit of Self-Adjudication, Subdivision, Split or consolidation.		Any Law Firm
2. Photocopy of Deed of Sale Donation, Exchange, Final Sheriff, Certificate of Sale, Extrajudicial Settlement of Futate, Affidavit of Self-Adjudication, Subdivision, Split or consolidation, one copy each.		Any Law Firm
3. Photocopy of Tax Declaration of Land; Building and Machinerics and improvements.		City Assessor's Office
4. Certificate of No Improvements (in case of no improvements)		City Assessor's Office
5. Official Receipts of Real Property Taxes, Certification Fee and Transfer Tax		Real Property Tax Division
6. Order of Payment Slip		Real Property Tax Division
7. Documentary Stamp		Bureau of Internal Revenue



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Order of Payment of Transfer Tax.	1. Compute Transfer Tax and provide order of payment	$\frac{3}{4}$ of 1% of Market Value or Consideration whichever is Higher	5 minutes	Maria Imelda M. Ruste <i>LTOO II</i>
2. Submit Application Form and Tax Declaration for Verification	2. Verify Real Property Tax updated	1% of Assessed Value for Basic and 1% of Assessed Value for Special Education Fund (SEF)	5 minutes	Rheanesa B. Mansul <i>LTOO II</i> Christie J. Isnani <i>Clerk I</i> Maria Luisa F. Condeno <i>Administrative Aide VI</i> Diosdado N. Valeros Jr. <i>Clerk I</i>
3. Pay Real Property Tax (RPT) and Transfer Tax	3. Receive Payment and issue official receipt	Refer to computation of fees in steps 1 and 2	5 minutes	Real Property Tax Collection Windows (1 to 4)
4. Submit accomplished form and other pertinent papers	4. Verify Accomplished form and other pertinent papers	None	5 minutes	Harija B. Sakaluran <i>Information Officer I</i>
5. Submit proof of payment	5. Release Claim Stub	None	5 minutes	Harija B. Sakaluran <i>Information Officer I</i>
6. Submit claim stub	6. Release Tax Clearance	None	5 minutes	Maregene O. Paulo <i>Ticket Checker</i>



<p>TOTAL:</p>	<p>Transfer Tax : $\frac{3}{4}$ of 1% of Market Value or Considerati on whichever is Higher</p> <p>Real Property Tax : 1% of Assessed Value for Basic and 1% of Assessed Value for Special Education Fund (SEF)</p>	<p>30 minutes</p>	
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7. Deputization of Barangay Treasurers

The City Treasurer's Office deputizes Barangay Treasurers to collect Community Tax Certificates from residents in their respective jurisdictions.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		Government-to-Government (G2G)		
Who may avail:		Barangay Treasurers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Bond from Bureau of Treasury		Bureau of Treasury		
2. Appointment Paper/Oath of Office		Barangay Chairman of the requesting Barangay		
3. Letter of Request		Barangay Chairman of the requesting Barangay		
4. Barangay Resolution		Barangay Local Council		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the	1. Receive and turnover	None	1 minute	Marites P. Pamintuan <i>LTOO II – OIC Admin Division Admin Staff</i>
Administrative Division	requirements to the Assistant City Treasurer			
2. Undergo interview and written examination	2. Evaluate requirements and screen applicant through interview and written examination	None	20 minutes	Jeboni Lucilta G. Dizon <i>LTOO IV</i>
3. Claim letter of Deputization signed by the City Treasurer	3. Release Letter of Deputization signed by the City Treasurer	None	3 minutes	Marites P. Pamintuan <i>LTOO II – OIC Admin Division Admin Staff</i>
TOTAL:		None	24 minutes	



8. Liquidation of Collections of Barangay Treasurers

The City Treasurer's Office Examines / Verifies / Audits the Report of Community Tax (CEDULA) Collections of Barangay Treasurer.

Office or Division:	Treasury Operations and Review Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government			
Who may avail:	Barangay Treasurers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip		Treasury Operations Review Division		
2. Approved Requisition and Issue Slip		Treasury Operations Review Division		
3. Report of Collections and Deposits and Accountability for Accountable Forms		Cash Receipts Division and Treasury Operations Review Division		
4. Summary of Collections, Deposits and Remittances		Treasury Operations Review Division		
5. Audited Report of Collections and Issued BIR Form No.001		Treasury Operations Review Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Report of Collections and turn-over cash to liquidate collections	1. Accept Report and Cash	None	5 minutes	Ma. Carlynn Kang <i>LRCO II</i>
2. Present Requisition and Issue Slip (RIS)	2. Verify Requisition Issue Slip (RIS)	None	1 minute	TORU Personnel
3. Present Verified Requisition and Issue Slip (RIS)	3. Approve RIS	None	1 minute	Romelita F. Candido <i>City Treasurer</i> Jeboni Lucilita G. Dizon <i>LTOO IV Acting Assistant City Treasurer for Admin</i>
4. Present approved RIS	4. Issue BIR Form 0016/CT C Cedula	None	3 minutes	Dorina S. Suarez <i>Admin Officer III</i>



5. Claim BIR Form 0016/CTC Cedula	5. Release BIR Form 0016/CTC Cedula to Barangay Treasurer	None	5 minutes	Dorina S. Suarez Admin Officer III
TOTAL:		None	15 minutes	

9. Payment of Taxes, Rentals and Other Fees

The City Treasurer's Office receives payment of taxes, rentals and other fees in compliance with the City's Revenue Code and existing laws or ordinances.

Office or Division:	Cash Receipt Division
Classification:	Simple
Type of Transaction:	Government-to-Business (G2B)
Who may avail:	Business Owners, Real Property Owners and other clients
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.FOR BUSINESS TAXES a. Updated assessment details (upon renewal of business permit or new business) and / or previous Official Receipt for the current year (for payment of the succeeding quarters)	Business Tax and Fees Division
2. FOR SLAUGHTER FEES AND AMUSEMENT TAXES a. Monthly Bills (for private slaughter houses, cockpits and cinemas), Actual Animal head count (for City Abattoir)	Business Tax and Fees Division
3. FOR REAL PROPERTY TAXES a. RPT statement of accounts (for delinquent accounts) and/or latest Official Receipts of payment made (for updated accounts)	Real Property Tax Division – Verification section



4. FOR COMMUNITY TAX CERTIFICATE (CEDULA) a. Valid IDs, any of the following (Passport, Employee's ID, Voter's ID, Postal ID, Driver's License, PRC License, GSIS, Pag-IBIG, SSS, Senior Citizen), b. Barangay Certificate c. Previous Official Receipt		Community Tax Collection (CEDULA) Windows (Windows 1 to 6) Different Barangay Hall (Zamboanga City)		
5. FOR OTHER FEES a. Current Community Tax Certificate and TOP (Temporary Operator's Permit) or if TOP is loss, Affidavit of Loss – for violation of Traffic Code / Retrieval of Driver's License		Main Collection Windows (Windows 1 to 8)		
6. FOR RETIREMENT OF BUSINESS a. Application form with tax computation		Business Tax and Fees Division		
7. FOR MARKET RENTALS a. Updated computation of rentals		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Issue Payment Order	According to Payment Order	2 minutes	Main Collection Windows (1 to 8)
1.1.a. For Slaughter Fees (City Abattoir)	1.1 Acknowledge Payment	According to Payment Order	2 minutes	Revenue Collection Clerk (assigned at the City Abattoir)
1.2.b. For Market Rentals	1.2 Acknowledge Payment	According to Payment Order	2 minutes	Collectors at Market Satellite Offices (Main Market, Sta. Cruz and Bagsakan)
1.3.c. For Real Property Taxes	1.3 Acknowledge Payment	According to Payment Order	2 minutes	Real Property Tax Collection Windows (1 to 4)
1.4.d. For Community Tax Certificate (CEDULA)	1.4 Acknowledge Payment	According to Payment Order	2 minutes	Community Tax Collection (CEDULA) Windows (1 to 6)
TOTAL:		According to Payment Order	10 minutes	



10. Payment of Salaries and Other Monetary Claims

Pays / disburses cash or issues checks for payment of obligation, remittances, salaries and other benefits due to clients.

Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	Government-to-Government (G2G) Government to Citizen (G2C)			
Who may avail:	City Government Employees and Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly approved / signed voucher / payroll		City Treasurer's Office		
2. Valid ID / Authorization papers		Owner/Claimant		
3. ATM Card		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved and duly signed vouchers / payrolls	1. Draw check	None	5 minutes	Ma. Lucia U. Petate <i>Cashier III</i>
MODES OF CLAIMS/PAYMENT:				
1.1.a. Check – claim check and sign voucher after one (1) hour		None	3 minutes	Catherine D. Dagalea <i>Admin Aide III</i>
1.1.b. Cash – Approved voucher submitted not later than 12 noon, claim in the afternoon at 4:30		None	3 minutes	Herbert R. Herbano <i>Cashier II</i>
Approved voucher submitted after 12 noon, claim in the afternoon at 4:30 of the following day				Felipe R. Lakibul <i>Cashier II</i>
c. 1.1.c. Bank – claim salaries anytime in the afternoon thru ATM				
1.1.a. Release checks		None	1 minute	Marilou T. Gregorio <i>Cashier I</i>
1.1.b. Disburse payment in cash				Clarinda R. Alvarez <i>Cashier I</i>



1.1.c. Disburse payment through ATM			Reinalyn R. Borja <i>Disbursing Officer II</i> Katherine J. Fernandez <i>Disbursing Officer II</i> Merlie B. Veniales <i>Disbursing Officer II</i> Proceed to the Bank
TOTAL:	None	12 minutes	

11. Registration of Instrument of Weights and Measure

All instruments of weights and measures must be tested, sealed and licensed before being used. Only units that are in accordance with the standard testers can be sealed and licensed.

Office or Division:	Business Taxes, Fees and Charges Division			
Classification:	Simple			
Type of Transaction:	Government-to-Business (G2B)			
Who may avail:	Business Establishment Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Instrument of weights and measures for testing / calibration		Owner		
2. Assessment details of fees to be paid		City Treasurer's Office		
3. Official Receipt of payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present instrument for calibration to the Business Taxes and Fees Division	1. Calibrate the Instrument and Issue Order of Payment	None	5 minutes	Steve Michael B. Saura <i>License Inspector I</i> Dorine Baird <i>Clerk II</i>



2. Proceed to Window Collectors for payment	2. Accept payment and issue Official Receipt	Refer to the schedule of fees below (According to City Ordinance No. 92-005)	10 minutes	Main Collection Windows (1 to 8)
3. Claim instrument	4. Release instrument	None	1 minute	Steve Michael B. Saura <i>License Inspector I</i> Dorine Baird <i>Clerk II</i>
TOTAL:		Refer to the schedule of fees below (According to City Ordinance No. 92-005)	16 minutes	



Schedule of Fees for the Instruments of Weights and Measures
(According to City Ordinance 92-005)

Particulars	Amount
For Sealing linear metric measures	
1. Not over one meter	PHP 10.00 per annum
2. Over one meter	PHP 20.00 per annum
For sealing metric instrument of weight	
1. Over 3,000 kilograms	PHP200.00 per annum
2. Over 300 to 3,000 kilograms	PHP100.00 per annum
3. Over 30 to 300 kilograms	PHP 30.00 per annum
4. 30 kilograms or less	PHP 20.00 per annum
For sealing apothecary balance or other balances of precision	
1. Over 3,000 kilograms	PHP120.00 per annum
2. Over 300 to 3,000 kilograms	PHP100.00 per annum
3. Over 30 to 300 kilograms	PHP60.00 per annum
4. 30 kilograms or less	PHP40.00 per annum
Sticker	PHP 40.00
Tag	
Inside the office	PHP 1.00
Outside the office	PHP 10.00



12. Retirement Of Business

Certificate of Retirement is issued to an operator who chooses to terminate his business operation upon payment of all taxes due on his business and validated by the City Treasure's Office affirming that said business has ceased operation.

Office or Division:		Business Taxes, Fees and Charges Division		
Classification:		Simple		
Type of Transaction:		Government-to-Business (G2B)		
Who may avail:		Business establishment owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. FOR BUSINESS TAXES AND FEES DIVISION				
a. Original Business Permit		a. Owner's Copy/Business Permit and Licensing Office		
b. Latest Income Tax Return (ITR)		b. Bureau of Internal Revenue (BIR)/ Owner's File		
c. Monthly Percentage Tax Returns or sworn statement of gross receipts		c. Bureau of Internal Revenue (BIR)/ Owner's File		
d. Official Receipt of Payment for Tax on Retirement, if any		d. Collection windows 1 to 8- City Treasurer's Office		
e. Official Receipt for Certification Fee and one set of Documentary Stamp, if Certification is requested		e. Collection windows 1 to 8- City Treasurer's Office/ Documentary Stamp-Bureau of Internal Revenue (BIR)		
2. FOR CASH RECEIPTS DIVISION				
a. Application form with tax computation		a. Business Taxes and Fees Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form and submit form with attachment	1. Evaluate and Issue Order of Payment	None	5 minutes	Vincent Elvis T. Alvarez LTOO III Pamela B. Ting LTOO II
2. Present Order of Payment	2. Acknowledge Payment and issue official receipt	Tax on Retirement (based on assessment) and Certification Fee of PHP 10.00	2 minutes	Main Collection Windows (1 to 8)



3. Return form with Official Receipts	3. Issue Claim Stub	None	2 minutes	Vincent Elvis T. Alvarez <i>LTOO III</i> Pamela B. Ting <i>LTOO II</i>
4. Present Claim Stub and claim certificate of cessation/retirement of business	4. Issue Certification of cessation / retirement of business	None	3 minutes	Vincent Elvis T. Alvarez <i>LTOO III</i> Pamela B. Ting <i>LTOO II</i>
TOTAL:		Tax on Retirement (based on assessment) and Certification Fee of PHP 10.00	12 minutes	



FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	<p>Answer the client Feedback and Complaints Form and Drop it at the designated drop box of the Office of the City Treasurer.</p> <p>Contact Info: 991-2938 or 993-2261 or citytreasurerzc@gmail.com</p>
How feedbacks are processed	<p>Every Friday the Administrative Officer (AO) opens the box and compiles and records all feedback and complaints submitted.</p> <p>Feedbacks requiring answers are forwarded to relevant division and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact 991-2938 or 993-2261 or email at citytreasurerzc@gmail.com</p>
How to file a complaint	<p>Answer the Client Feedback and Complaints Form and Drop it at the designated drop box of the Office of the City Treasurer. For inquiries and follow ups, client may contact Infor: 991-2938 or citytreasurerzc@gmail.com</p>
How complaints are processed	<p>Every Friday the AO opens the box and compiles and records all feedback and complaints submitted.</p> <p>The AO evaluates each complaint. Upon, the AO shall start the investigation and forward the complaint to the relevant division for their explanation.</p> <p>The AO creates a report after the investigation and shall submit it to the Department Head for appropriate action. The AO will give feedback to the client. For inquiries and follow-ups, clients may contact telephone number: 991-2938 or 993-2261 or citytreasurerzc@gmail.com</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph/8478 5093</p> <p>PCC: 8888</p> <p>CCB-0908-881-6565 (SMS)</p>



Office of the City Veterinarian

External Services



1. Conduct of Ante-Mortem Inspection

An ante-mortem inspection shall be made of all food animals. No animals shall proceed for slaughter until an inspector has carried out ante-mortem inspection and has passed it as suitable for slaughter.

Office or Division:	Office of the City Veterinarian – Veterinary Regulatory Services Division			
Classification:	Simple			
Type of Transaction:	G2C, G2B			
Who may avail:	1. General Public 2. Meat Vendors/Meat Dealers			
COVID-19 Prevention:	1. Mask, Face Shield/ Any Eye Protection			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate 2. Certificate of Ownership/ Transfer of Ownership (Large Ruminants) 3. Shipping Permit (for Animals transported across provincial boundaries) 4. Payment		- Office of the City Veterinarian/Provincial Veterinarian’s Office - Office of the City Treasurer - Bureau of Animal Industry/Provincial Veterinarian’s Office - City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Different Slaughterhouses (AA & LRME) 1. Deposit animals with accompanying documents and credentials for ante-mortem inspections (For Livestock). a. City Abattoir	Marked Inspected and Passed if suitable for slaughter. - Marked Inspected for further inspections. - Marked Inspected and Condemned for any animal manifesting during ante-	<u>Ante-Mortem Inspection Fee (Per Head)</u> • Hogs, Goats, Sheep – P 10.00 • Cattle, Carabao, Horses – P 15.00 • Other Animals – P 10.00	10 minutes	- Meat Inspector on duty a. Reymike Maghinay; Allan Rubio; Noel Resoor b. Gabriel D. Arquiza



b. MKVBI PDP c. Tropical Slaughterhouse d. ZUFPI PDP e. RSG Hermosa PDP f. Bonita's Slaughterhouse g. Macrohon Slaughterhouse h. Juaton Slaughterhouse i. Sarao Slaughterhouse j. Rudy Lechon de Baka Roasting Facility k. Danilo Uy Slaughterhouse l. Divisoria Slaughterhouse m. Gregoria Toribio Slaughterhouse n. Falcasantos Slaughterhouse o. Atilano Slaughterhouse	mortem inspection any disease or condition or found dead or in dying condition. - Condemned animals shall be isolated immediately and disposed properly.			c. Reymike Maghinay d. Joviani Gonzales e. Virgilio Rubio f. Emmanuel Sario g. Fedibert Alejandro h. Fedibert Alejandro i. Emmanuel Sario j. Ronald Ramos k. Argen Fernando l. Rogelio Apolinario m. Juan Crisostomo Sunaz n. Renante Villalon o. Renante Villalon p. Rizalde Gonzales q. Ronald Ramos Meat Inspector on duty
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<p>p. Aurora Chiong Slaughterhouse</p> <p>q.JW Slaughterhouse</p> <p>B. Poultry Dressing Plant Inspection</p> <p>1. Deposit animals with accompanying documents and credentials for ante-mortem inspections.</p>	<p>Marked Inspected and Passed if suitable for slaughter.</p> <ul style="list-style-type: none"> - Marked Inspected for further inspections. - Marked Inspected and Condemned for any animal manifesting during ante-mortem inspection any disease or condition or found dead or in dying condition. - Condemned animals shall be isolated immediately and disposed properly. 	<p>Ante-Mortem Inspection Fee (Per Head)</p> <ul style="list-style-type: none"> • Poultry – P 0.30 	<p>2-3 hours</p>	
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2. POST-MORTEM INSPECTION

SERVICE NAME		Conduct of Post-Mortem Inspection		
DESCRIPTION		Post-mortem inspection and examination of carcasses and parts thereof of all food animals, thus ensuring that meat passed for human consumption.		
Office or Division:		Office of the City Veterinarian – Veterinary Regulatory Services Division		
Classification:		Simple		
Type of Transaction:		Government to Client; Government to Business		
Who may avail:		1. General Public 2. Meat Vendors/Meat Dealers		
COVID-19 Prevention:		1. Mask, Face Shield/ Any Eye Protection		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Different Slaughterhouses (AA & LRME) 1. Post-mortem inspection and examination of carcasses and parts thereof of all food animals. (For Livestock) a. City Abattoir b. MKVBI PDP c. Tropical Slaughterhouse d. ZUFPI PDP e. RSG Hermosa PDP f. Bonita's Slaughterhouse	- Marked Inspected and Passed for carcasses and parts thereof fit for human consumption. - Inspected and Condemned for carcasses and parts thereof unfit for human consumption - Condemned animals shall be isolated immediately and disposed properly.	Post-Mortem Inspection Fee (Per head) • Hogs, Goats, Sheep – P 40.00 • Cattle, Carabao, Horses – P 60.00 • Others – P 20.00	20-30 mins	- Meat Inspector on duty a. Reymike Maghinay; Allan Rubio; Noel Resoor b. Gabriel D. Arquiza c. Reymike Maghinay d. Joviani Gonzales e. Virgilio Rubio f. Emmanuel Sario g. Fedibert Alejandro



<p>g. Macrohon Slaughterhouse</p> <p>h. Juaton Slaughterhouse</p> <p>i. Sarao Slaughterhouse</p> <p>j. Rudy Lechon de Baka Roasting Facility</p> <p>k. Danilo Uy Slaughterhouse</p> <p>l. Divisoria Slaughterhouse</p> <p>m. Gregoria Toribio Slaughterhouse</p> <p>n. Falcasantos Slaughterhouse</p> <p>o. Atilano Slaughterhouse</p> <p>p. Aurora Chiong Slaughterhouse</p> <p>q. JW Slaughterhouse</p> <p>B. Poultry Dressing Plant Inspection</p> <p>1. Post-mortem inspection and examination of carcasses and parts thereof of all food animals.</p>	<p>Marked Inspected and Passed for carcasses and parts thereof fit for human consumption.</p> <p>Inspected and Condemned for carcasses and parts thereof unfit for human consumption.</p> <p>Condemned animals shall be isolated immediately and disposed properly.</p>	<p>Post-Mortem Inspection Fee (Per Head)</p> <ul style="list-style-type: none"> • Poultry – P 0.40 	<p>3-4 hours/batch</p>	<p>h. Fedibert Alejandro</p> <p>i. Emmanuel Sario</p> <p>j. Ronald Ramos</p> <p>k. Argen Fernando</p> <p>l. Rogelio Apolinario</p> <p>m. Juan Crisostomo Sunaz</p> <p>n. Renante Villalon</p> <p>o. Renante Villalon</p> <p>p. Rizalde Gonzales</p> <p>q. Ronald Ramos</p> <p>- Meat Inspector on Duty</p>
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3. MEAT INSPECTION CERTIFICATE

SERVICE NAME		Issuance of Meat Inspection of Certificate		
DESCRIPTION		Issuance of Meat inspection Certificate to newly slaughtered animals in different registered slaughterhouses and poultry dressing plant to ensure cleanwholesome and safe meat to the consuming public.		
Office or Division:		Office of the City Veterinarian – Veterinary Regulatory Services Division		
Classification:		Simple		
Type of Transaction:		Government to Client; Government to Business		
Who may avail:		1. General Public 2. Meat Vendors/Meat Dealers		
COVID-19 Prevention:		Clients and Employees 1. Mask, Face Shield/ Any Eye Protection		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment		- Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Different Slaughterhouses (AA & LRME) 1. Present Payment Slip a. City Abattoir b. MKVBI PDP c. Tropical Slaughterhouse d. ZUFPI PDP e. RSG Hermosa PDP f. Bonita's Slaughterhouse g. Macrohon Slaughterhouse h. Juaton Slaughterhouse i. Sarao Slaughterhouse	1. Issue Meat Inspection Certificate to accompany meat and meat product.		3-4 minutes per vendor or establishment	Meat Inspector on Duty a. Reymike Maghinay; Allan Rubio; Noel Resoor b. Gabriel D. Arquiza c. Reymike Maghinay d. Joviani Gonzales e. Virgilio Rubio f. Emmanuel Sario g. Fedibert Alejandro h. Fedibert Alejandro i. Emmanuel Sario j. Ronald Ramos



j. Rudy Lechon de Baka Roasting Facility k. Danilo Uy Slaughterhouse l. Divisoria Slaughterhouse m. Gregoria Toribio Slaughterhouse n. Falcasantos Slaughterhouse o. Atilano Slaughterhouse p. Aurora Chiong Slaughterhouse q. JW Slaughterhouse B. Poultry Dressing Plant Inspection (AA and LRME)	1. Issue Meat Inspection Certificate to accompany meat and meat product.		1 hour per batch	k. Argen Fernando l. Rogelio Apolinario m. Juan Crisostomo Sunaz n. Renante Villalon o. Renante Villalon p. Rizalde Gonzales q. Ronald Ramos Meat Inspector on Duty
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4. VETERINARY INSPECTION CERTIFICATE

SERVICE NAME	Issuance of Veterinary Inspection Certificate
DESCRIPTION	The Office of the City Veterinarian issues Veterinary Inspection Certificate to establishment such as meat market/channel complying with existing rules and regulations on Meat Inspection Code of Zamboanga City
Office or Division:	Office of the City Veterinarian – Veterinary Regulatory Services Division
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	<ol style="list-style-type: none"> Meat Establishment Operators <ol style="list-style-type: none"> Slaughterhouses Poultry Dressing Plant Meat Processing Plant Meat Cold Storage Facility Other Similar Establishments Meat Market/Channel Veterinary Supply and Clinics Animal Feed Supplies Livestock and Poultry Farm Owner
COVID-19 Prevention:	<p>Clients</p> <ol style="list-style-type: none"> Mask, Face Shield/ Any Eye Protection Fill-up Client's Information Contact Tracing Form <p>Employees</p> <ol style="list-style-type: none"> Mask, Face Shield/ Any Eye Protection
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> Duly Accomplished Application Form Meat Establishment Operators <ol style="list-style-type: none"> Good Manufacturing Practices Manual or Good Operating Procedures Manual Certificate of Water Potability Sanitary Permit Certificate that the propose site conforms to the City Zoning Ordinance Picture of meat establishment National Meat Inspection Services Accreditation for "AA" Slaughterhouse and PDP 	<ul style="list-style-type: none"> - Office of the City Veterinarian - Meat Establishment Operator - City Health Office - City Health Office - City Planning and Development Office - National Meat Inspection Service - Office of the City Veterinarian



g. Locally Registered Meat Establishment Certificate 3. Certificate of Registration for a. Veterinary/Animal Feed Outlet b. Livestock and Poultry Farms c. Animal Clinic and Pet Shops d. Roasting Place 4. Payment		- Bureau of Animal Industry – Animal Welfare Section - City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	- Provide Log Sheet	Registration Fee/Veterinary Inspection Certification Fee	- 1 minute	- Public Assistance Desk Officer
2. Present duly accomplished form together with other requirements	Check the duly accomplished and other requirements needed	Slaughterhouses – P 2, 000.00 Poultry Dressing Plant- P 2, 000.00 Meat Processing Plant - P 2, 000.00 Meat Cold Storage Facility- P 2, 000.00 Other Similar Establishment- P 2, 000.00 Meat Market/Channel - P 500.00	- 3 minutes	Lester D. Masuhud Administrative Officer V
3. Secure schedule of ocular inspection for meat establishment			- 2 minutes	- VRSD Personnel <i>Dr. Portia P. Quintas</i> Veterinarian IV
4. Proceed to payment	Official Receipts		4 minutes	- VRSD Personnel Revenue Collection Officer
5. Issuance of Veterinary Inspection Certificate			2 minutes	



5. VETERINARY MEAT VENDORS/MEAT HANDLERS/MEAT CUTTER/ BUTCHER/DRESSER ID AND MEAT DELIVERY VAN OPERATOR

SERVICE NAME	Issuance of Veterinary Meat Vendors/Meat Handlers/Meat Cutter Butcher/Dresser and Meat Delivery Van Operator ID
DESCRIPTION	The Office of the City Veterinarian issues meat vendor, meat dealer, meat handlers, meat cutter, butchers, meat dressers or meat delivery van operator's license to ensure hygienic handling of meat and meat products.
Office or Division:	Office of the City Veterinarian – Veterinary Regulatory Services Division
Classification:	Simple
Type of Transaction:	Government to Business; Government to Government
Who may avail:	<ol style="list-style-type: none"> 1. Meat Vendors/Meat Dealers 2. Meat Handlers 3. Meat Cutter/Butcher 4. Meat Dresser 5. Entrails Dealer/ Handler 6. Meat Delivery Van Operator
COVID-19 Prevention:	<p>Clients</p> <ol style="list-style-type: none"> 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form <p>Employees</p> <ol style="list-style-type: none"> 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly Accomplished Application Form 2. Barangay Clearance 3. Police Clearance 4. Drug Free Certificate 5. 1x1 Picture 2 pcs. 6. Mayor's Permit for Meat Vendors 7. Health Certificate 8. For Meat Delivery Van/other conveyance <ol style="list-style-type: none"> a. Picture (front, right side, left side, back and inner portion of the vehicle) b. Photocopy of OR/CR 9. Payment 	<ul style="list-style-type: none"> - Office of the City Veterinarian - Barangay Council - City Police Office - City Health Office 7. Meat Vendor/Meat Dealer, Meat Handler, Meat Cutter, Butcher, Meat Dresser, Entrails Dealer/ Handler and Meat Delivery Van Operator - City Mayor's Office – Business Permit and Licensing Office - City Health Office - Meat Delivery Van Operator - City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEE/S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	- Provide Log Sheet		- 1 minute	- Public Assistance Desk Officer
2. Present duly accomplished form together with other requirements	- Check the duly accomplished and the requirements		3 minutes	<i>Lester D. Masuhud</i> Administrative Officer V - VRSD Personnel <i>Dr. Portia P. Quintas</i> Veterinarian IV
3. Proceed to payment	- Official Receipts	- License Fee a. Meat Vendor P 200.00 b. Meat Dealer P 200.00 c. Meat Handlers P 200.00 d. Meat Cutter/ Butcher P 200.00 e. Meat Dresser P 200.00 - Registration Fee f. Meat Delivery Van Operator P500.00		- Revenue Collection Officer
4. Release of ID			- 2 minutes	VRSD Personnel



6. ANIMAL DISPERSAL

SERVICE NAME		Animal Dispersal		
DESCRIPTION		Provide quality breeder stocks (cattle, carabao, swine, goats and chicken) to interested and qualified beneficiaries who are bonafide residents of Zamboanga City.		
Office or Division:		Office of the City Veterinarian – Animal Production Division		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		1. Interested and qualified livestock/poultry raisers in Zamboanga City		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Community Tax Certificate (CTC) 2. Certificate of Residency 3. 2 x 2 ID Picture 4. Dully filled up Animal Dispersal Contract 5. Pen/Housing Facilities 6. Forage and Pasture Area 7. Undergone Seminar		- City Treasurer's Office/ Barangay Treasurer - Barangay Office - Animal Production Division, Office of the City Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in	Provide Logbook and ballpen	-	2 mins	- Public Assistance Desk Officer
2. Present CTC	Check CTC		1 min	Lester D. Masuhud <i>Administrative Officer V</i>
3. Present Barangay Certificate of Residency	Check/ Validate		1 min	
			1 min	-Animal Dispersal Coordinator



4. Secure Animal Dispersal Contract	Provide animal Dispersal Contract			Dr. Arcadio Cavan, Jr. <i>Veterinarian IV</i>
5. Submit duly filled-up and signed animal dispersal contract	Evaluate qualification of beneficiary		5 min	Animal Dispersal Coordinator
	Brief beneficiary on the provisions of the contract		15 min	Animal Dispersal Personne
6. Request for delivery of dispersal animal	Set schedule of delivery of dispersal animal		3min	Animal Dispersal Personnel

7.

SWINE ARTIFICIAL INSEMINATION SERVICES

SERVICE NAME	Swine Artificial Insemination Services
DESCRIPTION	<p>-Provides free artificial insemination services to all interested swine raisers in Zamboanga City</p> <p>-To improve the quality of swine breeder stocks</p>
Office or Division:	Office of the City Veterinarian – Animal Production Division
Classification:	Highly Technical
Type of Transaction:	Government to Client
Who may avail:	1. All interested swine raisers in Zamboanga City
COVID-19 Prevention:	<p>Clients</p> <p>1. Mask, Face Shield/ Any Eye Protection</p> <p>2. Hand Sanitizer</p> <p>3. Fill-up Client's Information Contact Tracing Form</p> <p>Employees</p> <p>1. Mask, Face Shield/ Any Eye Protection</p> <p>2. Hand Sanitizer</p> <p>3. Gloves</p>
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Community Tax Certificate	City Treasurer's Office/Barangay Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in	Provide Logbook and ballpen	-	2 mins	Officer of the day/ Coordinator
2. Present CTC	Check CTC-	-	1 min	-Dr. Arcadio Cavan, Jr. Veterinarian IV
3. Provide necessary information to A.I. Technician, to wit: a. address b. animal status/condition	Set appointment/ provide schedule of A.I. -Collect and process semen -conduct/ perform artificial insemination	-	10 mins	Officer of the day/ Technician
			20 mins	A.I. Technician
			15 mins	A.I. Technician
				A.I. Technician



8. FORAGE AND PASTURE DEVELOPMENT

SERVICE NAME		Forage and Pasture Development		
DESCRIPTION		-Provides planting materials of improved forage, pasture grasses and legumes to interested livestock raisers		
Office or Division:		Animal Production Service Division		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		1. All interested livestock raisers in Zamboanga City		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Community Tax Certificate		City Treasurer's Office/ Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in	Provide Logbook and ballpen	-	1 min	OD/ Coordinator Dr. Arcadio Cavan, Jr. <i>Veterinarian IV</i>
2. Provide necessary information on his farm/ farming activities and address	Record information and evaluate		10 mins	OD/ Coordinator
3. Secure/ get planting materials	Provide planting materials and brief client on improved pastures cultural practices		15 mins	OD/ Coordinator



9. MONTHLY SPAY AND NEUTER

SERVICE NAME		Monthly Spay and Neuter		
DESCRIPTION		Surgical sterilization (spaying for female animals and neutering for male animals) of pet dogs and cats primarily prevent the birth of unwanted litters and help protect the public against serious zoonotic diseases e.g. rabies		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Highly Technical		
Type of Transaction:		Government to Client		
Who may avail:		All pet dogs and cat owners		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. PPE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Fee (Php 100.00/head) 2. Surgical supplies (Prescription as given for medicine/supply not available in the office)		- City Treasurer's Office or City Treasurer Representative assigned at the City Veterinary Office - Pharmacy or Medical Supply Outlet Store		
CLIENT STEPS	AGENCY ACTIONS	FEE/S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	- Provide Log book	-	1- 2 minutes	Public Assistance Desk Officer <i>Lester D. Masuhud</i> Administrative Officer V
2. Present Requirements	- Check requirements if complete or not		1- 2 minutes	-Veterinarian <i>Dr. Arnedo A. Agbayani</i> Veterinarian IV Pre-Operative Team
3. Submit Animal for operation	- Conduct Surgery	-	1- 2 hours	- Operative Team
4. Claim Animal	- Prescribe medicine and instruct owners for post-operative care	-	5- 10 minutes	- Post Operative Team



10. CONSULTATION AND TREATMENT

SERVICE NAME		Consultation and Treatment		
DESCRIPTION		Examination, diagnosis of a disease/condition, and treatment of sick and injured animals by veterinarians; they also advise owners on proper care of their pets and livestock.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Highly Technical		
Type of Transaction:		Government to Client		
Who may avail:		All livestock, poultry and pet owners		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID		- Any local or government agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in	Provide Logbook	-	1-2 mins	Information Officer
2. Bring sick animal for consultation and treatment	Conduct signalment	-	3-5 min	Veterinary Technician <i>Dr. Arnedo A. Agbayani</i> Veterinarian IV
3. Provide all information pertaining to the sick animal	Take down information	-	2 min	Veterinary Technician
4. Refer the sick animal to the Veterinarian for treatment	Assess animal status and provide immediate medication if available; prescribe medicine and instruct owners for proper home care or refer patient to a more advanced facility	-	5-10 min	Veterinarian



11. MEDICAL RESPONSE TO WILDLIFE STRANDING

SERVICE NAME	Medical Response to Wildlife Stranding			
DESCRIPTION	This type of service is provided to stranded marine and terrestrial wildlife as the office's commitment to the organized Zamboanga City Wildlife Stranding Team with the mission to coordinate responses to sick, injured, distressed or dead wild animals			
Office or Division:	Office of the City Veterinarian – Animal Health Services Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Government; Government to Client			
Who may avail:	All partner government agencies and private responders			
COVID-19 Prevention:	Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID		- Any local or government agency that provide ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in (For Walk-in responders)	Provide Logbook	-	1-2 mins	Public Assistance Desk Officer
Call the veterinarian (For On-site responders)	Verify the reported stranding	-	5-10 mins	<i>Lester D. Masuhud</i> Administrative Officer V Veterinarian <i>Dr. Arnedo A. Agbayani</i> Veterinarian IV
Present Requirements	Check the presented documents	-	1-2 mins	Veterinarian/ Technician
Provide available stranding details	Record the details of stranding	-	5-10 mins	Veterinarian/ Technician
Submit the animal for medical intervention	Check the health status and initiate necessary medical intervention	-	30 mins- 1 hr	Veterinarian/ Technician



12. OPLAN ALIS-RABIS VACCINATION

SERVICE NAME		OplanAlis –Rabis Vaccination		
DESCRIPTION		This type of service is provided to all dog and cat owners in the specified area as a response to the request of the respective barangay council and when there is a confirmed rabies case.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Highly Technical		
Type of Transaction:		Government to Government; Government to Client		
Who may avail:		All dog and cat owners		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID 2. Request letter from the Barangay (for routine barangay vaccination) 3. Positive rabies case report from the RADDL IX (for laboratory-confirmed rabies case)		- Any local or government agency that provide ID - City Treasurer's Office/ Barangay Treasurer - Regional Animal Disease Diagnostic Laboratory IX		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the barangay letter of request Submit the case report from the RADDL-IX	Receive the letter	-	1-2 mins	City Pound Personnel
	Receive the report and inform the respective barangay	-	5-10 mins	
Set the vaccination date and venue	Organize the oplanAlis-Rabis vaccination team	-	5-10 mins	Rabies Coordinator/ <i>Dr. Delinda Ingente</i> Veterinarian III -District Veterinaria



13. VACCINATION AGAINST RABIES, NEWCASTLE DISEASE AND CLASSICAL SWINE FEVER (HOG CHOLERA)

SERVICE NAME		Vaccination Against Rabies, Newcastle Disease and Classical Swine Fever (Hog Cholera)		
DESCRIPTION		This type of service is provided to healthy animals in order to prevent the occurrence and spread of animal diseases that have high economic impact and/or of public health importance.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Highly Technical		
Type of Transaction:		Government to client		
Who may avail:		All livestock/ poultry raisers and pet owners		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID 2. Latest Community Tax Certificate		- Any local or government agency that provide ID - City Treasurer's Office/ Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Log-in	Provide Logbook	-	1-2 mins	Public Assistance Desk Officer <i>Lester D, Masuhud</i> Administrative Officer V
Present Requirements	Check the presented requirements	-	1-2 mins	Veterinarian/ Coordinator <i>Dr. Arnedo Agbayani</i> Veterinarian IV
Submit animal for Vaccination	Check the health status and Vaccinate the healthy animal	-	5-10 mins	Veterinarian/ Technician
Claim Vaccination Certificate	Issue the vaccination certificate and orient the client about the post-vaccination care and obligations	-	1-2 mins	Veterinarian/ Technician



14. ANIMAL IMPOUNDING

SERVICE NAME		Animal Impounding		
DESCRIPTION		Pursuant to City Ordinance 242 ‘ The Zamboanga City Pound Ordinance” stray animals will be captured by animal catchers and will be taken to the City Pound for Confinement.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Simple		
Type of Transaction:		Government to client, Government to Government		
Who may avail:		All		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client’s Information Contact TracingForm Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. PPE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A letter of transmittal signed by the Punong Barangay stating number of animals surrendered and their description 2. Individual Customer, Latest Community Tax Certificate		- Barangay Council - City Treasurer’s Office/ Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	- Provide Logbook		1-2 mins.	Public Assistance Desk Officer
2. Present all the necessary requirements	- Checklist of requirements			<i>Lester D. Masuhud</i> Administrative Officer V
3. Turnover the animals for impounding	- Provide a cage for the animals		30 mins-1hr	City Pound Officer/Coordinator <i>Dr. Delinda Ingente</i> Veterinarian III



15. TRAINING FOR DOG CATCHERS

SERVICE NAME		Training for Dog Catchers		
DESCRIPTION		Pursuant to City Ordinance 242 ‘ The Zamboanga City Pound Ordinance” There shall be Barangay Animal Catchers to be designated by the Punong Barangay. The said animal catchers shall be given proper training by the City Veterinary Office, In addition, schools and homeowner’s association can also create their own barangay catchers.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Simple		
Type of Transaction:		Government to client; Government to government		
Who may avail:		Barangays, Schools, Home Owners Association		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client’s Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Setting Appointment thru Letter of request from Barangay, school and homeowners association 2. Individual Customer, Latest Community Tax Certificate		- Barangay Council, School Head, Home Owners Association President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	- Provide Logbook		1-2 minutes	Public Assistance Desk Officer
2. Present all necessary requirements	- Checklist of requirements			<i>Lester D. Masuhud</i> Administrative Officer V
3. Approval and scheduling for the training	- Set an appointment		3-5 minutes	City Pound Officer/Coordinator -Dr. Delinda Ingente Veterinarian III



16. PET ADOPTION

SERVICE NAME		Pet Adoption		
DESCRIPTION		Pursuant to City Ordinance 242 'The Zamboanga City Pound Ordinance', Stray animals impounded and unclaimed within 3 days will be available for adoption.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Simple		
Type of Transaction:		Government to client		
Who may avail:		All		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID 2. Latest Community Tax Certificate		- Any local or government agency that provide ID - City Treasurer's Office/ Barangay Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	- Provide Logbook	P100.00/ head	1-2 minutes	Public Assistance Desk Officer <i>Lester D. Masuhud</i> Administrative Officer V
2. Present all the necessary requirements	- Checklist of requirements			
3. Proceed to the City Pound	- Accompany the customer to the kennel area		20-30 minutes	City Pound Officer/Coordinator <i>Dr. Delinda Ingente</i> Veterinarian III
4. Payment			1-2 minutes	
5. Fill-up the Adoption Form	- Provide the Adoption Form		3-5 minutes	City Treasurers Office City Pound Personnel Veterinarian on duty
6. Proceed to the Vaccination Area	- Vaccinate the animal against Rabies		1-2 minutes	



17. CLAIMING OF IMPOUNDED ANIMALS

SERVICE NAME		Claiming of Impounded Animal		
DESCRIPTION		Pursuant to City Ordinance 242 ‘ The Zamboanga City Pound Ordinance” , Stray animals shall have a maximum of 3 calendar days from the onset of confinement to claim their animals at the City Pound.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Simple		
Type of Transaction:		Government to client		
Who may avail:		All		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client’s Information Contact TracingForm Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Latest Community Tax Certificate 3. Certificate of Vaccination/other proof of ownership 4. Payment		Any local or government agency that provide ID City Treasurer’s Office/ Barangay Treasurer Veterinarian City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	Provide Log Book		1-2 minutes	Public Assistance Desk Officer
2. Present all necessary requirements	Checklist of requirements		20-30 minutes	<i>Lester D. Masuhud</i> Administrative Officer V
3. Proceed to the City Pound	Accompany the customer to the kennel area		1-2 minutes	City Pound Officer/Coordinator <i>Dr. Delinda Ingente</i> Veterinarian III



4. Payment		Dogs/Cats: Min.P430.00 Max.P500.00 Other Animals Min.P400.00 Max.P800.00	1-2 minutes 1 minute	City Treasurers Office
5. Proceed to the Vaccination Area	Vaccinate the animals against Rabies except other animals			Veterinarian on duty
6. Claiming	Release the animal			City Pound Personnel



18. ISSUANCE OF VETERINARY HEALTH CERTIFICATE

SERVICE NAME		a. Issuance of Veterinary Health Certificate for Slaughter b. Issuance of Veterinary Health Certificate for Shipment/transport		
DESCRIPTION		To certify that the animal examined is free from communicable diseases.		
Office or Division:		Office of the City Veterinarian – Animal Health Services Division		
Classification:		Simple		
Type of Transaction:		Government to client		
Who may avail:		All		
COVID-19 Prevention:		Clients 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer 3. Fill-up Client's Information Contact Tracing Form Employees 1. Mask, Face Shield/ Any Eye Protection 2. Hand Sanitizer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal to slaughtered/transported 2. Valid ID 3. Payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log In	Provide Logbook		1-2 minutes	Public Assistance Desk Officer
2. Present all necessary requirements	Checklist of requirements		3-5 minutes	<i>Lester D. Masuhud</i> Administrative Officer V
3. Payment			1-2 minutes	City Treasurers Office
4. Wait for the preparation of the document	Fill-up and sign the Veterinary Health Certificate	P10.00/ head P100.00/ head for dog/cat registration	5 minutes	Veterinarian on duty/ Coordinator
5. Receive the Veterinary Health Certificate			1-2mins	<i>Dr. Arnedo A. Agbayani</i> Veterinarian IV



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Fill-up the Client Feedback and Complaint Form and Drop it at the designated drop box at the Offices of the Veterinary Office or office of the Veterinary Services Field office.</p> <p>Client may also send the feedback and complaint forms online-via the office official email address at ocvetzamboangacity@gmail.com Contact info: 985-0247</p>
How feedbacks are processed	<p>Every Friday, the Chief, Administrative Service Division/District Veterinarian (Veterinary Service Field Office) Opens the drop box and compiles and records all feedback and complaints submitted.</p> <p>Feedback requiring answers are forwarded to relevant division/veterinary services field office and they are required to answer or comment within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact telephone number:985-0247 or email at ocvetzamboangacity@gmail.com</p>
How to file a Complaint	<p>Answer the Client Feedback and Complaints Form and Drop at the designated drop box located at the entrance of the Office of the City Veterinarian or Veterinary Services Field Office (VSFO). Client may also send the feedback and complaint forms online-via the office official email address at ocvetzamboangacity@gmail.com</p>
How Complaints are processed	<p>Every Friday, the chief, Administrative Service Division/District Veterinarian for the Administrative Office and Veterinary Service Field Offices, respectively, opens the drop box and complaints submitted.</p> <p>The Administrative Officer or District Veterinarian evaluates each complaint. Upon evaluation, the AO shall refer the complaint to the conduct of investigation and proper action.</p>



	<p>The AO/Division Chief/of District Veterinarians as the acse maybe, shall prepare the report and submit recommendations after the investigation to the Department Head for appropriate action.</p> <p>The AO or District Veterinarians shall inform the client on the action taken by the office.</p> <p>For inquiries and follow ups, client may contact telephone number: 985 0247 or through ocvetzamboangacity@gmail.com</p>
Contact Information CCB, PCC ARTA	<p>ARTA: complaints@arta.gov.ph/ 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565</p>



Colegio De La Ciudad De Zamboanga External Services



1. Entrance Examination for Freshmen, Senior High Grade 11 and Transferees

The entrance examination is an examination that the Colegio de la Ciudad de Zamboanga as an educational institution conducts to select prospective students for admission.

Office or Division:	Colegio De la Ciudad De Zamboanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Junior High School Completers, Senior High School Graduates, transferees and High School graduates prior to the implementation of K-12			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished application for entrance Examination.		Registrar's Office		
2. Submit requirement for entrance examination: Photocopy of the ff.: 1. Form 138- Report Card 2. Authenticated Birth Certificate (PSA) 3. 3 pcs 1 x 1 picture white background 4. Transcript of Records (for transferees)		Registrar's Office		
3. Evaluation of requirements		Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wear Face Mask and face shields, Present I.D as he/she get in the campus	1. Implements the No mask, No face shields, No I.D, No entry Policy	None	1 minute	Guard on duty
2. Submit for fever check-up	2. Check temperature with the use of a Thermo gun (if clients manifest	None	1 minute	Guard on duty



	fever, she/he shall not be allowed to get inside the campus) (No fever proceed to the next step).			
3. Submit for inspection	3. Body and Bag inspection. Motorcycle u-box and car.	None	2 minutes	Guard on duty
4. Log in the visitor's log book	4. Ask the client to log in the visitors log book.	None	1 minute	Guard on duty
5. Disinfect hands	5. Spray alcohol on the client's hands.	None	5 seconds	Guard on duty
6. Stay at the waiting station provided by the administration. (Minimum of 10 persons are allowed to get inside the campus)				
7. Fill out application for Entrance Examination.	7. Give application form to the client	None	10 minutes	<i>Ranzley S. Seballos</i> College Registrar
8. Submit the application form; attached are the documents required for the examination	8.1 Receive the filled-out application form and check for completeness of data and documents needed.	None	2 minutes	<i>Ranzley S. Seballos</i> College Registrar
	8.2 Start Processing the request	None	For TOR- 1 Day For Certification Honorable Dismissal and Diploma- 30 minutes	<i>Elen J. Waminal</i> Campus Registrar



9. Wait for 15 to 30 minutes for Diploma and Honorable Dismissal.	9. Release the Diploma/Certificate and Honorable Dismissal	None	5 minutes	<i>Ellen J. Waminal</i> Campus Registrar
10. Return to the school after 24 hours for TOR and Form 137	10. Release the TOR and Form 137.	None	5 minutes	<i>Ellen J. Waminal</i> Campus Registrar
TOTAL:		None	1 Day, 12 minutes and 5 seconds Or 1 hour, 25 minutes and 5 seconds	



2. Enrolment of Freshmen, Senior High School, Old Students and Transferees

Enrollment is the process of initiating attendance to a school or the act of entering an individual to a roll. The enrolment of the Colegio de la Ciudad de Zamboanga has two phases: 1st Semester which begins in the first week of August and 2nd Semester, first week of January the same School Year.

Office or Division:	Admission Office/Administration Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Junior High School Completers and Senior High School Graduates and High School graduates prior to the implementation of K-12 who passed the entrance examination.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished enrolment form		Students		
2. Original Copy of the ff.: 2.1.1. Form 138- Report Card 2.1.2. Authenticated Birth Certificate (PSA)		Schools PSA		
3. Three (3) pcs 1 x 1 picture white background		Students		
4. Evaluation of requirements		Administration Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Enrolment Form.	1. Give Enrolment Form to the client	None	10 minutes	<i>Agnes A. Santos</i> Administrative Officer V Instructor assigned for the day
2. Submit the enrolment form attached are the documents required for enrolment.	2. Receive the filled out enrolment form and check for completeness of data and documents needed	None	2 minutes	<i>Agnes A. Santos</i> Administrative Officer V Instructor assigned for the day
3. Return to the school on the scheduled beginning of classes.	3. Meet classes based on the approved class schedule by the College President.	None	2 to 3 hours	Academic and Technical Instructors
TOTAL:		None	3 hours, 12 minutes	



3. Request of Transcript of Records (TOR), Form 137, Certification, Diploma and Honorable Dismissal

The transcript of records, also known as academic records is an official document that specifies the courses, research and training/teaching activities of students. Transcript of records, Form 137, Certification, Honorable Dismissal and Diploma are proofs of attendance of students in the school.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All enrollees of the Colegio de la Ciudad de Zamboanga		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request slip 2. Submit request slip 3. Evaluation of request slip		Students/Graduates/Parents/Guardian Students/Graduates/Parents/Guardian Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wear facemask and face shields. Present I.D as he /she get in the campus.	1. Implements the No Mask, No face shields, No I.D, No entry Policy	None	1 minute	Guard on Duty
2. Submit for Fever Check-up	2. Check temperature with the use of a Thermo gun. (if client's manifest fever, she/he shall be not be allowed to get inside the campus) (No fever proceed to the next step)	None	2 minutes	Guard on Duty
3. Submit for Inspection	3. Body and bag inspection. Motorcycle u-boix and car.	None	1 minute	Guard on Duty



4. Log in the visitors Log Book.	4. Ask the client to log in the visitors log book.	None	1 minute	Guard on Duty
5. Disinfect hands	5. Spray alcohol on the client's hands.	None	5 seconds	Guard on Duty
6. Stay at the waiting station provided by the administration (Minimum of 10 persons area allowed to get inside the campus)				
7. Fill out a request slip	7. Give request to the client	None	10 minutes	Emelda S. Torres Assistant Registrar
8. Submit request slip	8.1 Receive the filled-out request slip and check for completeness of data needed	None	2 minutes	Emelda S. Torres Assistant Registrar
	8.2 Start Processing the request	None	For TOR- 1 day For Certification, Honorable Dismissal and Diploma- 30 minutes	Emelda S. Torres Assistant Registrar
9. Wait for 15 to 30 minutes for Diploma and Honorable Dismissal	9. Release the Diploma/Certificate and Honorable Dismissal	None	5 minutes	Emelda S. Torres Assistant Registrar
10. Return to the school after 24 hours for TOR and Form 137	10. Release the TOR and Form 137	none	5 minutes	Emelda S. Torres Assistant Registrar
TOTAL:		None	1 day, 25 minutes & 35 seconds Or 25 minutes & 35 seconds	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Fill out Feedback Form and drop at the designated drop box at the corner of the guard house
How feedbacks are processed	<ul style="list-style-type: none"> • Approach the OFFICER OF THE DAY • Every Friday, the Person In-charge opens the drop box and compiles and records all feedback submitted. • Feedback requiring answers are forwarded to respective divisions and they are required to answer within three (3) days of the receipt of the feedback. • For inquiries and follow-ups, clients may contact the following contact numbers: tel. #062-982-0862/ cp#0975-455-7201
How to file a complaint	<p style="text-align: center;">Step 1</p> <p>File Complaint/s at the Administrative Services Division (determines the veracity of complaints and direct to respective division)</p>
How complaints are processed	<p style="text-align: center;">Step 2</p> <p>Respective Division will resolve issues/problems presented (if issues/problems cannot be resolved at their end, the division concerned will address concerns to the top management-Colegio de la Ciudad de Zamboanga)</p> <p style="text-align: center;">Step 3</p> <p>The COLEGIO DE LA CIUDAD DE ZAMBOANGA ACTS on conflicts/complaints</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



VII. List of Offices

Office	Address	Contact Information
City Accountant's Office	N.S. Valderosa Street, Zone IV, Zamboanga City	(062) 991-2284
City Administrator's Office	N.S. Valderosa Street, Zone IV, Zamboanga City	(062) 991-4985
City Agriculture Office	Tumga, Zamboanga City	(062) 985-0910
City Assessor's Office	N.S. Valderosa Street, Zone IV, Zamboanga City	(062) 991-2294
City Budget Office	N.S. Valderosa Street, Zone IV, Zamboanga City	(062) 992-5492 (062) 992-7762
City Civil Registrar's Office	Pettit Barrack, near BIR, Zamboanga City	(062) 991-0807 09359684001
City Disaster and Risk Management Office	Zone IV near LTO, Zamboanga City	(062) 990-1171 (Office Hours: 8 a.m.-5p.m.) (062) 955-9601 (24/7) (062) 926-1848 (062) 926-9274 (062) 926-1849
Office of the City Engineer	2 nd floor City Hall Annex Bldg, N.S. Valderosa Street, Zone IV, Zamboanga City	(062) 991-0101
- Building and Industrial Safety Inspection Division	2 nd Floor, Centro Latino, Paseo del Mar, Zone IV, Zamboanga City	(062) 991-2384
- Maintenance and Construction Division	San Roque, Zamboanga City	Hotline Number
Office of the City Environment and Natural Resources	San Roque, Talungon, Zamboanga City	(062) 992-1306
City General Services Office	Tetuan, Zamboanga City	(062) 955-3967
City Health Office	Pettit Barracks, Zamboanga City	(062) 991-3781
City Human Resource Management Office	2 nd Flr. Comelec Bldg., Villalobos St. Zone IV, Zamboanga City	(062) 991-5991
City Mayor's Office	2 nd Flr. Comelec Bldg., Villalobos St. Zone IV, Zamboanga City	(062) 991-2295
- Barangay Affairs Division	2 nd Floor, City Hall Annex Bldg, NS Valderosa Street, Zamboanga City	(062) 991-2508
- Business Permits and Licenses Division		(062)



- Computer Services Division –Data Center	2 nd Floor, City Hall Annex Bldg, NS Valderosa Street, Zamboanga City	(062) 993-7185
- Computer Services Division – Centro Latino	2 nd Floor Centro Latino Bldg., Paseo Del Mar, Zamboanga City	(062) 955-4664
Office of the Secretary to the Mayor	2 nd Floor, City Hall Annex Bldg, NS Valderosa Street, Zamboanga City	(062) 990-2356
- Housing and Land Management Division		(062) 992-2572
- Internal Audit Division		(062) 991-6703
- Investment Promotions Division	2 nd Floor, City Hall Annex Bldg, NS Valderosa Street, Zamboanga City	(062) 992-3491
- Museum Division		(062) 955-4306
- Procurement Acquisition and Awards Division	Villalobos St. Zone IV, Zamboanga City	(062) 992-7763
- Protected Area Management Office	Paseo del Mar, Zone IV, Zamboanga City	(062)975-6341
- Social Services Division		(062) 991-4525
- Sports Development Division		(062) 992-1259
- Surveillance (SSCO)		(062) 990-1308
- Tricycle Adjudication Board (TAB)		(062) 991-7294
- Tourism Division	Paseo del Mar, Zone IV, Zamboanga City	(062) 975-6341
City Planning and Development Office	2 nd Floor, City Hall Annex Bldg, NS Valderosa Street, Zamboanga City	(062) 991-3625
Sangguniang Panlungsod Office	RT Lim Boulevard, Cawa-Cawa, Zamboanga City	(062) 992-3137
City Secretary to the Sangguniang Panlungsod Office	RT Lim Boulevard, Cawa-Cawa, Zamboanga City	(062) 992-3813
City Social Welfare and Development Office	Pettit Barracks, Zamboanga City	(062) 991-2896
City Treasurer's Office	NS Valderosa Street, Zamboanga City	(062)991-2938
City Veterinarian's Office	Slaughterhouse Compound, San Roque, Zamboanga City	(062) 982-0287
Colegio de la Ciudad de Zamboanga	Ayala, Zamboanga City	(062) 982-0862