



CITY GOVERNMENT OF CABANATUAN



CITIZEN'S CHARTER



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CITIZEN'S CHARTER 2022 (2nd Edition)



MESSAGE



The City Government of Cabanatuan crafted this Citizen's Charter pursuant to Republic Act 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Through this Citizen Charter, we aim to streamline our services for more efficient government procedures. The goal is to be able to provide responsive services in accordance with the period set by law.

It is also a means to be able to prevent and eradicate graft and corruption by reducing bureaucratic red tape in the government service.

May this manual be able to strengthen public participation by setting up the guidelines and procedures in all the services provided by the City Government of Cabanatuan. My office will always be open to all complaints pertaining to the violations of the charters.

Lastly, to all LGU employees, may this Citizen's Charter be always a reminder of the service standard we owe to our constituents. Efficient and effective service will lead our way to continuous *Pagbabago...Progreso...* of the City of Cabanatuan.

Maraming Salamat at Mabuhay po tayong lahat!

MYCA ELIZABETH R. VERGARA
City Mayor





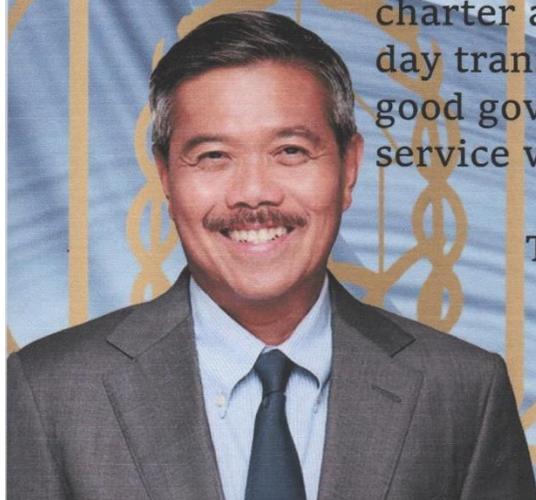
MESSAGE

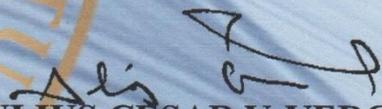
First of all, I would like to commend all the City Government employees and officials who exerted efforts to be able to produce this 2020 ARTA Citizen's Charter.

May this Citizen's Charter serve as an official document, a service standard, and a pledge that communicates, in simple terms, information on the services provided by the city government to its citizens.

It is my sincere hope that all concerned will follow this citizen's charter as a guidebook in their day to day transactions and further enhance good governance and efficient public service we owe to our constituents.

Thank you.




JULIUS CESAR V. VERGARA
Presiding Officer, Sangguniang Panlungsod



I. Mandate

Cabanatuan was founded as barrio of Gapan in 1750 and became a municipality and capital of La Provincia de Nueva Ecija in 1780. By virtue of Republic Act No. 526, sponsored by Congressman Jesus Ilagan, Cabanatuan was converted into a chartered city on June 16, 1950. It began to function officially as a city on July 15, 1950 but the official inauguration was held on February 3, 1951.

At present Cabanatuan was categorized as 1st class component city with 89 barangays and has 25 departments to deliver the basic services for the city's constituents.

II. Vision

The beltway of Central Luzon for education, health, agriculture, trade and industry supported by a planned and safe infrastructure development while ensuring a vibrant economy and an ecologically balanced environment for its God-fearing, empowered, productive, healthy and disaster resilient citizenry enabled by a firm, accountable and responsive governance.

III. Mission

The Local Government of Cabanatuan will continue with its responsibility and commitment to ensure a conducive economic, social and political environment in which all Cabanatuños can participate and share in the benefits of economic development and social progress. Recognizing the importance of human resources, the quality of education and training facilities will be improved. Basic primary health services will be freely provided to ensure that all constituents have equal access to medical services. Measures will be undertaken to encourage the entry of new investors while simultaneously fostering the continued growth of existing ones. To further stimulate development in the city, physical infrastructure in the form of roads, bridges, and drainage systems among others will be constructed.

IV. Service Pledge

We, the officials and employees of the City Government of Cabanatuan, commit ourselves to be a service providers of quality public service with utmost courtesy, efficiency and integrity.



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ADMINISTRATIVE SERVICES
GENERAL SERVICES OFFICE



1. Funded Purchase Request

Office	General Services Office			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	Various Departments and Offices Accredited Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original Copies of Communications/Letters/Documents and Attachment		Departments / Offices/ Accredited Service Providers		
a. PR – Purchase request b. OBR – Obligation request c. APP & PPMP - Project procurement Management Plan & Annual procurement plan				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submits funded Purchase Requests / Orders	1. Receives & Logs	None	5 minutes	Records Management Division – Administrative Staff
	2. Forwards to the Technical Staff	None	5 minutes	Records Management Division - Administrative Staff
TOTAL			10 minutes	

2. Request for Office Supply

Office	General Services office			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	Cabanatuan City Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		Records Management Division - Administrative staff		



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submits request form	1. Receives and logs	None	2 minutes	Records Management Division – Administrative Staff
	2. Forwards to General Service Officer	None	3 minutes	Records Management Division – Administrative Staff
	3. Check, review and sign the request form if available	None	5 minutes	Supply & Property Management Division – Inventory staff
	4. Forward to the Technical Staff	None	10 minutes	Records Management Division – Administrative Staff
	5. Release	None	5 minutes	Supply and Inventory Staff
TOTAL			20 minutes	

3. Request for Logistics/Manpower Assistance

Office	General Services Office			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	All Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request with Specific Purpose		Cabanatuan City Government Offices		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submits request form	1. Receives and logs	None	2 minutes	Records Management Division – Administrative Staff
	2. Forwards to General Service Officer	None	3 minutes	Records Management Division –



				Administrative Staff
	3. Check, review and sign the request form if available	None	5 minutes	Supply & Property Management Division – Inventory staff
	4. Forward to the Technical Staff	None	10 minutes	Records Management Division – Administrative Staff
	5. Release	None	5 minutes	Supply and Inventory Staff
TOTAL			20 minutes	

4. Request for General Clearance

Office	General Services Office			
Classification	Simple			
Type of Transaction	Government to Government			
Who may avail	Cabanatuan City Government Office / Departments / Barangays / Schools – officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Clearance Slip Form		Office of the concerned requesting client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submits clearance slip form	1. Receive clearance form	None	5 minutes	Inventory/Disposal Staff
	2. Indorse to the Inventory staff for checking of accountable properties	None	5 minutes	Inventory/ Disposal Staff
	3. Check records if there are accountable properties assigned to the client	None	20 minutes	Inventory/Disposal Staff



	4. If clear, initial the clearance slip, if not, inform the client to turn over accountable properties assigned or transfer to the co-worker	None	20 minutes	Inventory/Disposal Staff
	5. Sign clearance slip if clear	None	4 hours	General Services Officer
2. Receives clearance	6. Release Clearances	None	10 minutes	Inventory/Disposal Staff
TOTAL			20 minutes	



ADMINISTRATIVE SERVICES
CITY HUMAN RESOURCE MANAGEMENT OFFICE



1. Issuance of Service Record

Service record is issued to city employees and former city employees upon request for specific purposes.

Office	City Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	City employees and former city employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip for external clients/authorization letter 2. Message/call from employees to the HR hotline number and HR partner numbers		Front Desk of HR Office HR Hot Line 0919 0813135 HR partner numbers		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
FOR EXTERNAL CLIENTS				
1. Fill-up the request form completely	1. Receive and check the request slip if completely filled up	None	10 minutes	Front desk employee
2. Wait at the seat provided at for CHRMO clients	2. Indorse to Records Division for preparation		5 minute	Front desk employee
	3. Records Division prepares and sign the service record		30 minutes	Records Division Staff
	4. City Human Resource Management Officer sign the service record		10 minute	CHRMO
2. Receive the service record	5. Release the service record		5 minutes	Front desk employee
TOTAL		None	60 minutes	
FOR INTERNAL CLIENTS				
1. Message or call HR hotline number or the assigned HR	1. HR partner/HR staff assigned to	None	10 minutes	HR Partner/HR staff



partner to their office	take calls and messages acknowledge the requests and calls for service record and advise the client to release the document at the designated box located at the front desk of the HR office			
	2. Indorse to Records Division for preparation		5 minute	HR Partner/HR staff
	3. Records Division prepares and sign the service record		30 minutes	Records Division Staff
	4. City Human Resource Management Officer sign the service record		10 minutes	CHRMO
2. Release the service record	5. Place the service record at the designated box located at the front desk of the office for pick-up of the requesting employee		5 minutes	Front desk employee
TOTAL		None	60 minutes	



2. Issuance of Certificate of Employment (CoE)

Certificate of employment is issued to city employees, former city employees and new city employees upon request for specific purposes.

Office	City Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	City employees, former city employees and new city employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip for external clients/authorization letter 2. Message/Call from employees to the HR hotline number and HR partner numbers		Front Desk of HR Office HR Hot Line 0919 0813135 HR partner numbers		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
FOR EXTERNAL CLIENTS				
1. Fill-up the request form completely	1. Receive and check the request slip if completely filled up	None	10 minutes	Front desk employee
	2. Indorse to Records Division for preparation		5 minutes	Front desk employee
	3. Records Division prepares and sign CoE		30 minutes	Records Division Staff
	4. City Human Resource Management Officer sign the CoE		10 minutes	CHRMO/ Asst. CHRMO
2. Receive the service CoE	5. Release the CoE		5 minutes	Front desk employee
TOTAL		None	60 minutes	
FOR INTERNAL CLIENTS				
1. Message or call HR hotline number or the assigned HR	1. HR partner/HR staff assigned to	None	10 minutes	HR Partner/HR staff assigned



partner to their office	take calls and messages acknowledge the requests and calls for certificate of employment and advise the client to release the document at the designated box located at the front desk of the HR office			to take calls/messages
	2. Indorse to Records Division for preparation		5 minutes	HR Partner/HR staff
	3. Records Division prepares and sign the CoE		30 minutes	Records Division Staff
	4. City Human Resource Management Officer sign the CoE		10 minute	CHRMO/Asst CHRMO
2. Release the CoE	5. Place the requested CoE at the designated box located at the front desk of the office for pick-up of the requesting employee		10 minutes	Front desk employee
TOTAL		None	60 minutes	



3. Issuance of Certificate of Leave Credits

Certificate of leave credits is issued to city employees for terminal leave purposes, monetization of leave credits and other purposes upon request of the employees.

Office	City Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	City employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. HR hot line number or HR partners call or message for internal clients		HR Hot Line 0919 0813135 HR partner numbers		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Message or call HR hotline number or the assigned HR partner to their office	1. HR partner/HR staff assigned to take calls and messages acknowledge the requests and calls for certificate of leave credits and advise the client to release the document at the designated box located at the front desk of the HR office	None	10 minutes	HR Partner/HR Staff assigned to take calls/messages
	2. Indorse the employee's request to the HR staff assigned to the requesting employee office		5 minutes	HR Partner/HR Staff assigned to take calls/messages
	3. Concerned HR staff check the leave card of the requesting		30 minutes	Concerned HR Partner



	employee as to the leave credits earned and indorse to the Records Division for preparation			
	4. Records Division prepare the certificate of leave credits		30 minutes	Records Division Staff
	5. Signing authority sign the certification		10 minutes	CHRMO/ Asst. CHRMO
2. Receive the certification	5. Place the certificate of leave credits at the designated box located at the front desk of the office for pick-up of the requesting employee 6. Release the certification		5 minutes	Front desk employees
TOTAL		None	90 minutes	

4. Certification for Application for Loans

Loan certification is an attachment for loan application of the city employees to the accredited loan facility of the city government of Cabanatuan

Office	City Human Resource Management Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	City employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Loan application with complete requirements	Loan facility where the loan application will be submitted Veterans Bank Producers Bank Pag-IBIG	



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the loan application at the counter of the City Human Resource Management Office	1. Receive and record the loan application in the record book	None	10 minutes	Front desk employee
2. Wait at the seat provided for CHRMO clients	2. Indorse the loan application to the HR staff assigned to the requesting employee's office		5 minute	Front desk employee
	3. Concerned HR staff check the requirements and initial the loan certification		10 minutes	Concerned HR staff
	5. Signing authority sign the loan certification		10 minutes	CHRMO/ Asst. CHRMO
2. Receive the loan application	6. Release the loan application		5 minutes	Front desk employees
TOTAL		None	40 minutes	

5. Application for LBP Electronic Salary Loan

LBP Electronic Salary Loan is an online loan facility that can be availed by the qualified city employees.

Office	City Human Resource Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	City employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip with complete details as required by the LBP ESL Facility		Front Desk of HR Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the completely filled-up request for LBP	1. Receive the request slip and check if	None	10 minutes	Front desk employee



loan application at the counter of the City Human Resource Management Office	completely filled-up			
	2. Indorse the request slip to the Records Division for preparation		5 minutes	Front desk employee
	3. Records Division staff encode at the LBP ESL platform, the data required for the LBP Electronic Salary Loan. Print and sign the document as to preparation		30 minutes	Records Division Staff
	5. Signing authority sign the LBP loan document		10 minutes	CHRMO
2. Receive the BC list as prepared and submit to the LBP Loan Office after one day upon submission of request slip	6. Release the loan application		5 minutes	Front desk employees
TOTAL		None	60 minutes	

6. Request for GSIS Loan Confirmation

Application for GSIS loans need to be confirmed by the Authorized Approving Officer of the LGU through on line.

Office	City Human Resource Management Office
Classification	Simple
Type of Transaction	G2C
Who may avail	City employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip or via mobile no. as provided by the CHRMO (Txt 9161477851)		Front Desk of HR Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit request slip with complete details or text the mobile number provided by the CHRMO for GSIS loan confirmation(Txt 9161477851)	1. Receive the request slip and check if completely filled-up	None	10 minutes	Front desk employee
2. Wait for the GSIS text message for confirmation of loan	2. Indorse to GSIS AAO for confirmation		5 minutes	Front desk employee
	3. AAO checks as to the condition provided by the GSIS. If met, approved, if not disapproved		10 minutes	GSIS AAO And Alternate AAO HR staff
TOTAL		None	25 minutes	

7. Application for Leave of Absence

Application for Leave of Absence for the certification of leave credits for updating of leave card as per CSC Omnibus Rules on Leave

Office	City Human Resource Management Office
Classification	Simple
Type of Transaction	G2C
Who may avail	City employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application leave duly (Form 6 Revised 2020) signed and completely filled-up by the employees with requirements and recommended actions of the Department Head	Concerned Office



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit application for leave	1. Receive the application for leave and review the attached requirements	None	10 minutes	Front desk employee
	2. Indorse to the HR partner assigned		5 minutes	HR partner assigned
	3. HR partner fill-up item no. 7A of the Form as to Certification of leave credits and updates leave card of the employee concerned and initials		30 minutes	HR partner assigned
	3. HR head/Asst Head signed the Certification of Leave Credits		10 minutes	CHRMO/Asst CHRMO
	4. Front desk employee records the processed application for leave and forward the same to the Office of the City Mayor for approval		10 minutes	Front desk employee



	5. Office of the City Mayor takes action on the application for leave and transmit the documents to HR office		1 day	CMO - Admin
	6. Receive and record the application for leave and give the copy of documents to HR concerned		10 minutes	Front desk employee
	7. HR concerned file a copy of the application for leave and inform the concerned office that the application for leave is ready for release		10 minutes	HR partner concerned
TOTAL		None	1 day & 1 hour & 25 minutes	

7. On-the-Job Training (OJT)

Students who are required as part of the school curriculum to undergo on-the-job-training (OJT) as per CHED requirements due to pandemic

Office	City Human Resource Management Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Students from Private and Public Schools/University College Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-request/indorsement from the school		School/University currently enrolled



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Student submits the letter-request/indorsement from the school	1. Receive the request	None	10 minutes	Front desk employee
	2. Indorse to HR OJT Coordinator		5 minutes	Front desk employee
	3. HR OJT Coordinator coordinates with city departments who can accommodate students for their OJT		4 hours	HR OJT Coordinator
	4. Prepares Indorsement letter/referral to the accepting department		30 minutes	HR OJT Coordinator
2. Receive the indorsement referral letter and proceed to the department concerned	5. Release the letter/referral to the student and gives additional instructions		10 minutes	HR OJT Coordinator
TOTAL		None	4 hours & 55 minutes	



ADMINISTRATIVE SERVICES

CITY INFORMATION OFFICE



1. Request of Data

Office	City Information and Tourism Office			
Classification	Simple			
Type of Transaction	C2C			
Who may avail	Citizen of Cabanatuan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent			From the client	
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Submission of letter	1.Receive and examine the letter	None	5 minutes	CMO – Administrative Division
	2.Attach routing slip		2 minutes	CMO – Administrative Division
	3.Approval of the City Mayor		1 day	City Mayor
	4.Endorsement to City Information Office		5 minutes	City Administrator
2.Receive copy of data	5.Releasing of data		Depending on data	City Information Officer
TOTAL		None	1 day & 12 minutes	

2. Request for Sound System/Photo and Video Coverage/ LED Wall

Office	City Information and Tourism Office			
Classification	Simple			
Type of Transaction	C2C			
Who may avail	Citizen of Cabanatuan			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent			From the client	
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Submission of letter	1.Receive and examine the letter	None	5 minutes	CMO – Administrative Division
	2.Attach routing slip		2 minutes	CMO – Administrative Division



	3.Approval of the City Mayor		1 day	City Mayor
	4.Endorsement to City Information Office		5 minutes	City Administrator
2.Use of sound system	5.Approval of request		3 minutes	City Information Officer
TOTAL		None	1 day & 16 minutes	

3. Request for Message of the City Mayor

Office	City Information and Tourism Office			
Classification	Simple			
Type of Transaction	C2C			
Who may avail	Citizen of Cabanatuan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Submission of letter	1.Receive and examine the letter	None	5 minutes	CMO – Administrative Division
	2.Attach routing slip		2 minutes	CMO – Administrative Division
	3.Approval of the City Mayor		1 day	City Mayor
	4.Endorsement to City Information Office		5 minutes	City Administrator
	5.Drafting of message		10 minutes	Information Officer III
	6.Approval of message		5 minutes	City Administrator
	7.Printing of message		1 minute	Information Officer III
	8.Approval/signature of City Mayor		30 minutes	City Mayor
2.Pick-up/Receive Message	9. Delivery of message		5 minutes	CMO Administrative Division



TOTAL	None	1 day & 58 minutes	
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4. Request for Sikhay

Office		City Information and Tourism Office		
Classification		Simple		
Type of Transaction		C2C		
Who may avail		Citizen of Cabanatuan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Submission of letter	1.Receive and examine the letter	None	5 minutes	CMO – Administrative Division
	2.Attach routing slip		2 minutes	CMO – Administrative Division
	3.Approval of the City Mayor		1 day	City Mayor
	4.Endorsement to City Information Office		5 minutes	City Administrator
	5.Delivery of Sikhay Copies		3 minutes	CITO Employees



ADMINISTRATIVE SERVICES

OFFICE FOR LEGAL AFFAIRS



1. Legal Assistance

Office	Office for Legal Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Residents of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter from the Office of the City Mayor		Office of the City Mayor		
2. Pertinent documents		Provided by the requesting party		
3. Personal appearance		Provided by the requesting party		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit referral letter from the Office of the City Mayor and pertinent documents	1. Receive and record referred case	None	5 minutes	Administrative Staff
2. Personal appearance	2. Verify documents and interview client seeking for legal assistance		10 minutes	Legal Division Staff
	3. Indorse to City Legal Officer for necessary referral		5 minutes	Legal Division Staff
	4. Assign to Legal Officer		5 minutes	City Legal Officer
2. Appear before the Lawyer	5. Interview client subject for legal assistance for necessary information		20 minute	Legal Officers
TOTAL		None	45 minutes	

2. Issuance of PLEB Clearance and/or Certificate

Office	Office for Legal Affairs
Classification	Simple
Type of Transaction	G2C



Who may avail	Members of the Philippine National Police residing or serving in Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PNP ID Card		Requesting party		
2. Official Receipt of payment		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present PNP ID	1. Examine and verify pending Administrative Cases/Records of PNP personnel	None	10 minutes	Administrative Staff
2. Pay clearance at the City Treasurer's Office	2. Prepare clearance if there is no record of pending Administrative Case	P100.00	10 minutes	Administrative Staff
3. Release the clearance and /or certificate	3. Release the prepared clearance and/or certificate		5 minutes	Administrative Staff
TOTAL		None	25 minutes	

3. Legal Complaint

Office	Office for Legal Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Requesting individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verified complaint		Notary Public		
2. Sworn Statement		Notary Public		
3. Pertinent Supporting Documents		Various Offices		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present requirements	1. Receive and evaluate the complaint	None	15 minutes	Administrative Staff
	2. Docket the complaint		5 minutes	Administrative Staff



	3. Prepare summons and furnish copy to complainant		5 minutes	Administrative Staff
	4. Send summons and furnish copy to complainant		5 minutes	Administrative Staff
	5. Send summons to respondent for scheduled meeting		30 minutes	Partner PNP Officer
TOTAL		None	55 minutes	

4. Legal Forms Preparation and Assistance

Office	Office for Legal Affairs			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Requesting individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid ID card		Provided by the requesting party		
2. Pertinent documents		Provided by the client		
3. Personal appearance				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present all requirements	1. Interview and examine the identity of the client	None	5 minutes	Administrative Staff and Legal Division Staff
	2. Prepare requested legal forms		20 minutes	Administrative Staff and Legal Division Staff
	3. Prepare legal forms for notary		1 minute	Administrative Staff and Legal Division Staff
	4. Notarize legal forms		2 minutes	Legal Officer
2. Receive the requested legal forms	5. Release copy of the requested legal forms		5 minutes	Administrative Staff
TOTAL		None	37 minutes	



**ADMINISTRATIVE SERVICES
OFFICE OF THE CITY MAYOR**



1. Issuance of Mayor's Clearance for BFP and PNP Application

The City Mayor's Office – Administrative Division issues Mayor's Clearance in conformity with the requirements of Bureau of Fire Protection and Philippine National Police Applications.

Office	City Mayor's Office- Administrative Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	BFP and PNP Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Voter's ID or Certification from COMELEC		COMELEC		
2. Police Clearance		Cabanatuan City Police Station		
3. Barangay Clearance		Barangay of applicant		
4. Sedula		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
FOR EXTERNAL CLIENTS				
1. Submission of requirements	1. Receive and examine completeness and validity of requirements	-	2 minutes	Lorelei Miranda
2. Payment of fees	2. Acceptance of payment	Php 50.00	15 minutes	Cashier- City Treasurer's Office
	2. Preparation of Mayor's Clearance	-	5 minutes	Lorelei Miranda
	3. Sign the document		5 minutes	Jose Roy Balagtas (By Authority of the City Mayor)
	4. Dry Sealing of Document		2 minutes	Lorelei Miranda
3. Examination of entries in the Mayor's Clearance			2 minutes	Client
	5. Acceptance of client (signing of logbook)		2 minutes	Client



4. Receive copy of Mayor's Clearance			2 minutes	Client
5. Photocopy Mayor's Clearance for authentication (optional)			15 minutes	Client
	6. Receive photocopy of documents		1 minute	
	7. Authenticate the photocopies		5 minutes	
TOTAL			41 minutes	

2. Issuance of Mayor's Clearance for MTOP Application

The City Mayor's Office – Administrative Division issues Mayor's Clearance in conformity with the requirements of Community Affairs-Traffic Management Section for the issuance of Motorized Tricycle Operators Permit (MTOP).

Office	City Mayor's Office-Administrative Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Tricycle Operators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Voter's ID or Certification from COMELEC		COMELEC		
2. Police Clearance		Cabanatuan City Police Station		
3. Barangay Clearance		Barangay of applicant		
4. Sedula		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
FOR EXTERNAL CLIENTS				
1. Submission of requirements	1. Receive and examine completeness and validity of requirements	-	2 minutes	Lorelei Miranda
	2. Preparation of Mayor's Clearance	-	5 minutes	Lorelei Miranda
	3. Sign the document		5 minutes	Jose Roy Balagtas (By



				Authority of the City Mayor)
	4. Dry Sealing of Document		2 minutes	Lorelei Miranda
2. Receive the service record	5. Release the service record		5 minutes	Front desk employee
	5. Acceptance of client (signing of logbook)		2 minutes	Client
3. Receive copy of Mayor's Clearance			2 minutes	Client
TOTAL			20 minutes	

3. Issuance of Mayor's Clearance for LGU-Cabanatuan Employment

The City Mayor's Office – Administrative Division issues Mayor's Clearance in conformity with the requirements of the City Government of Cabanatuan Human Resource Management Office for the employment of LGU Cabanatuan personnel.

Office	City Mayor's Office-Administrative Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Newly-hired CG employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Voter's ID or Certification from COMELEC		COMELEC		
2. Police Clearance		Cabanatuan City Police Station		
3. Barangay Clearance		Barangay of applicant		
4. Sedula		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
FOR EXTERNAL CLIENTS				
1. Submission of requirements	1. Receive and examine completeness and validity of requirements	-	2 minutes	Lorelei Miranda
	2. Preparation of Mayor's Clearance	-	5 minutes	Lorelei Miranda
	3. Sign the document		5 minutes	Jose Roy Balagtas (By Authority of the City Mayor)



	4. Dry Sealing of Document		2 minutes	Lorelei Miranda
2. Examination of entries in the Mayor's Clearance			2 minutes	Client
	5. Acceptance of client (signing of logbook)		2 minutes	Client
3. Receive copy of Mayor's Clearance			2 minutes	Client
TOTAL			20 minutes	

4. Receiving Request Letters/Complaints and Other Correspondences Addressed to the City Mayor

The City Mayor's Office – Administrative Division is responsible for the receipt, recording, and processing of all letters/complaints/correspondences addressed to the City Mayor.

Office	City Mayor's Office-Administrative Division			
Classification	Simple/Complex/Highly Technical			
Type of Transaction	G2C/G2B/G2C			
Who may avail	Everyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter (3 copies)		-		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
FOR EXTERNAL CLIENTS				
1. Submission of letter	1. Receive and examine completeness of letter. Ask questions pertaining to the request (if needed)	-	5 minutes	Kimberly Chynna Espiritu
	2. Record the letter in the digital database		5 minutes	Kimberly Chynna Espiritu
	3. Record the letter in the office logbook		5 minutes	Danica Togle



	and scan document			
	4. Indorsement to the concerned office		15 minutes	Lorelei Miranda/Jose Roy L. Balagtas
	5. Action taken by the concerned office		3 days for simple transactions 7 days for complex transactions 20 days for highly technical transactions	
	6. Report of action taken to the City Mayor			
TOTAL			3, 7, 20 working days	



ADMINISTRATIVE SERVICES SANGGUNIANG PANGLUNSOD



1. Land Use Reclassification

The reclassification of any existing land to another category/classification (agricultural, residential, commercial, industrial, etc.) by way of a Sangguniang Panlungsod Ordinance if the land's current classification is deemed inconsistent with its actual use or intended purpose.

Office	Sangguniang Panlungsod
Classification	Highly Technical
Type of Transaction	G2C/G2B/G2G
Who May Avail	Land owners whose land is within the territorial jurisdiction of Cabanatuan City who intend to utilize his/her land for purposes other than the allowed use based on its current classification
CHECKLIST OF REQUIREMENTS	
(1 Original Copy and 17 Photocopies of all Documents)	
WHERE TO SECURE	
1. Letter requesting for reclassification addressed to the Presiding Officer of the Sangguniang Panlungsod	Client
2. Certified True Copy of Land Title and/or Transfer Certificate of Title	Client/Register of Deeds
3. Original Copy of Vicinity Map/Lot Plan	Client/
4. Original Certified True Copy of Tax Declaration (<i>Updated</i>)	City Assessor's Office
5. Original Certified True Copy of Tax Payments Certificate (<i>Updated</i>)	City Assessor's Office
6. Original Copy of Affidavit of Non-Tenancy (Notarized)	Client
7. Original Copy of Certification from Barangay Chairman (<i>for the conduct of public hearing</i>)	Barangay Hall of the barangay where the land to be reclassified is located
8. Original Copy of Certification from BARC Chairman	Barangay Agrarian Reform Council Chairman of the barangay where the land to be reclassified is located
9. Original Certified True Copy of Barangay Resolution approving the Reclassification	Barangay Hall of the barangay where the land to be reclassified is located
10. Original Copy of Certification from NIA (<i>that the land is not irrigated or irrigable and/or subject of future irrigation project</i>)	National Irrigation Administration
11. Original Copy of Certification from DAR (<i>that the land is not subject of a Voluntary Offer for Sale, Voluntary Land Transfer or Notice of Coverage and that</i>	Department of Agrarian Reform



<i>the reclassification of the property will not prejudice the rights of any agrarian reform beneficiary)</i>				
12.Original Copy of Certification from DA (<i>which includes the following: a. Total area of existing agricultural lands in the LGU concerned and that the component city has not yet exceeded the maximum percentage of 10% of the total agricultural land allowed to be reclassified; b. That such land is not classified as non-negotiable for conversion or reclassification under A.O. 20 (1992); c. The land ceases to be economically feasible and sound for agricultural purposes</i>)		Department of Agriculture		
13.Original Copy of Certification from the DENR (<i>that the land is not environmentally critical and that the proposed project or intended use is ecologically safe and sound</i>)		Department of Environment and Natural Resources		
14.Original Certification from CPDO		City Planning and Development Office		
15.Original Certification from CALMO		City Agriculture and Livelihood Management Office		
16.Photo of Location		Land Owner		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements	1.1Check and receive all documents for correctness and completeness	None	15 minutes	Administrative Assistant IV
	1.2Forward documents to the SP Secretary /Presiding Officer for inclusion in the Regular Calendar of Business	None	10 minutes	Board Secretary IV /Administrative Aide VI
	1.3 Include request to the Regular Calendar of Business	None	1-3 days	SP Secretary/ Presiding Officer
	1.4 Refer the request to the Committee on Housing, Land Utilization, and	None	1 day	Sangguniang Panlungsod Member/s



	Environmental Protection			
2. Attend Public Hearing	2.1 Conduct Public Hearing/Ocular Inspection and submit Committee Report	None	1-3 days	Committee on Housing, Land Utilization, and Environmental Protection
	2.2 Approve/disapprove the request for land use reclassification	None	1 day	Committee of the Whole
	2.3 Draft ordinance approving land use reclassification and have it signed by the signatories	None	5-7 days	Board Secretary IV
	2.4 Transmit approved ordinance to the City Mayor for approval/veto	None	10 minutes	Local Legislative Staff Assistant II /City Mayor
3 Receive a copy of the Approved Ordinance reclassifying land use	3. Provide copies of the approved ordinance to the client, CPDO, CAO, Sangguniang Panlalawigan, and file one copy	None	15 minutes	Records Officer V /Legislative Staff Assistant II
TOTAL		None	15 days and 50 minutes	

2. Handling of Administrative Case Filed Against an Elected Barangay Official

Any formal complaint or grievance filed by an individual or group against an elected Barangay Official is received and handled by the City Council through a series of investigations and hearings before finally rendering a case decision by way of a Sangguniang Panlungsod Resolution.

Office	Sangguniang Panlungsod	
Classification	Highly Technical	
Type of Transaction	G2C/G2B/G2G	
Who May Avail	Any individual or group who has any complaint or grievance against an elected Barangay Official	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Verified Complaint (1 original copy & 17 photocopies)		Client



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay filing fee to the City Treasurer's Office	1. Receive payment and issue official receipt	P1,000	5 minutes	Cashier
2. Submit all documentary requirements	2. Check and receive all documents for correctness and completeness	None	5 minutes	Administrative Assistant IV
	3. Forward documents to the SP Secretary /Presiding Officer for inclusion in the Regular Calendar of Business	None	10 minutes	Board Secretary IV /Administrative Aide VI
	4. Include Verified Complaint to the Regular Calendar of Business	None	1 day	SP Secretary /Presiding Officer
	5. Refer Verified Complaint to the Committee on Investigation/ Committee on Barangay Affairs	None	1 day	Sangguniang Panlungsod Member/s
	6. Send a copy of Verified Complaint to Respondent together with a Notice to Submit a Verified Answer within 15 days	None	1 day	Committee on Investigation /Committee on Barangay Affairs
	7. Submit Verified Answer (1 original copy & 17 photocopies)	None	*15 days	Respondent
	8. Schedule Hearing/ Investigation and send Notice to Attend Hearing to both Complainant & Respondent	None	1 day	Committee on Investigation /Committee on Barangay Affairs



3. Attend Hearing (Complainant & Respondent)	3.1 Conduct Hearing/ Investigation and submit Committee Report w/ findings recommendation	None	*90 days	Committee on Investigation /Committee on Barangay Affairs
	3.2 Issue Final Evaluation (Case Decision)	None	1 day	Committee of the Whole
	3.3 Draft resolution and have it signed by the signatories	None	5-7 days	Board Secretary IV /Local Legislative Staff Assistant II
4. Receive a copy of the Approved Resolution/ Case Decision	4. Furnish copies of the resolution to both complainant and respondent, and file one copy	None	10 minutes	Supervising Administrative Officer/ Records Officer V
TOTAL		P1,000.00	117 days and 30 minutes	

*Submit Verified Answer (1 original copy & 17 photocopies) – 15 days Prescriptive Period based on the 1991 Local Government Code, Section 62 (a)

*Conduct hearing/Investigation and submit Committee Report w/ findings recommendation – 90 days Prescriptive Period based on the 1991 Local Government Code, Section 66 (a)

3. Accreditation of People's Organizations and Non-Governmental Organizations

The accreditation of People's Organizations (PO's), Non-Governmental Organizations (NGO's), and other similar aggrupations by way of a Sangguniang Panlungsod Resolution, for the purpose of recognition and qualification to be selected/elected to sit in the various Local Special Bodies (LSB's).

(In compliance with the Local Government Code of 1991/R.A. 7160 and its Implementing Rules and Regulations, and the Department of the Interior and Local Government Memorandum Circular No. 2013-70)

Office	Sangguniang Panlungsod
Classification	Complex/Highly Technical
Type of Transaction	G2C



Who May Avail	People's Organizations, Non-Governmental Organizations and other similar aggrupations operating within Cabanatuan City			
CHECKLIST OF REQUIREMENTS (1 Original Copy and 17 Photocopies of All Documents)		WHERE TO SECURE		
1.Duly accomplished Application Form for Accreditation		Sangguniang Panlungsod		
2.Letter of Application for Accreditation		Client		
3.Board Resolution signifying intention for accreditation for the purpose of membership in the local special bodies		Client		
4.Certificate of Registration		Securities and Exchange Commission/ Department of Trade and Industry/ or any applicable government agency related to the nature of the organization		
5.List of current officers and members		Client		
6.Sworn statement that the organization is an independent and non-partisan organization		Client		
7.Annual Accomplishment Report of the preceding year		Client		
8.Financial Statement of the preceding year		Client		
9.Profile indicating the purpose and objectives of the organization		Client		
10.Copy of the Minutes of the Meeting of the organization (latest)		Client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements	1.Check and receive all documents for correctness and completeness	None	15 minutes	Administrative Assistant IV
	2.Forward documents to the SP Secretary /Presiding Officer for inclusion in the Regular Calendar of Business of the	None	10 minutes	Board Secretary IV /Administrative Aide VI



	3.Include request to the Regular Calendar of Business	None	1-3 days	SP Secretary /Presiding Officer
	4.Approve/refer request to the Committee on Laws Rules and Regulations and Committee on Agriculture and Cooperatives	None	3-5 days	Sangguniang Panlungsod Member/s
	5.Draft a resolution accrediting the organization and have it signed by the signatories	None	5-7 days	Board Secretary IV /Local Legislative Staff Assistant II
2.Receive a copy of the approved resolution accrediting the organization	6.Provide a copy of the approved resolution to the client, and file one copy	None	5 minutes	Supervising Administrative Officer /Records Officer V
TOTAL		None	15 days and 30 minutes	

4. Issuance of Certified Machine Copy of Resolutions/Ordinances

Certified Machine Copies of Sangguniang Panlungsod Resolutions/Ordinances may be issued to any interested individual, party or group who needs it for various purposes. (Requested documents with case-sensitive topic/matter are subject for review/evaluation/approval prior to its issuance)

Office	Sangguniang Panlungsod
Classification	Simple
Type of Transaction	G2C/G2B/G2G
Who May Avail	Any individual, group or party who requires a copy of a Sangguniang Panlungsod Resolution/Ordinance for various purposes
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1.Official Receipt of Payment of Document Fee	City Treasurer's Office
2. Fully accomplished Reproduction Request Form	Sangguniang Panlungsod



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay document fee to the City Treasurer's Office	1. Receive payment and issue Official Receipt	₱10 per page	5 minutes	Cashier
2. Fill out and submit Reproduction Request Form together with the Official Receipt	2. Receive and check submitted Reproduction Request Form and Official Receipt for correctness and completeness	None	5 minutes	Administrative Assistant IV
	3. Locate, reproduce and certify requested document/s	None	10 minutes	Records Officer III /Supervising Administrative Officer
3. Receive a copy of the requested document/s	4. Issue Certified Machine Copy of the document/s requested by the client	None	1 minute	Administrative Assistant IV
TOTAL		P10.00/page	21 minutes	

5. Issuance Resolutions/Ordinances for Various Purposes

All Offices/Departments of the City Government of Cabanatuan may request for a Sangguniang Panlungsod Resolution/Ordinance for various purposes through/with an indorsement/recommendation from the Office of the City Mayor.

Office	Sangguniang Panlungsod	
Classification	Complex/Highly Technical	
Type of Transaction	G2G (Internal)	
Who May Avail	All Offices/Departments of the City Government of Cabanatuan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter addressed to the Presiding Officer/Sangguniang Panlungsod Members stating the request		Client



2.Supporting documents (if applicable)		Client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements	1.Check and receive all documents for correctness and completeness	None	5 minutes	Administrative Assistant IV
	2.Forward documents to the SP Secretary /Presiding Officer for inclusion in the Regular Calendar of Business of the	None	10 minutes	Board Secretary IV /Administrative Aide VI
	3.Include request to the Regular Calendar of Business	None	1-3 days	SP Secretary /Presiding Officer
	Approve/disapprove /refer request to the appropriate committee	None	3-5 days	Sangguniang Panlungsod Member/s
	Draft resolution/ ordinance and have it signed by the signatories	None	5-7 days	Board Secretary IV /Local Legislative Staff Assistant II
2. Receive a copy of the approved resolution/ ordinance	Provide a copy of the approved resolution/ ordinance to the client, and file one copy	None	5 minutes	Supervising Administrative Officer /Records Officer V
TOTAL		None	15 days and 20 minutes	



**FINANCE SERVICES
OFFICE OF THE CITY ACCOUNTANT**



1. Issuance of BIR Form 2306 and/or 2307 to Job-Order/Contract of Service Workers and Consultants.

This service is intended for the issuance of Withholding Tax Certificate, namely the BIR Form 2306 and/or 2307 to the Job-Order (JO)/Contract of Service (COS) Workers and Consultants in which the City Government of Cabanatuan had contracted with to obtain job-specific services and mandatorily withheld taxes on the remuneration of those services subject for remittance to the Bureau of Internal Revenue under the General Fund and Special Education Fund.

Office	Office of the City Accountant - Remittance Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Contract of Service (COS) Workers, Job Order (JO) Workers, Consultants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition Slip		Office of the City Accountant – Remittance Division		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the Office of the City Accountant – Remittance Division to personally request for the BIR Form 2306 and/or 2307	1.1 Acknowledge the request	None	2 minutes	Administrative Asst. II
	1.2 Prepare and print BIR Form 2306 and/or 2307	None	5 minutes	
2. Wait for the processing of BIR Form 2306 and/or 2307	2.1 Gather data relative to the period being requested	None	10 minutes	Administrative Asst. II
	2.2 Generate the BIR Form 2306 and/or 2307	None	5 minutes	Administrative Asst. II
	2.3 Sign the BIR Form 2306 and/or 2307	None	2 minutes	Asst. City Accountant



3. Claim the BIR Form 2306 and/or 2307	3. Issue the BIR Form 2306 and /or 2307	None	2minutes	Administrative Asst. II
TOTAL		None	26 minutes	

2. Issuance of BIR Form 2306 and/or 2307 to Suppliers/ Contractors/ Service Providers.

This service is intended for the issuance of Withholding Tax Certificate, namely the BIR Form 2306 and/or 2307 to the Suppliers/Contractors/Service Providers in which the City Government of Cabanatuan had carried out its authorized government transactions and mandatorily withheld taxes on those transactions subject for remittance to the Bureau of Internal Revenue under the General Fund, Special Education Fund and Trust Fund.

Office	Office of the City Accountant - Remittance Division			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Suppliers, Contractors, Service Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of fully accomplished and duly signed Disbursement Voucher/s		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Provide the photocopy to the Office of the City Accountant – Remittance Division	1. Receive the photocopy of the Disbursement Vouchers as provided by the Supplier/ Contractors/ Service Providers	None	2 minutes	Administrative Asst. II
2. Wait for the processing of BIR Form 2306 and/or 2307	2.1. Verify the correctness of information shown on the photocopy of Disbursement Voucher/s	None	10 minutes	Administrative Asst. II



	2.2. Generate the BIR Form 2306 and/or 2307	None	5 minutes	Administrative Asst. II
	2.3. Sign the BIR Form 2306 and/or 2307	None	2 minutes	Asst. City Accountant
3. Claim the BIR Form 2306 and/or 2307	3. Issue the BIR Form 2306 and/or 2307	None	2 minutes	Administrative Asst. II
TOTAL		None	21 minutes	

3. Issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS) and Taxes to the Bureau of Internal Revenue (BIR)

This service is intended for the issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS) to Regular Employees and Casual Employees under the General Fund and Special Education Fund upon request.

Office	Office of the City Accountant - Remittance Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Regular Employees, Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the Office of the City Accountant-Remittance Division to personally request the issuance of Certification of Remittances made to Government Service Insurance System	1. Acknowledge request	None	5 minutes	Administrative Asst. II



2. Wait for the processing of the requested Certification	2.1. Ensure that the requested information is verifiable with the existing files and reports being maintained by the Office of the City Accountant	None	5 minutes	Administrative Asst. II
	2.2. Once verified, process the Certification being requested	None	5 minutes	Administrative Asst. II
	2.3. Sign the Certification for approval	None	5 minutes	City Accountant/Asst. City Accountant
3. Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Administrative Asst. II
TOTAL		None	22 minutes	

4. Issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS)

This service is intended for the issuance of Certification of Premium and Loan Amortization Remittances made to Government Service Insurance System (GSIS) to Regular Employees and Casual Employees under the General Fund and Special Education Fund upon request.

Office	Office of the City Accountant - Remittance Division	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Regular Employees, Casual Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Employee ID and any Government Issued ID		From the client



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the Office of the City Accountant – Remittance Division to personally request the issuance of Certification of Remittances made and other related requests (such as correction of name, MID number, etc.) and submit the needed requirements	1. Acknowledge the request and receive the requirements provided by the employee/worker	None	10 minutes	Administrative Asst. II
2. Wait for the processing of the requested Certification	2.1. Assess the validity of requirements received and ensure that the requested information is verifiable with the existing files and reports being maintained by the Office of the City Accountant	None	1 day	Administrative Asst. II
	2.2. Once verified, process the Certification being requested	None	15 minutes	Administrative Asst. II



	2.3 Sign the Certification for approval	None	2 minutes	City Accountant/Asst. City Accountant
3. Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Administrative Asst. II
TOTAL		None	1 day & 29 minutes	

5. Issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation (PhilHealth)

This service is intended for the issuance of Certification of Premium Remittances made to Philippine Health Insurance Corporation to Regular and Casual Employees upon request under the General Fund and Special Education Fund.

Office	Office of the City Accountant - Remittance Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Regular Employees, Casual Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PhilHealth Identification Number		PhilHealth		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the Office of the City Accountant – Remittance Division to personally request the issuance of Certification of Premiums remitted to the Philippine Health Insurance Corporation.	1. Acknowledge the request and verify the PhilHealth Identification Number being provided	None	10 minutes	Administrative Asst. II



2. Wait for the processing of the requested Certification	2.1 Ensure that the requested information is verifiable with the existing files and reports being maintained by the Office of the City Accountant	None	1 day	Administrative Asst. II
	2.2 Once verified, process the Certification being requested	None	5 minutes	Administrative Asst. II
	2.3 Sign the Certification for approval	None	2 minutes	City Accountant/ Asst. City Accountant
3. Claim the duly approved Certification being requested	3. Issue the approved Certification	None	2 minutes	Administrative Asst. II
TOTAL		None	1 day & 19 minutes	

6. Request for Net Take Home Pay

This service is provided as a requirement for loan application purposes of the city regular employees.

Office	Office of the City Accountant
Classification	Simple
Type of Transaction	G2C
Who may avail	City employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		City Accountant Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit request slip with complete information	1. Receive the request and indorse to the Records Division	None	3 minutes	Administrative Staff
	2. Check information and prepare the Net Take Home Pay Slip	None	10 minutes	Records Officer
	3. Sign the Net Take Home Pay Slip	None	5 minutes	Asst. City Accountant
2. Receive the Net Take Home Slip requested	4. Release the Net Take Home Slip	None	2 minutes	
TOTAL		None	20 minutes	



FINANCE SERVICES
OFFICE OF THE CITY ASSESSOR



Mandate

- Ensure that all laws and policies governing the appraisal and assessment of real properties for taxation purposes are properly executed;
- Initiate, review, recommend changes in policies and objectives, plans and programs, techniques, procedures and practices in the valuation and assessment of real properties for taxation purposes;
- Establish a systematic method of real property assessment;
- Install and maintain a real property identification and accounting system;
- Prepare, install and maintain system of tax mapping, showing graphically all property subject to assessment and gather all data concerning the same;
- Conduct frequent physical surveys to verify and determine whether all properties within the city are properly listed in the assessment rolls;
- Exercise the functions of appraisal and assessment primarily for taxation purposes of all real properties in the local government unit concerned;
- Prepare a schedule of fair market value for the different classes of real properties, in accordance with the Title Two under Book II of LGC of 1991;
- Issue, upon request of interested party, certified copies of assessment records of real property, and all other records relative to its assessment, upon payment of a service fee to the treasurer; and
- Attend to all sessions of the local board of assessment appeals whenever local assessment is the subject of the appeal, and present or submit any information or record in possession as may be required by the board.



II. Vision

Utilize real property taxes as the main instrument in providing financial strength that is essential for the continuing development and progress of the City of Cabanatuan.

III. Mission

To be primarily responsible in providing fair and equal distribution of tax burden to real property owners through proper, efficient and effective real property tax administration.

IV. Service Pledge

Increased efficiency and effectiveness in:

- Identifying all real property units in Cabanatuan City;
- Determining property classifications based on the actual use of real property units;
- Discovering undeclared real property units;
- Determining the correct attributes of each real property unit;
- Updating/maintaining assessment/tax records; and
- Achieving collection on real property tax.



1. Issuance of Certified True Copy of Tax Declaration

Office	City Assessor's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Any person, natural or juridical being who owns real property within the jurisdiction of the City of Cabanatuan.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished request form or written request Valid ID 		City Assessor's Office		
Additional requirements for transaction made by authorized representatives: <ul style="list-style-type: none"> Photocopy of valid ID of owner/representative Authorization letter/SPA Certification Fee 		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit request form or written request with documentary requirements	1.1. Receive and examine the requirements presented	P 50.00	2 minutes	Frontline personnel/Officer of Day
2. Wait for processing of documents	1.2. Verify and process the requested Tax Declaration/issue order of payment (Trace back/Old Record)		3 minutes/TD (10 minutes/TD)	Admin. and Records Division Personnel
2. Go to CTO for payment of fee/s then return to City Assessor's Office and present Official Receipt(OR) for final approval	1.3. Accept official receipt/Approve/ Sign the requested Tax Declaration		2 minutes	City Assessor/Asst. City Assessor/LAOO IV/Supervising Admin. Officer (Records Officer IV)



3.Claim/Receive copy of requested Tax Declaration	1.4. Issue/Release CTC of Tax Declaration		2 minutes	Admin. and Records Division Personnel
TOTAL			19 minutes	
End of Transaction				

2. Issuance of Certification of Property Holdings and/or Certificate of No Property Holdings

Office	City Assessor's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Any person, natural or juridical being who is in need of the said certificate.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished request form or written request Valid ID 		City Assessor's Office		
Additional requirements for transaction made by authorized representatives: <ul style="list-style-type: none"> Photocopy of valid ID of owner/representative Authorization letter/SPA Certification Fee 		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit request form or written request with documentary requirements	1.1. Receive and examine the requirements presented	P50.00	2 minutes	Frontline personnel/Officer of Day
2. Wait for processing of documents	1.2. Verify and process the requested document/ Issue order of payment		5 minutes/ RPU/Cert.	Admin. and Records Division Personnel
2. Go to CTO for payment of fee/s, then, return to	1.3. Accept official receipt/ Approve/Sign		2 minutes	City Assessor/Asst. City



CAO and present Official Receipt (OR)	the requested document			Assessor/LAOO IV/Supervising Admin. Officer (Records Officer IV)
3.Claim/ Receive copy of requested documents	1.4. Issue/Release copy of requested documents		2 minutes	Admin. and Records Division Personnel/Releasing Personnel
TOTAL			11 minutes	
End of Transaction				

3. Issuance of Certificate of Non-Improvement/On-Going Construction of Building/Property Identification

Office	City Assessor's Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	Any person, natural or juridical who is in need of the said certificate.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly accomplished request form or written request Photocopy of Transfer Certificate of Title (TCT)/ Tax Declaration Approved Subdivision Plan (if subdivided) Actual Field Inspection/Verification (if necessary) 		City Assessor's Office Geodetic Engineer/Surveyor/LRA/Register of Deeds		
Additional requirements for transaction made by authorized representatives: <ul style="list-style-type: none"> Photocopy of valid ID of owner/representative Authorization letter/SPA Certification Fee 		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit request form or written request	1.1. Receive and examine the	P 50.00	2 minutes	Frontline personnel/Officer of Day



with documentary requirements	requirements presented			
2. Wait for the processing of documents	1.2. Verify and process the requested document/ issue order of payment 1.3. Actual field inspection/ verification		20 minutes 4 hours/ request	Tax Mapping Division Personnel Tax Mapper
3. Go to CTO for payment of fee/s, then, return to CAO and present Official Receipt (OR)	1.4. Accept official receipt/ Approve/Sign the requested Certification		2 minutes	City Assessor/Asst. City Assessor/Tax Mapper IV
4. Claim/Receive copy of requested certification	1.5 Issue/release copy of requested certification		2 minutes	Releasing Officer
TOTAL			4 hours and 26 minutes	
End of Transaction				

4. Transfer of Tax Declaration of Real Property to New Owner (Simple Transfer, Subdivision or Consolidation)

Office	City Assessor's Office
Classification	Simple
Type of Transaction	G2C – Government to Client
Who may avail	Any person, natural or juridical being who owns real property within the jurisdiction of the City of Cabanatuan.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Photocopy of TCT (1 copy) • Photocopy of Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the transfer of real property from one person to another (1 copy) 	Register of Deeds Transferee



<ul style="list-style-type: none"> • Certificate Authorizing Registration (CAR) Original Copy and 1 photo copy 		BIR		
<ul style="list-style-type: none"> • Transfer Tax Certificate/Official Receipt • Updated Tax Payment (Original or photocopy/tax clearance) • Certification Fee 		City Treasurer's Office		
For Bank Foreclosed/Merged Properties (Additional Requirement)		City Treasurer's Office		
<ul style="list-style-type: none"> • Certificate of Sale/Affidavit of Consolidation <ul style="list-style-type: none"> ○ of Ownership • Board Resolution • SEC Certificate 		Bank Concerned		
For Subdivision / Consolidation (Additional Requirement)				
<ul style="list-style-type: none"> • Approved subdivision/consolidation plan 		Register of Deeds LRA/Surveyor/		
For Land awarded to Farmer Beneficiaries of Comprehensive Agrarian Reform Program				
<ul style="list-style-type: none"> • Photocopy of Land Ownership Award (CLOA)/Emancipation Patent (Ep) 		OWNER		
<ul style="list-style-type: none"> • Updated Tax Payment 		City Treasurer's Office		
Additional requirements for transaction made by authorized representatives:				
<ul style="list-style-type: none"> • Photocopy of valid ID of representative and owner • Authorization letter or Special Power of Attorney (SPA) 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the documentary requirements	1.1. Check/receive/record completeness of the	P 50.00	10 Minutes	Frontline personnel/Officer of Day



	submitted requirements/ Endorse the receive documents to Appraisal & Assessment Division for encoding 1.2. In case of subdivision/consolidation endorse to the Tax Mapping Division for assigning of PIN		5 minutes/ RPU	Tax Mapping Personnel
2. Go to CTO for payment of fee/s, then, return to CAO and present Official Receipt (OR)	1.3. Prepare/Print Field Appraisal and Assessment Sheet (FAAS) /Tax Declaration/ Notice of Assessment		10 minutes/ RPU	LAOO'S/ Assessment Clerk
	1.4. Evaluate/check / verify all the documents and the correctness of applied unit value/ assessment level		5 minutes/ RPU	LAOO IV
	1.5. Review/ approve/ sign the updated FAAS/Tax Declaration		5 minutes / RPU	City Assessor/Asst. City Assessor
	1.6. Assign Assessment of Real Property Number (ARP NO.) for		5 minutes/ RPU	Admin. and Records Division Personnel



	transfer/revised FAAS/Tax Declaration/ Cancel previous record			
4. Claim/receive copy of Tax Declaration	1.7 Release of copy of Tax Declaration		2 minutes	Admin. and Records Personnel/ Releasing Officer
TOTAL			42 minutes	
End of Transaction				

5. Appraisal and Assessment of Newly Constructed/Discovered Real Property (Building/Machinery and Other Improvement/Cancellation of Demolished/Duplicate Real Property Units

Office	City Assessor's Office	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who may avail	Any person, natural or juridical being who owns real property within the jurisdiction of the City of Cabanatuan.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Photocopy of approved Architectural Plan/Building Plan • Photocopy of Occupancy Permit • Accomplished Sworn Statement (form provided by the Office) • Photocopy of Title (where the bldg. is erected) • Letter request/duly accomplished request form • Certification Fee 		Owner/City Engineer's Office Owner/City Engineer's Office City Assessor's Office Owner City Assessor's Office CTO
For cancellation of demolished/duplicate records		
<ul style="list-style-type: none"> • Request letter (addressed to the City Assessor for cancellation of records of assessment) • Certification of Demolition/Fire Certificate 		Office of the Building Official (OCBO)/BPF



<ul style="list-style-type: none"> • Certification from Barangay • Updated Real Property Tax/Tax Clearance • Picture (for demolished property) 		Brgy. Captain CTO		
Additional requirements if the declarant is not the lot owner				
<ul style="list-style-type: none"> • Title (1 xerox copy) • Consent from the land owner/Barangay Certification • Valid ID of the declarant • Certification Fee 		Land Owner/ Brgy. Captain City Treasurer's Officer		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the required requirements/ documents	1.1. Check /examine and receive the requirements presented. Endorse to Appraisal and Assessment Division for the schedule of ocular inspection	P 50.00	5 Minutes	Frontline personnel/ Officer of Day
2. Pay the required fees at the City Treasurer's office	1.2. Conduct an ocular inspection/field verification of the property		4 hours/RPU	LAOO's/Tax Mapper
	1.3. Prepare inspection report/Field Appraisal Sheet (FAAS)/Tax Declaration(TD)/ Notice of Assessment (NA)/ Certification of Cancellation		10 minutes/ RPU	LAOO's/Tax Mapper
	1.4. Evaluate/check/ verify all the		5 minutes/ RPU	LAOO IV



	documents and the correctness of applied unit value/ assessment level/ cancellation			
	1.5. Review/approve / sign the updated FAAS/Tax Declaration/ Cert. of Cancellation		5 minutes/ RPU	Assistant City Assessor/City Assessor
	1.6. Assign Assessment of Real Property Number (ARP NO.)/Cancel duplicate/ demolished RPU		5 minutes/ RPU	Admin. and Records Personnel
3. Present OR/Receive/ Claim copy of requested Tax Declaration/ Certification of Cancellation	1.7. Release copy of Tax Declaration/NA/ Certification of Cancellation		2 minutes	Releasing Officer
TOTAL			4 hours and 32 minutes	
End of Transaction				

NOTE: Ocular inspection is conducted from Tuesday to Friday 8:00A.M. to 5:00PM



FINANCE SERVICES CITY BUDGET OFFICE



1. Technical Assistance to Barangays

Provides technical assistance to Barangay Officials in the preparation of Annual and Supplemental Budget and other matters.

Office	City Budget Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Barangay Officials of Cabanatuan City Annual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Budget 1.1 Projected Internal Revenue Allotment 1.2 Real Property Tax and Other		Issuance of Notice from DBM		
2. Supplemental Budget 2.1 Statement of Excess Income i.e. Real Property Tax, Community Tax Certificate, Business Taxes etc.		Depository Bank/LBP Other Government Agency		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Barangay Annual Budget for evaluation of appropriation	1.1 Receive the Barangay Annual Budget and forward the same to personnel responsible in processing	None	10 minutes	Budget Officer II Budget Officer III
	1.2 Evaluate and verify the income and expenditures as to budgetary limitations		1 hour	Budget Officer II Budget Officer III
	1.3 Make an endorsement to Mayor's Office		5 minutes	Budget Officer III
	1.4 Sign the endorsement/s		3 minutes	City Budget Officer
2. Receive document/s signed by the LCE	2.1 Endorse the Barangay Annual Budget signed by the LCE to		7 minutes	Budget Officer II



	Sangguniang Panglungsod			
3. Receive document/s ratified by the Sangguniang Panlungsod	3.1 File the ratified document/s		2 minutes	Budget Officer III
4. Submit Barangay Supplemental Budget for evaluation of appropriations	4.1 Receive the Barangay Supplemental Budget and forward the same to personnel responsible in processing		10 minutes	Budget Officer II Budget Officer III
	4.2 Evaluate and verify the excess income and expenditures needed		20 minutes	Budget Officer II Budget Officer III
	4.3 Make an endorsement to Mayor's Office		5 minutes	Budget Officer III
	4.4 Sign the endorsement/s		3 minutes	City Budget Officer
5. Receive document/s signed by the LCE	5.1 Endorse the Barangay Supplemental Budget signed by LCE to Sangguniang Panglungsod		7 minutes	Budget Officer II
6. Receive document/s ratified by the Sangguniang Panlungsod	6.1 File the ratified document/s		2 minutes	Budget Officer III
7. Certificate of Appearance	7.1 Sign Barangay Treasurer's Appearance		5 minutes	Budget Officer III
TOTAL			2 hours & 19 minutes	



2. Certification as to Availability of Appropriations

Obligation Slip/s signed as to availability of appropriation

Office	City Budget Office	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	Offices of the City Government	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Salaries and Wages of Regular and Casual Employees 1.1 Obligation Slip, General Payroll, 1.2 Voucher, Daily Time Record (DTR)	Requesting office	
2. Consultancy 2.1 Obligation Slip, Voucher, 2.2 Accomplishment Report, Copy of 2.3 Contract of Service and Appropriation Ordinance	Requesting office	
3. Travelling and Seminar Expenses 3.1 Obligation Slip, Voucher, Appendix A (Itinerary of Travel) Appendix B (Travel Completed), 3.2 Invitation 3.3 Travel Order 3.4 Receipts for Toll Fee and Seminar Fee 3.5 Certificate of Attendance; 3.6 if Cash Advance (Obligation Slip, Voucher, Appendix A (Itinerary of Travel and Travel Order and Invitation)	Requesting office Travel Order – CMO	
4. Utilities (Telephone Bill, Internet Bill, Water and Power Bill) 4.1 Obligation Slip, Voucher, Account Bill and Certification for official calls	Requesting office Billing Company	
5. Job Order 5.1 Obligation Slip, Payroll Jacket and Summary of Payroll, Voucher 5.2 Daily Time Record (DTR), 5.3 Accomplishment Report	Requesting office	
6. Office Supplies 6.1 Obligation Slip, PR (Purchase Request) 6.2 APP (Annual Procurement Plan) 6.3 PPMP (Project Procurement Management Plan)	Requesting office APP-GSO/BAC PPMP-GSO/BAC	



7. Capital Outlay (Office Equipment, ICT Equipment and Furniture and Fixtures and Other Machinery and Equipment) 7.1 Obligation Slip, PR (Purchase Request) 7.2 APP (Annual Procurement Plan) 7.3 PPMP (Project Procurement Management Plan) 7.4 AIP (Annual Investment Program)		Requesting office APP-GSO/BAC PPMP-GSO/BAC AIP-CPDO		
8. Gov't Projects (Land, Land Improvements, Buildings, Roads and Other Structures) 8.1 Obligation Slip, PR (Purchase Request) 8.2 Program of Works 8.3 Work Plan and Specifications 8.4 Bill of Materials 8.5 ABC (Approved Budget for the Contract) 8.6 APP (Annual Procurement Plan) 8.7 PPMP (Project Procurement Management Plan) 8.8 AIP (Annual Investment Program)		Requesting office APP-GSO/BAC PPMP-GSO/BAC AIP-CPDO POW/SPECS-CEO		
9. Repair and Maintenance Obligation Slip, PR 9.1 Inspection Report		Requesting office Inspection Report-CMPO		
10. Aids and Contributions 10.1 Obligation Slip, Payroll/Voucher		Requesting office		
11. Reimbursement 11.1 Obligation Slip, Disbursement Voucher, PR 11.2 Official Receipt		Requesting office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Obligation Slips and document/s for availability of appropriations	1.1 Receive and assign obligation slip number and forward the same to personnel responsible in processing	None	7 minutes	Administrative Staff
	1.2 Registering the document/s		5 minutes	City Budget Staff



	and posting it to the registry of obligation			
	1.3 Posting and verifying the document/s			Budget Officer IV
	1.4 Sign the document/s as to availability of appropriations			City Budget Officer
	2.2 Forward documents to the accounting office (Salaries & wages for Regular, Casual Employees, Utilities, & Job Order) and detach duplicate of Obligation Slip		5 minutes	Budget Officer III Administrative Staff
TOTAL		None	24 minutes	



FINANCE SERVICES
CITY BUSINESS LICENSING AND INVESTEMENT
PROMOTION OFFICE



I. Mandate

In pursuant to **Ordinance No. 075-2015 dated 25 August 2015**, the following are mandates of the City Business Licensing Promotion Office:

Receive/review duly accomplished application form on different permits and licenses issued by the office for approval; Check/verify the authenticity of attached required documents to the application form; Interview applicants/representative as to the validity of information supplied in the application form; Forward application form to City Treasurer's representative for the assessment and payment of business tax, fees and charges; Receive application form (together with all the required documents) and Official Receipts; Prepare/issue Business Registration certificate/permit/license; Prepare/forward to the City Mayor's Office business permits for her approval.

Inspect business establishments based on the request of Permit and License Section in case of new registration and retirement of business; Make an updated and detailed inspection report/ file per business establishment that contains pictures of place of operations, accomplished inspection form, and remarks based on actual observations and history of gross receipts declared and business tax paid; Serve notices of business closure to unregistered and non-compliant business establishments; Close business establishments in case of violations to existing laws and ordinances.

Apply a systematic and scientific control to recorded information which is required in the office operation. It involves the creation, storage, use, retrieval, transmission, protection, retention, preservation, maintenance and disposition of records; Take custody of all office records and documents; Take over-all supervision and implementation of sound records management and control of the office; Update records on file to facilitate references and serve as database of information system; Update/maintain and be accounted for the files and records on custody; Prepare/submit monthly/quarterly/annual reports on businesses; Perform general administrative duties such as: Preparation of Office Plans and Programs; Personnel Management; Correspondence Management; and Supply and Property Management



II. Vision

A business friendly office of the City Government of Cabanatuan, manned with people efficiently delivering service and assistance to clientele.

III. Mission

To attain 100 percent registration/licensing of business operating within the jurisdiction of Cabanatuan City.

IV. Service Pledge

We commit to:

Promote the implementation of simplified requirement and procedures that will reduce red tape and expedite business related transactions.

Attend to all applicants or requesting parties who are within the premises of the office prior to the end of the official working hours and during lunch break.

Support the adoption of effective government practice for efficient government service delivery and prevention of graft and corruption.



1. Securing A New Business Permit

Office	City Business Licensing and Investment Promotion Office	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Proof of business registration, incorporation or legal personality (1 photocopy)	Department of Trade Industry (DTI)/ Security Exchange Commission (SEC)/ Cooperative Development Authority (CDA)	
Occupancy Permit, if required by national law (1 photocopy)	City Engineering's Office	
Contract of Lease (1 photocopy)	Lessor	
Barangay Business Clearance (1 original)	Barangay Hall	
Picture and sketch of establishment	Client	
In case of representative: Authorization Letter (1 original) Owner's ID (1 photocopy) ID of authorized representative (1 photocopy)	Business owner	
FOR ALL KINDS/NATURE OF BUSINESSES:		WHERE TO SECURE
Locational Clearance (1 photocopy)	City Planning and Dev't. Office	
Sanitary Permit (1 photocopy)	City Health Office	
Occupancy Permit (1 photocopy)	City Engineering's Office	
Building Permit (1 photocopy)	City Engineering's Office	
Electrical Permit (1 photocopy)	City Engineering's Office	
City Environment Certificate	City Environment and Natural Resources Office	
Market Clearance (For Stall Holders)	City Economic Enterprise and Public Utilities Office	
Fire Safety Inspection Certificate	Bureau of Fire Protection	
SSS Clearance (1 photocopy)	Philippine Social Security System	
PhilHealth Clearance (1 photocopy)	PhilHealth	
Pag-ibig clearance (1 photocopy)	Pag-ibig	
Special Requirements per Category Post-Audit Requirements:		WHERE TO SECURE
For Junk Shop <ul style="list-style-type: none"> Environmental Compliance Certificate (1 photocopy) 	Department of Environment and Natural Resources (DENR)	



<p>For Medical Clinic (Outside Hospital)</p> <ul style="list-style-type: none"> • Department of Health License (1 photocopy) • Professional Tax Receipt of Physician (1 photocopy) 	<p>Department of Health (DOH)</p> <p>City Treasurer's Office</p>
<p>For Contractors</p> <ul style="list-style-type: none"> • Philippine Contractors Accreditation Board (PCAB) License (1 photocopy) • Professional Tax Receipt of Engineer (1 photocopy) 	<p>Philippine Contractors Accreditation Board (PCAB)</p> <p>City Treasurer's Office</p>
<p>For Cremation Services</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) (1 photocopy) 	<p>Department of Environment and Natural Resources (DENR)</p>
<p>For Funeral Parlor</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) (1 photocopy) • Embalmer's License (PRC) (1 photocopy) • Professional Tax Receipt (PTR) (Embalmer) (1 photocopy) 	<p>Department of Environment and Natural Resources (DENR)</p> <p>Professional Regulation Commission (PRC)</p> <p>City Treasurer's Office</p>
<p>For Memorial Park</p> <ul style="list-style-type: none"> • Approved Resolution from Sangguniang Panglungsod (1 photocopy) • Environmental Compliance Certificate (ECC) (1 photocopy) 	<p>Sangguniang Panlungsod</p> <p>Department of Environment and Natural Resources (DENR)</p>
<p>For Subdivisions</p> <ul style="list-style-type: none"> • Approved Resolution from Sangguniang Panglungsod (1 photocopy) 	<p>Sangguniang Panglungsod</p>
<p>For Veterinary Clinic</p> <ul style="list-style-type: none"> • Professional Tax Receipt of Veterinarian (1 photocopy) 	<p>City Treasurer's Office</p>
<p>For Training Center/Technical School</p> <ul style="list-style-type: none"> • Technical Education and Skills Development Authority Accreditation (1 photocopy) 	<p>Technical Education and Skills Development Authority (TESDA)</p>



<p>For Bank/Pawnshop/Money Changer/Remittance</p> <ul style="list-style-type: none"> • Accreditation from Bangko Sentral ng Pilipinas 	Bangko Sentral ng Pilipinas
<p>For Real Estate Dealer/Commercial Building</p> <ul style="list-style-type: none"> • Occupancy permit (1 photocopy) • Tax Declaration (1 photocopy) • City Planning and Development Office Approval (1 photocopy) 	<p>City Engineer's Office</p> <p>City Assessor's Office</p> <p>City Planning and Development Office (CPDO)</p>
<p>For Poultry/Piggery</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate(ECC) (1 photocopy) • City planning and Development Office Approval (1 photocopy) 	Department of Environment and Natural Resources(DENR)
<p>For L.P.G. Dealer</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate(ECC)(1 photocopy) 	Department of Environment and Natural Resources(DENR)
<p>For Bus Terminal</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate(ECC)(1 photocopy) 	Department of Environment and Natural Resources(DENR)
<p>For Water Refilling Station</p> <ul style="list-style-type: none"> • Microbiological Analysis Certificate (1 photocopy) 	Hydro lab (Accredited Water Testing Laboratory)
<p>For Security Agency</p> <ul style="list-style-type: none"> • Authority to operate (1 photocopy) 	Philippine National Police (PNP)
<p>For Gasoline Station</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate (1 photocopy) • Natural Resources Calibration clearance (1 photocopy) 	<p>Department of Environment and Natural Resources(DENR)</p> <p>Department of Energy</p>
<p>For Telephone and Communication Co.</p> <ul style="list-style-type: none"> • National Telecommunications Commission accreditation (1 photocopy) 	National Telecommunications Commission (NTC)



<p>For Guns and Ammunition Store</p> <ul style="list-style-type: none"> • Authority to Sell (1 photocopy) 	Philippine National Police (PNP)
<p>For Insurance Company</p> <ul style="list-style-type: none"> • Certificate of Authority (1 photocopy) 	National Board of Investments (NBI)
<p>For Drug Distributor</p> <ul style="list-style-type: none"> • License to Operate (1 photocopy) 	Food and Drug Administration (FDA)
<p>For Dental Laboratory</p> <ul style="list-style-type: none"> • PRC License of Dental Technician (1 photocopy) 	Professional Regulation Commission (PRC)
<p>For Review Center</p> <ul style="list-style-type: none"> • PRC License of Reviewer 	Professional Regulation Commission (PRC)
<p>For Hollow Blocks Factory</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) (1 photocopy) • City planning and Development Office Approval (1 photocopy) 	<p>Department of Environment and Natural Resources (DENR)</p> <p>City Planning and Development Office (CPDO)</p>
<p>For Resort/Swimming Pool</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) (1 photocopy) • City planning and Development Office Approval (1 photocopy) 	<p>Department of Environment and Natural Resources (DENR)</p> <p>City Planning and Development Office (CPDO)</p>
<p>For Rice Mill</p> <ul style="list-style-type: none"> • Environmental Compliance Certificate (ECC) (1 photocopy) 	Department of Environment and Natural Resources (DENR)
<p>For Food Manufacturing</p> <ul style="list-style-type: none"> • License to Operate (1 photocopy) 	Food and Drug Administration (FDA)
<p>For Financing/Lending Company</p> <ul style="list-style-type: none"> • Certificate of Authority (1 photocopy) 	Securities and Exchange Commission (SEC)
<p>For Local Recruitment Agencies</p> <ul style="list-style-type: none"> • Department of Labor and Employment (DOLE) Accreditation (1 photocopy) 	Department of Labor and Employment (DOLE)
<p>For International Recruitment Agencies</p> <ul style="list-style-type: none"> • Philippine Overseas Employment Agency Accreditation (1 photocopy) 	Philippine Overseas Employment Agency Accreditation (POEA)



For Cell Site Communication Services		Sangguniang Panlungsod		
<ul style="list-style-type: none"> Franchise to Operate (1 photocopy) 				
For Video Games and other similar equipment		City Social Welfare and Development Office (CSWDO)		
<ul style="list-style-type: none"> Certificate to operate (1 photocopy) 				
For public market, private market, "Talipapa" or Satellite market, "Tiangge" or flea market, hawkers, slaughterhouse and other similar market activities		Sangguniang Panlungsod		
<ul style="list-style-type: none"> Franchise to operate private market (1 photocopy) Special Permit to Operate for "Talipapa" (1 photocopy) 				
For Private entities operating Pre-School, Elementary and High School For establishment school originated in Cabanatuan City		Department of Education (DepEd)		
<ul style="list-style-type: none"> Recommendation letter (1 photocopy) Permit to Operate (1 photocopy) Occupancy Permit (1 photocopy) 				
For firecrackers and other Pyrotechnic devices, dealers and retailers-		Philippine National Police (PNP)		
<ul style="list-style-type: none"> Authority to Manufacture/Sell (1 photocopy) 				
For Service and Repair Shop business		Department of Trade and Industry (DTI)		
<ul style="list-style-type: none"> DTI Accreditation 				
For Business Franchise		Business Franchisor		
<ul style="list-style-type: none"> Franchise agreement 				
For Distributors and Dealers		Business Manufacturer		
<ul style="list-style-type: none"> Dealership Agreement 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Application 1.1 Accomplish the on line application form by logging into https://cabanatuan.city.gov.ph:2020	1. Open and verify the submitted on line application	None	10 minutes	Licensing Officer IV City Business Licensing and Investment



<p>1.2 Upload the documentary requirements and submit</p>	<p>2. Check and verify the completeness and authenticity of the documentary requirements submitted</p>			<p>Promotion Office</p>
<p>2. Receive Order of Payment</p>	<p>2. Backroom Operation: 2.1 Assessment: One-time Assessment of taxes, fees, and charges imposed by the City: and Bureau of Fire Protection (BFP) in securing Business Permit and other regulatory permits and clearances</p>	<p>Refer to the attached ("Annex 1")</p>	<p>47 1/2 hours</p>	<p>Backroom Personnel: Local Treasury Operation Officer IV Office of the City Treasurer Zoning Officer IV City Planning and Development Office Engineer IV Office of the Building Officials Supervising Sanitation Inspector IV City Health Office Environmental Specialist I Cabanatuan City Environment and Natural Resources Office</p>



				Fire Officer Bureau of Fire Protection
3. Pay and Claim: one-time payment of tax, fees, and charges	3. Receive payment and issue Official Receipt (OR)		20 minutes	Local Revenue Collection Officer III Office of the City Treasurer
3.1 Release Business Permit	3.1 Prepare Business Permit Certificate 3.2 Approve, Sign, and Issue Business Permit Certificate			Department Head City Business Licensing and Investment Promotion Office City Mayor Office of the City Mayor
TOTAL			2 days	

2. Renewal of Business Permit

Office	City Business Licensing and Investment Promotion Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basis for computing taxes, fees, and charges		Bureau of Internal Revenue (BIR)		
Barangay Business Clearance		Barangay Hall		
In case of representative: Authorization Letter (1 original) Owner's ID (1 photocopy) ID of authorized representative (1 photocopy)		Business Owner		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Application 1.1 Accomplish the on line application form	1. Open and verify the submitted on line application	None	10 minutes	Licensing Officer IV City Business Licensing and Investment



<p>by logging into https://cabanatuan.city.gov.ph:2020</p> <p>1.2 Upload the documentary requirements and submit</p>	<p>2. Check and verify the completeness and authenticity of the documentary requirements submitted</p>			<p>Promotion Office</p>
<p>2. Receive Order of Payment</p>	<p>2. Backroom Operation:</p> <p>Assessment: One-time Assessment of taxes, fees, and charges imposed by the City and Bureau of Fire Protection (BFP) in securing Business Permit and other regulatory permits and clearances</p>	<p>Refer to the attached ("Annex 2")</p>	<p>23 1/2 hours</p>	<p>Backroom Personnel:</p> <p>Local Treasury Operation Officer IV Office of the City Treasurer</p> <p>Zoning Officer IV City Planning and Development Office</p> <p>OCB Officer Office of the City Building Officials</p> <p>Supervising Sanitation Inspector IV City Health Office</p> <p>Environmental Specialist I Cabanatuan City Environment and Natural Resources Office</p>



				Fire Officer Bureau of Fire Protection
3. Pay and Claim- one-time payment of tax, fees, and charges	3. Receive payment and issue Official Receipt (OR)	None	20 minutes	Local Revenue Collection Officer IV Office of the City Treasurer
3.1 Release Business Permit	3.1 Prepare Business Permit Certificate 3.2 Approve, Sign, and Issue Business Permit Certificate			Department Head City Business Licensing and Investment Promotion Office City Mayor Office of the City Mayor
TOTAL			1 day	

3. Securing an Occupational Permit

Office	City Business Licensing and Investment Promotion Office		
Classification	Simple		
Type of Transaction	G2C – Government to Client		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
PSA Birth Certificate or any Government issued ID		PSA/LCR	
Police or NBI Clearance		Philippine National Police (PNP) National Bureau of Investigation (NBI)	
Community Tax Certificate (Cedula)		City Treasurer's Office	
Notarized Parent Consent if applicant is minor		Applicant's Parent	



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Sign in the Client Log Book 1.1 Submit the necessary requirements and receive order of payment	1. Provide Log Book to the Client 1.2 Check the completeness of requirements 1.3 Encode client details 1.4 Issue order of payment	None	10 minutes	Licensing Officer IV City Business Licensing and Investment Promotion Office
2. Pay the required fees at the City Treasurer's Office	3. Check order of payment 3.1 Receive payment of fees 3.2 Issue an official receipt	Fee varies per type of occupation: (a) for employees and workers in generally considered "Offensive and Dangerous Business Establishments" – PHP 500.00; (b) for employees and workers in commercial establishments who cater or attend to the daily needs of the general public – PHP 200.00; (c) for employees and workers in food or eatery establishment – PHP 200.00; (d) for employees and workers in night or night and day	10 minutes	Local Revenue Collection Officer IV Office of the City Treasurer



		establishments – PHP 300.00		
4. Present official receipt and claim Occupational Permit	4. Receive official receipt 4.1 Print Occupational Permit 4.2 Sign and Issue Occupational Permit		10 minutes	Licensing Officer III City Business Licensing and Investment Promotion Office Department Head City Business Licensing and Investment Promotion Office
TOTAL			30 minutes	

4. Certified True Copy of Business Permit

Office	City Business Licensing and Investment Promotion Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All Establishment with Business Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Owner		
Business Permit to be Certified (original and photocopy)		Owner		
(Affidavit in case of loss)		Legal office/Law Office		
In case of representative/s: ID of the requesting owner/manager of establishment (1 photocopy) ID of the authorized representative (1 photocopy)		Person who gave Authorization		
Barangay Business Clearance (1 original)		Barangay Hall		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request together with	1. Check and receive request letter, original and	None	10 minutes	Supervising & Administrative Officer



the requirements	photocopy of business permit			City Business Licensing and Investment Promotion Office
2. Receive order of payment	2. Issue order of payment	P50.00 per copy	10 minutes	Local Treasury Operation Officer IV Office of the City Treasurer
3. Pay and claim the copy of Certified True Copy of Business Permit Certificate	3. Recieve Payment and Issue Official Receipt 3.1 Prepare Certified True Copy of Business Permit 3.2 Approve, sign, and release Certified True Copy of Business Permit		10 minutes	Local Revenue Collection Officer IV Office of the City Treasurer Department Head City Business Licensing and Investment Promotion Office
TOTAL			30 minutes	

5. Certification of Business Record

Office	City Business Licensing and Investment Promotion Office	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request Letter		Person Concerned
Certificate of Indigence from their respective Barangay (1 photocopy)		Barangay secretary
Voter's ID/Certificate or any Government Issued ID (1 photocopy)		Person Concerned
In case of representative: Authorization letter (1 original)		Person who gave Authorization



ID of the authorized representative (1 photocopy)				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request along with the requirements	1. Check and receive request letter	None	10 minutes	Supervising & Administrative Officer City Business Licensing and Investment Promotion Office
2. Receive order of payment	2. Issue order of payment	None	10 minutes	Local Treasury Operation Officer IV Office of the City Treasurer
3. Pay and Claim-payment of fees	3. Accept payment of fees 3.1 Issue an official receipt 3.2 Receive Official Receipt 3.3 Approve, Sign and Issue No Business Certificate	P 50.00	10 minutes	Local Revenue Collection Officer IV Office of the City Treasurer Department Head City Business Licensing and Investment Promotion Office
TOTAL			30 minutes	

6. Retiring a Business Operation

Office	City Business Licensing and Investment Promotion Office	
Classification	Simple	
Type of Transaction	G2C – Government to Client	
Who may avail	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Business License Certificate (1 original)		Business Owner
Affidavit of business closure (1 original)		Law Office



Barangay Certification of Business Closure (1 original) Statement of Gross Sales/Receipts – to be supported by either of the following: BIR Form 1701 – for Single Proprietorship BIR Form 1702 – for Partnership/Corporation		Barangay Hall Bureau of Internal Revenue(BIR)		
Cancellation of Business Trade Name (1 original)		Department of Trade and Industry (DTI)		
Board resolution/Secretary's Certificate regarding closure for Corporation (1 original)		Corporate Secretary		
Business tax Clearance (1 original)		City Treasurer's Office		
In case of representative: Authorization Letter (1 original) Owner's ID (1 photocopy) ID of authorized representative (1 photocopy)		Person who gave Authorization		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Fill up and submit accomplished Retirement application form along with the documentary requirements	1. Provide application form 1.1 Check the completeness of the requirements submitted 1.2 Assessment of taxes and fees due, if any	None	10 minutes	Licensing Officer III City Business Licensing and Investment Promotion Office
2. Receive order of payment	2. Prepare order of payment		10 minutes	Local Treasury Operation Officer IV Office of the City Treasurer
3. Pay and Claim-One-time	3. Accept payment of fees	If it is found that the retirement or termination of the	10 minutes	Local Revenue Collection Officer III



payment of tax and fees if any Present official receipt and claim Certification of Retirement of Business	3.1 Issue an official receipt 3.2 Approve, sign, and, issue Certification of Retirement of Business	business is legitimate and the tax due from there be less than the tax due for the current year based on the gross sale or receipt, the difference in the amount of the tax shall be paid before the business is considered officially retired or terminated		Office of the City Treasurer
TOTAL			30 minutes	

7. Change of Business Location

Office	City Business Licensing and Investment Promotion Office		
Classification	Simple		
Type of Transaction	G2C – Government to Client		
Who may avail	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Request letter of the business owner	Business Owner		
Certification from Barangay which business was formerly located (1 original)	Barangay Hall		
Barangay Business Clearance (present business location) (1 original)	Barangay Hall		
Notarized Lease Contract (1 original)	Present Lessor		
Business Permit (1 original)	Business Owner		
In case of representative: Authorization letter from the owner/manager of business (1 original) ID of the requesting owner/manager of the establishment (1 photocopy)	Business Owner		



ID of the authorized representative (1 photocopy)				
Request letter of the business owner		Business Owner		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Sign in the Client Log Book 1.2 Submit the letter of request along with the requirements	1. Provide Log Book to the Client 1.2 Receive the letter of request and check the completeness of the requirements submitted	None	10 minutes	Supervising Administrative Officer City Business Licensing and Investment Promotion Office
2. Receive Order of Payment	2. Issue Order of Payment	P50.00	10 minutes	Local Treasury Operation Officer IV Office of the City Treasurer
3. Pay and claim copy of Business Permit Certificate stating the new business address	3. Receive Payment and Issue Official Receipt 3.1 Prepare Business Permit Certificate 3.2 Approve, Sign, and Issue Business Permit Certificate stating the new business address		10 minutes	Local Revenue Collection Officer III Office of the City Treasurer Department Head City Business Licensing and Investment Promotion Office
TOTAL			30 minutes	

8. Change Type of Ownership

Office	City Business Licensing and Investment Promotion Office
Classification	Simple
Type of Transaction	G2C – Government to Client



Who may avail		All Business Establishment with Business Permit		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Secretary's Certificate/Board Resolution stating the change of ownership from single to corporation		Corporate Secretary		
Notarized affidavit of business owner stating the Corporation's acquisition over the business		Legal Office/Law Office		
Business Permit (1 original)		Business Owner		
DTI Certification/Cancellation of business name		Department of Trade Industry (DTI)		
In case of representative: Authorization letter from the owner (1 original) ID of the requesting owner/manager of the establishment (1 photocopy) ID of the authorized representative (1 photocopy)		Business Owner		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and check the completeness and authenticity of the required documents submitted	None	10 minutes	Supervising Administrative Officer City Business Licensing and Investment Promotion Office
2. Receive Order of Payment	2. Issue Order of Payment	P50.00	10 minutes	Local Treasury Operation Officer IV Office of the City Treasurer
3. Pay and claim copy of Business Permit Certificate	3. Receive Payment and Issue Official Receipt 3.1 Prepare Business Permit Certificate 3.2 Approve, Sign, and		10 minutes	Local Revenue Collection Officer III Office of the City Treasurer Department Head City Business Licensing and



	Issue Business Permit Certificate			Investment Promotion Office
TOTAL			30 minutes	

9. TRANSFER OF OWNERSHIP

Office	City Business Licensing and Investment Promotion Office			
Classification	Simple			
Type of Transaction	G2C – Government to Client			
Who may avail	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Affidavit of Transfer		Legal Office/ Law Office		
Business Permit (1 original)		Business Owner		
Certificate of Cancellation of former owner		Department of Trade Industry (DTI)		
DTI Registration of present owner		Department of Trade Industry (DTI)		
In case of representative: Authorization letter from the owner (1 original) ID of the requesting owner/manager of the establishment (1 photocopy) ID of the authorized representative (1 photocopy)		Business Owner		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit complete documentary requirements	1. Receive and check the completeness authenticity of the required documents submitted	None	10 minutes	Supervising Administrative Officer City Business Licensing and Investment Promotion Office
2. Receive Order of Payment	2. Issue Order of Payment	P50.00	10 minutes	Local Treasury Operation Officer IV Office of the City Treasurer



3. Pay and claim copy of Business Permit Certificate	3.Receieve Payment and Issue Official Receipt 3.1 Prepare Business Permit Certificate 3.2 Approve, Sign, and Issue Business Permit Certificate		10 minutes	Local Revenue Collection Officer III Office of the City Treasurer Department Head City Business Licensing and Investment Promotion Office
TOTAL			30 minutes	



**FINANCE SERVICES
OFFICE OF THE CITY TREASURER**



1. Paying Real Property Taxes

Real Property Tax (RPT) is a yearly AD VALOREM TAX on real property such as land, machinery and improvement not specifically exempted under the law (Sec. 232 of Local Government Code).

Schedule of Payment:

January 1 or in four (4) equal installments			
1 st quarter	January 1	-	March 31
2 nd quarter	April 1	-	June 30
3 rd quarter	July 1	-	September 31
4 th quarter	October 1	-	December 31

Discounts and Penalties

Paid on or before the deadline	- 10% discount
Advance Payment (paid before January 1 of the taxable year)	- 20% discount
Failure to pay the Real Property Tax On the scheduled dates	- 2% interest per month on the unpaid amount or fraction thereof

Office	City Treasure's Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Any individual natural or judicial that owns property within the territory of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest copy of tax declaration		City Assessor's Office		
2. Latest Official Receipts for payment of Real Property Tax		Issued by the City Treasurer's Office		
3. Photocopy of Property Title		provided by taxpayer		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to Real Property Tax Division and present the required documents for computation of the amount of taxes to be paid.	1.1 Verify the documents received and check them with the Office records	None	5 minutes	Local Treasury Operations Officer III Admin Aide IV (Clerk II)



	1.2. Compute and issue the computerized Order of Payment for the Real Property Tax	<p>Basic (Assessed Value * 1.25%) - (Basic Tax * Discount) + (Basic Tax * Penalty)</p> <p>SEF (Assessed Value * 1%) - (SEF Tax * Discount) + (SEF Tax * Penalty)</p> <p>Note: Penalty only start on 2nd Quarter of the current year</p>	5 minutes	Local Treasury Operations Officer III Admin Aide IV (Clerk II)
2. Proceed to Cash Receipts Division and present the Order of Payment to the window assigned for payment of Real Property Tax. Pay the corresponding amount in the Order of Payment	2.1. Receive the payment.	Total amount indicated in the Order of Payment	5 minutes	Revenue Collectors
3. Receive the Official Receipt for payment of Real Property Tax	3.1. Release the original copy of the Official Receipt	None	1 minute	Revenue Collectors
TOTAL			19 minutes	



2. Payment and Issuance of Certification of Transfer Taxes

A **Transfer Tax** is imposed on the sale, donation or any mode of transferring ownership or title of real property.

Office	City Treasure's Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Any individual requesting for the transfer of ownership or title of real property within the jurisdiction of Cabanatuan City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the following documents				
a. Tax Declaration		City Assessor's Office		
b. Transfer Certificate of Title (TCT)		provided by the person requesting the certification		
c. Notarized Deed of Sale / Donation		provided by the person requesting the certification		
d. Official Receipt issued for the Transfer Tax		City Treasurer's Office-Cash Receipts Division		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to Business Tax and Other City Taxes, Fees and Charges Division and provide them with photocopies of required documents	1.1. Receive and verify documents with the original copies.	None	5 minutes	Local Treasury Operations Officer III Admin Aide IV (Clerk II)
	2.2. Compute for the Transfer Tax and issue Order of Payment	Transfer Tax 82.5% of 1% of Market Value based on the Tax Declaration or the amount of sale, whichever is higher Certification fee P50.00	10 minutes	Local Treasury Operations Officer III Admin Aide IV (Clerk II)
2. Proceed to Cash Receipts	2.1. Accept the	Total amount indicated in	5 minutes	Revenue Collectors



Division and present the Order of Payment to the window assigned for payment of other fees and charges. Pay the amount indicated in the Order of Payment	cash/check payment	the Order of Payment		
	2.2. Issue Official Receipt corresponding to the amount paid.	None	3 minutes	Revenue Collectors
3. Receive the Official Receipt for payment of Real Property Tax	3.1. Release the original copy of the Official Receipt	None	1 minute	Revenue Collectors
4. Proceed to Administrative Section, present the Official Receipt and provide them with photocopies of required documents	4.1. Receive and verify documents with the original copies.	None	5 minutes	Staff - Admin Section
	4.2. Prepare the Certificate of Transfer Tax	None	5 minutes	Staff - Admin Section
	4.3. Sign the Certificate of Transfer Tax	None	2 minutes	- Admin Officer - City Treasurer or Assistant City Treasurer
5. Receive the Certificate of Transfer Tax	5.1 Release the original copy of the certificate	None	1 minute	Staff - Admin Section
TOTAL			37 minutes	



3. Issuance of Community Tax Certificate

A **Community Tax Certificate (CTC)** is a basic document acquired by an individual of judicial being for identifying himself and his residence which can be used for legal transactions.

Office	City Treasure's Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary for at least thirty (30) consecutive working days during calendar year, or who is engaged in business or occupation. Every corporation no matter how created or organized, whether domestic or resident foreign, engaged in or doing business in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Completed the community tax certificate information sheet		City Treasurer's Office - Cash Receipts Division		
2. Previous CTC, if available		Provided by the person securing CTC for the current year		
3. Any ID's to assure his/her identity and residency (Voter's ID, Driver's License, UMID Card. Others)		Provided by the person securing CTC for the current year		
For Corporation:				
1. Document showing the total amount of gross receipts of the preceding year		Provided by the person securing CTC for the current year		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to Cash Receipts Division and fill-up the community tax certificate information sheet	1.1. Receive the information sheet, verify and compute for the Community Tax	For Individuals: <u>Unemployed</u> (P 5.00 Basic + P25.00) <u>Employed</u> (P 5.00 Basic) + P1.00 per P1,000.00 of the annual declared income	5 minutes	Revenue Collectors



		<p>For Business Permit:</p> <p><u>Corporation</u></p> <p><u>a. For New Basic</u> P500.00</p> <p><u>b. For Renewal</u> (Annual Gross Receipts / P5,000.00) * 2 + P500.00</p> <p>NOTE: 2% Interest shall be imposed starting March 1 of the current year</p>		
2. Pay the corresponding amount based on the computation made.	2.1. Accept Cash/Check payment and issue the Community Tax Certificate (CTC)	Amount based on the computation made	3 minutes	Revenue Collectors
3. Affix your signature or right hand thumbmark on the space provided on the Community Tax Certificate	3.1. Put the initial of Revenue Collector beside the name of the City Treasurer	None	2 minutes	Revenue Collectors
4. Receive the Community Tax Certificate (CTC)	4.1. Release the original copy of the CTC	None	1 minute	Revenue Collectors
TOTAL			11 minutes	



4. Payment and Issuance of Real Property Tax Clearance

A **Tax Clearance** is an official document issued by the City Treasurer and/or his/her deputy to declare the property owners or person having legal interest therein showing the updated payments of subject real property, thereby no record of delinquencies or unpaid tax obligations.

Office	City Treasure's Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Any taxpayer whether resident or non-resident who owns real property located within the jurisdiction of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest official receipt of the Real Property Tax paid		Issued by the City Treasurer's Office		
2. Copy of tax declaration or title with verified latest official receipt number of real property tax payment		City Assessor's Office		
3. Official Receipt of the tax clearance		City Treasurer's Office-Cash Receipts Division		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the Administrative Section, provide them with the required documents	1.1. Receive the documents and verify payment for the real property tax	None	5 minutes	Staff - Admin Section
	1.2. Issue Order of Payment for the Tax Clearance	Php 50.00 certification fee	2 minutes	Staff - Admin Section
2. Proceed to Cash Receipts Division, present the Order of Payment and pay the corresponding amount in the window assigned for payment of	2.1. Receive the Order of Payment and the cash payment for the issuance of Official Receipt	Total amount indicated in the Order of Payment	5 minutes	Revenue Collectors



other fees and charges.				
3. Receive the Official Receipt for payment of Tax Clearance	3.1. Release the original copy of the Official Receipt	None	1 minute	Revenue Collectors
4. Return to Administrative Section, present the Official Receipt	4.1. Prepare the Tax Clearance	None	5 minutes	Staff - Admin Section
	4.2. Approve and sign the Tax Clearance	None	2 minutes	- Admin Officer - City Treasurer or Assistant City Treasurer
5. Receive the Tax Clearance	5.1. Release the original copy of the Tax Clearance	None	1 minute	Staff - Admin Section
TOTAL			21 minutes	

5. Payment of Business Tax

A **Business Taxes** are imposed by a local government unit on the privilege of engaging in business, occupation and other activities within its territorial jurisdiction,

Schedule of Payment:

Within twenty (20) days of January or subsequent quarters

1st quarter - on or before January 20

2nd quarter - on or before April 20

3rd quarter - on or before July 20

4th quarter - on or before October 20

Office	City Treasure's Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Business owners whose business is located within the jurisdiction of Cabanatuan City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Form to Operate Business within the Jurisdiction of the City	City Business License and Investment Promotion Office (CBLIPO)



2. Order of Payment		City Treasurer's Office - Business Tax and Other City Taxes, Fees and Charges Division		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the Business Tax and Other City Taxes, Fees and Charges Division and present the application with the attached required documents	1.1. Review documents and assess required business tax and regulatory fees	Based on the Graduated Tax Schedule as provided in the Revised Revenue Code of Cabanatuan City, Ordinance No. 038-2010	5 minutes	Staff - Business Tax and Other City Taxes, Fees and Charges Division
	1.2 Confirm tax dues, prepare and approve order of payment	None	5 minutes	Staff - Business Tax and Other City Taxes, Fees and Charges Division
2. Proceed to the window assigned for payment of business tax. Pay the required amount of taxes	2.1. Acknowledge payment and Issue official receipt of the amount paid	Total amount indicated in the Order of Payment	5 minutes	Revenue Collectors
3. Receive the Official Receipt for business tax	4.1 Release the original copy of the Official Receipt	None	1 minute	Revenue Collectors
4. Proceed to City Business License and Investment Promotion Office and present all documents with the official receipt of the business tax paid to the assigned personnel for the preparation and				City Business License and Investment Promotion Office



issuance of business permit.				
TOTAL			16 minutes	

6. Documentation and Branding of Large Cattle

Office	City Treasure's Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Large cattle owners within the jurisdiction of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the City Treasurer's Office and make a request to the Asst. City Treasurer/Head of the Cash Receipts for the branding of their cattle	1.1 Assigned officer arrange for the schedule of the service to be rendered	None	5 minutes	Assistant City Treasurer, CTO Staff - Cash Receipt Division
	1.2. As scheduled, visit the site where cattle is located and undertake the branding activity for the cattle	None	5 minutes	CTO Staff - Cash Receipts Division
2. Pay the required amount of fees	2.1 Review and sign the certificate for confirmation of the payments made	Certificate & Record of Transfer = P10.00	5 minutes	City Treasurer
		Certificate & Record of Ownership = P5.00		



	2.2 Attest the document	None	5 minutes	Office of the Secretary to the Mayor
3. Claim the certificate	3.1. Release the copy of the certificate to client	None	5 minutes	CTO Staff
TOTAL			16 minutes	



**PLANNING AND ENGINEERING SERVICES
CABANATUAN CITY ENVIRONMENT AND NATURAL
RESOURCES OFFICE**



1. City Environmental Certificate (CEC)

is a clearance issued by the Cabanatuan City Environment and Natural Resources Office (CCENRO) during the construction stage of business, commercial, institutional, and industrial establishments.

Office	City Environment and Natural Resources Office
Classification	Simple
Type of Transaction	G2B
Who may avail	Cabanatuan City Business Establishments
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and Duly Accomplished CCENRO Application Form 1	CCENRO Office
1pc 2x2 Picture of the Applicant/Owner	Photo Shop
Proof of Registration	DTI/SEC/CDA/DOLE/Business Permit
Proof of Ownership	Title of the Land/ Deed of Sale/Waiver of Rights/ Contract of Lease/Memorandum of Agreement
Special Power of Attorney (if applicant is not the owner)	Lawyer
Pictures of Establishment/Site	Applicant
Location Map/Sketch Plan/Survey Plan of the Proposed Permit Area Showing Geographic Coordinates	Deputized Geodetic Engineer
Proof of Identification (Owner and authorized representative)	Photocopy of any Valid ID
Brgy. Clearance	Sangguniang Barangay
Brgy. Resolution/No Objection	Sangguniang Barangay
Building Plan/Permit	CEO
Zoning/Locational Clearance/Certificate	CPDO
Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage(CNC) (whichever is applicable)	DENR-EMB R3
Environmental Management Plan (Approved by the City ENRO)	Applicant
Materials Recovery Facility (MRF) (If Applicable)	Applicant
Storage of Hazardous Materials (If Applicable)	
Composting Facility (If Applicable)	



Waste Water Treatment Facility (If Applicable)				
Siphoning Record				
Waste Bins (Color Coded/Labelled)				
CLIENT STEP	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished CCENRO Form 1 with complete requirements	1.1 Receive and examine submitted form and requirements	1) All High-Risk Industries/ Establishments a.) Fuel depot and fuel storage facilities P2,000.00 b.) All big scale manufacturing industries P2,000.00 c.) Gasoline service and LPG filing stations P1,000.00 d.) Garbage contractors/ terminal of garbage Trucks/ garbage transfer station P1,000.00 e.) Private hospital P1,000.00 f.) Shopping center/ malls/market	5 minutes	Administrative personnel / Administrative Division



		<p>P2,000.00</p> <p>g.) Substation, cell sites</p> <p>P2,000.00</p> <p>h.) Junkshops P500.00</p> <p>i.) Retailer of LPG</p> <p>P500.00</p> <p>j.) Animal farm/piggery exceeding 25 heads but not more than 100 heads</p> <p>P1,500.00</p> <p>k.) Animal farm/piggery exceeding 100heads</p> <p>P2,000.00</p> <p>l.) Manufacture r's procedures, laboratories and warehouse</p> <p>P1,500.00</p> <p>m.) Amusemen t places such as KTV/videoke, golf course operators, other similar establishments</p>		
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		<p>P1,000.00</p> <p>n.) Such other activities, projects as may be determined by City ENRO or has been the subject of complaint/inspection P1,500.00</p> <p>o.) Small sari-sari store and other similar business P300.00</p> <p>ECO Accreditation (High Risk) P2,000.00</p> <p>(Other Establishments) P1,500.00</p>		
	1.2 Issue Order of Payment		2 minutes	Administrative personnel / Administrative Division
2. Proceed to the City Treasurer's Office for payment & present Official Receipt (OR) back to CCENRO	2.1 Record OR # and release the OR to the client after recording; Advise client to wait for the ocular inspection of the CCENRO officer;		3 minutes	Administrative personnel / Administrative Division



	2.2 Conduct Inspection and Evaluation		4 hours	Enforcement and Regulatory Division Officer
	Prepare and sign Inspection report;		4 hours	ERD Officer of the day/ Head, CCENRO
	Approve and sign the Certification;		1 hour	Head, CCENRO, City Mayor
	Release Certification to the Client		3 minutes	Administrative personnel / Administrative Division
	TOTAL	Varies based on classification as per Cabanatuan City Environment Code Ordinance No. 052-2015	9 hours 13 minutes	

2. City Environmental Permit to Operate (CEPO)

a permit issued by the City Government thru the City ENRO prior to the operation of business, commercial, institutional, and industrial establishments.

Office	City Environment and Natural Resources Office	
Classification	Simple	
Type of Transaction	G2B	
Who may avail	Cabanatuan City Business Establishments	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Original and Duly Accomplished CCENRO Application Form 1	CCENRO Office
	1pc 2x2 Picture of the Applicant/Owner	Photo Shop
	Proof of Registration	DTI/SEC/CDA/DOLE/Business Permit
	Proof of Ownership	Title of the Land/ Deed of Sale/Waiver of Rights/ Contract of Lease/Memorandum of Agreement
	Special Power of Attorney (if applicant is not the owner)	Lawyer
	Pictures of Establishment/Site	Applicant



Location Map/Sketch Plan/Survey Plan of the Proposed Permit Area Showing Geographic Coordinates		Deputized Geodetic Engineer		
Proof of Identification (Owner and authorized representative)		Photocopy of any Valid ID		
Brgy. Clearance		Sangguniang Barangay		
Brgy. Resolution/No Objection		Sangguniang Barangay		
Building Plan/Permit		CEO		
Zoning/Locational Clearance/Certificate		CPDO		
Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage(CNC) (whichever is applicable)		DENR-EMB R3		
Environmental Management Plan (Approved by the City ENRO)		Applicant		
Materials Recovery Facility (MRF) (If Applicable)		Applicant		
Storage of Hazardous Materials (If Applicable)		Applicant		
Composting Facility (If Applicable)		Applicant		
Waste Water Treatment Facility (If Applicable)		Applicant		
Siphoning Record		Applicant		
Waste Bins (Color Coded/Labelled)		Applicant		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished CCENRO Form 1 with complete requirements	1.1 Receive and examine submitted form and requirements	1) All High-Risk Industries/ Establishments a.) Fuel depot and fuel storage facilities P2,000.00 b.) All big scale	5 minutes	Administrative personnel / Administrative Division



		manufacturing industries P2,000.00		
		c.) Gasoline service and LPG filling stations P1,000.00		
		d.) Garbage contractors / terminal of garbage Trucks/ garbage transfer station P1,000.00		
		e.) Private hospital P1,000.00		
		f.) Shopping center/ malls/ market P2,000.00		
		g.) Substation, cell sites P2,000.00		



		<p>h.) Junksh ops P50 0.00</p> <p>i.) Retailer of LPG P500.00</p> <p>j.) Animal farm/ piggery exceeding 25 heads but not more than 100heads P1,500.00</p> <p>k.) Animal farm/ piggery exceeding 100heads P2,000.00</p> <p>l.) Manufac turer's procedures , laboratorie s and warehouse P1,500.00</p> <p>m.) Amuse ment places such as KTV/ videoke, golf course operators,</p>		
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		<p>other similar establishments</p> <p>P1,000.00</p> <p>n.) Such other activities, projects as may be determined by City ENRO or has been the subject of complaint/inspection</p> <p>P1,500.00</p> <p>o.) Small sari-sari store and other similar business</p> <p>P300.00</p> <p>ECO Accreditation (High Risk)</p> <p>P2,000.00</p> <p>(Other Establishments)</p> <p>P1,500.00</p>		
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	1.2 Issue Order of Payment		2 minutes	Administrative personnel / Administrative Division
2. Proceed to the City Treasurer's Office for payment & present Official Receipt (OR) back to CCENRO	2.1 Record OR # and release the OR to the client after recording; Advise client to wait for the ocular inspection of the CCENRO officer;		3 minutes	Administrative personnel / Administrative Division
	2.2 Conduct Inspection and Evaluation		4 hours	Enforcement and Regulatory Division Officer
	Prepare and sign Inspection report;		4 hours	ERD Officer of the day/ Head, CCENRO
	Approve and sign the Certification;		1 hour	Head, CCENRO, City Mayor
	Release Certification to the Client		3 minutes	Administrative personnel / Administrative Division
TOTAL	Varies based on classification as per Cabanatuan City Environment Code		1 day & 1 hours & 13 minutes	



	Ordinance No. 052- 2015		
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3. Mayor's Clearance/Permit to Quarry

is a clearance issued by the Cabanatuan City Environment and Natural resources Office (CCENRO) which is a requirement for their application to quarry.

Office	City Environment and Natural Resources Office
Classification	Simple
Type of Transaction	G2B
Who may avail	Quarrying Operators
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original and Duly Accomplished CCENRO Application Form 1	CCENRO Office
Letter of Intent addressed to the Mayor	
1pc 2x2 Picture of the Applicant/Owner	Photo Shop
Proof of Registration	DTI/SEC/CDA/DOLE/Business Permit
Proof of Ownership	Title of the Land/ Deed of Sale/Waiver of Rights/ Contract of Lease/Memorandum of Agreement
Special Power of Attorney (if applicant is not the owner)	Lawyer
Pictures of applied quarry site	Applicant
Location Map/Sketch Plan/Survey Plan of the Proposed Permit Area Showing Geographic Coordinates	Deputized Geodetic Engineer
Proof of Identification (Owner and authorized representative)	Photocopy of any Valid ID
Brgy. Resolution Interposing No Objection	Sangguniang Barangay
Zoning/Locational Clearance/Certificate	CPDO
Geo-tagged Photos of the proposed Quarry Site	Applicant
DPWH Clearance/Certificate certifying that there is no existing or proposed dredging/desilting project	Nueva Ecija District Engineer's Office -DPWH
Environmental Compliance Certificate (ECC)/Certificate of	DENR-EMB R3



Non-Coverage(CNC) (whichever is applicable)				
Area Clearance		DENR-MGB R3		
Approved Adequate Rehabilitation Program for Abandonment which must include an Inventory of Species and Landscape of the Area (approved by the City ENRO)		Applicant		
Approved Hazard Management Plan (approved by the City ENRO)		Applicant		
City Environmental Certificate		CCENRO		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished CCENRO Form 2 with complete requirements	1.1 Receive and examine submitted form and requirements	1) All High-Risk Industries/ Establishments a.) Fuel depot and fuel storage facilities P2,000.00 b.) All big scale manufacturing industries P2,000.00 c.) Gasoline service and LPG filing stations P1,000.00 d.) Garbage contractors/ terminal of garbage Trucks/ garbage	5 minutes	Administrative personnel / Administrative Division



		transfer station P1,000.00 e.) Private hospital P1,000.00 f.) Shopping center/ malls/ market P2,000.00 g.) Substation, cell sites P2,000.00 h.) Junkshops P500.00 i.) Retailer of LPG P500.00 j.) Animal farm/ piggery exceeding 25 heads but not more than 100 heads P1,500.00 k.) Animal farm/ piggery exceeding 100heads P2,000.00		
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		<p>l.) Manufacturer's procedures, laboratories and warehouse</p> <p>P1,500.00</p> <p>m.) Amusement places such as KTV/videoke, golf course operators, other similar establishments</p> <p>P1,000.00</p> <p>n.) Such other activities, projects as may be determined by City ENRO or has been the subject of complaint/inspection</p> <p>P1,500.00</p> <p>o.) Small sari-sari store and other similar business</p> <p>P300.00</p> <p>ECO Accreditation (High Risk)</p> <p>P2,000.00</p>		
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		(Other Establishments) P1,500.00		
	1.2 Issue Order of Payment and advise client to proceed to the City Treasurer's Office for payment		2 minutes	Administrative personnel / Administrative Division
2. Proceed to the City Treasurer's Office for payment & present Official Receipt (OR) back to CCENRO	2.1 Record OR # and release the OR to the client after recording; Advise client to wait for the approval.		3 minutes	Administrative personnel / Administrative Division
	2.2 Conduct Inspection and Evaluation		4 hours	Ecological Management Division (EMD) Officer of the Day
	Approve and sign the Certification;		5 minutes	Head, CCENRO, City Mayor
	Release Clearance to the Client		3 minutes	Administrative personnel / Administrative Division
TOTAL		Varies based on classification as per Cabanatuan City Environment Code Ordinance No. 052-2015	4 hours 18 minutes	



4. Mayor's Clearance/Certificate of no Objection/Tree Cutting Clearance

Clearance issued by the City ENRO for the cutting of trees inside the city.

Office	Cabanatuan City Environment and Natural Resources Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Applicants who wish to cut trees within their property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and Duly Accomplished CCENRO Application Form 3		CCENRO		
Letter of Intent Addressed to the City Mayor		Applicant		
1 pc. 2x2 Picture of the Applicant/Owner of the Property		Applicant		
Brgy. Clearance/ Certificate of No Objection		Sangguniang Barangay of Concerned Barangay		
Picture(s) of the Tree(s) subject for cutting		Applicant		
Proof of Ownership (Title of Land/ Deed of Sale/ Waiver of Rights/Contract of Lease/ Memorandum of Agreement)		Register of Deeds		
Special Power of Attorney (SPA) (If the applicant is not the owner of the Land)		Lawyer		
Proof of Identification (owner and the Authorized Representative) (Original & Photocopy of Any valid ID)		Applicant		
Sketch Map/Location Map (Pls. use the back page of the EPD Application Form 3 for sketch of the Area/Landmark)		Applicant		
Donation of Seedlings (1:25 Seedlings)		Sellers of Seedlings		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished CCENRO Form 3 with	1.1 Receive and examine submitted form and requirements	P 150.00	5 minutes	Administrative personnel / Administrative Division



complete requirements				
	1.2 Issue Order of Payment		2 minutes	Administrative personnel / Administrative Division
2. Proceed to the City Treasurer's Office for payment & present Official Receipt (OR) back to CCENRO	2.1 Record OR # and release the OR to the client after recording; Advise client to wait for the ocular inspection of the CCENRO officer;		3 minutes	Administrative personnel / Administrative Division
	2.2 Conduct Inspection in the area		4 hours	Ecological Management Division (EMD) Officer of the Day
	Prepare and sign Inspection Report		4 hours	Ecological Management Division (EMD) Officer of the Day, Head, CCENRO
	Approve and sign the Clearance/ Certificate		5 minutes	Head, CCENRO, City Mayor
	Release Clearance / Certificate to the Client		3 minutes	Administrative personnel / Administrative Division
TOTAL		P150.00	8 hours 18 minutes	

5. City Hauling Pass

Hauling Pass which gives Truck owners/ operators/ haulers permission to haul Sand and gravel from the applied area.

Office	Cabanatuan City Environment and Natural Resources Office
Classification	Simple
Type of Transaction	G2C



Who may avail	Truck Owners/ Operators/ Haulers (Residents and Non-Residents of Cabanatuan)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original and Duly Accomplished CCENRO Application Form 4		CCENRO		
1 pc. 2x2 Picture of the Applicant/Owner		Applicant		
Proof of Registration		DTI/SEC/CDA/DOLE/Business Permit		
Proof of Ownership (Land Title/ Deed of Sale/Waiver of Rights/ Contract of Lease/ Memorandum of Agreement)		Register of Deeds/Applicant		
Special Power of Attorney (SPA) (If the applicant is not the owner of the Land)		Lawyer		
Proof of Identification (owner and the Authorized Representative) (Original & Photocopy of Any valid ID)		Applicant		
Photo of Vehicle(s) (Front/rear/back view)		Applicant		
OR/CR of Vehicle(s)		LTO/Applicant		
Hauling Pass/Receipt		Provincial Government/ENRO		
Driver's License of designated driver (photo copy)		Truck Driver		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished CCENRO Form 4 with complete requirements	1.1 Receive and examine submitted form and requirements	P 150.00	5 minutes	Administrative personnel / Administrative Division
	1.2 Issue Order of Payment		2 minutes	Administrative personnel / Administrative Division
2. Proceed to the City Treasurer's Office for payment & present Official	2.1 Record OR # and release the OR to the client after recording; Advise client to wait for the approval		3 minutes	Administrative personnel / Administrative Division



Receipt (OR) back to CCENRO				
	2.2 Conduct Inspection and evaluation		4 hours	Ecological Management Division (EMD) Officer of the Day
	Approve and sign the application		5 minutes	Head, CCENRO
	Release Sticker with Official Receipt to the Client		3 minutes	Administrative personnel / Administrative Division
TOTAL			4 hours 18 minutes	

6. Liquid Waste/Residual Waste Disposal Certificate

is a certificate issued by the Cabanatuan City Environment and Natural Resources Office (CCENRO) for the Liquid Waste/Residual Waste Disposal of an establishment.

Office	City Environment and Natural Resources Office	
Classification	Simple	
Type of Transaction	G2B	
Who may avail	Cabanatuan City Business Establishments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Original and Duly Accomplished CCENRO Application Form 1		CCENRO Office
1pc 2x2 Picture of the Applicant/Owner		Photo Shop
Proof of Registration		DTI/SEC/CDA/DOLE/Business Permit
Proof of Ownership		Title of the Land/ Deed of Sale/Waiver of Rights/ Contract of Lease/Memorandum of Agreement
Special Power of Attorney (if applicant is not the owner)		Lawyer
Pictures of Establishment/Site		Applicant
Location Map/Sketch Plan/Survey Plan of the Proposed Permit Area Showing Geographic Coordinates		Deputized Geodetic Engineer
Proof of Identification (Owner and authorized representative)		Photocopy of any Valid ID
Brgy. Clearance		Sangguniang Barangay



Brgy. Resolution/No Objection	Sangguniang Barangay			
Building Plan/Permit	CEO			
Zoning/Locational Clearance/Certificate	CPDO			
Environmental Compliance Certificate (ECC)/Certificate of Non-Coverage (CNC) (whichever is applicable)	DENR-EMB R3			
Environmental Management Plan (Approved by the City ENRO)	Applicant			
Materials Recovery Facility (MRF) (If Applicable)	Applicant			
Storage of Hazardous Materials (If Applicable)	Applicant			
Composting Facility (If Applicable)	Applicant			
Waste Water Treatment Facility (If Applicable)	Applicant			
Siphoning Record	Applicant			
Waste Bins (Color Coded/Labelled)	Applicant			
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished CCENRO Form 1 with complete requirements	1.1 Receive and examine submitted form and requirements	P 150.00	5 minutes	Administrative personnel / Administrative Division
	1.2 Issue Order of Payment		2 minutes	Administrative personnel / Administrative Division
2. Proceed to the City Treasurer's Office for payment & present Official Receipt (OR) back to CCENRO	2.1 Record OR # and release the OR to the client after recording; Advise client to wait for the ocular inspection of the CCENRO officer;		3 minutes	Administrative personnel / Administrative Division



	2.2 Conduct Inspection and Evaluation		4 hours	Enforcement and Regulatory Division Officer/Solid Waste Management Division (SWMD)
	Prepare and sign Inspection report;		4 hours	Enforcement and Regulatory Division Officer/Solid Waste Management Division (SWMD)
	Approve and sign the Certification;		10 minutes	Head, CCENRO
	Release Certification to the Client		3 minutes	Administrative personnel / Administrative Division
TOTAL			8 hours 23 minutes	

7. Handling of Violators of Environmental City Ordinances with Penalty of Community Services

Compliance with the Notices of Violation issued to Individuals/Establishments caught violating City Ordinances.

Office	Cabanatuan City Environment and Natural Resources Office	
Classification	Simple	
Type of Transaction	G2C, G2B	
Who may avail	Violators of City Ordinances (Community Environmental Service)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Proof of Identification of Violator (Original & Photocopy of Any valid ID)		Applicant
Violator's Receipt/Notice of Violation		CCENRO



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Violator's Receipt / Notice of Violation (NoV)	1.1 Receive Violator Receipt	None	5 minutes	Enforcement and Regulatory Division (ERD) Officer of the Day
	1.2 Discuss to the Violator/s the location where he/she will render community service and the number of hours required.		10 minutes	Enforcement and Regulatory Division (ERD) Officer of the Day
2. Attend the Community service scheduled and required by the ERD Officer together with the Task Force Personnel	2.1 Advise the violator to take photos for documentation purposes		3 days maximum	Enforcement and Regulatory Division (ERD) Officer of the Day
3. Submit pictures to ERD Officer for documentation	3.1 Issue Certificate of Completion of Community Service to the Violator		5 minutes	Enforcement and Regulatory Division (ERD) Officer of the Day, Head, CCENRO
	Release Certificate of Completion to the Client		3 minutes	Administrative personnel / Administrative Division
TOTAL		None	3 days & 23 minutes	

8. Handling of Violators of Environmental City Ordinances with Penalty of Fine

Compliance with the Notices of Violation issued to Individuals/Establishments caught violating City Ordinances.

Office	Cabanatuan City Environment and Natural Resources Office
Classification	Simple
Type of Transaction	G2C, G2B



Who may avail		Violators of City Ordinances (Fines)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Identification of Violator (Original & Photocopy of Any valid ID)		Applicant		
Violator's Receipt/Notice of Violation		CCENRO		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Violator's Receipt / Notice of Violation (NoV)	1.1 Receive Violator Receipt	1 st Offense P 500 (individual) P 1500 (business establishment)	3 minutes	Enforcement and Regulatory Division (ERD) Officer of the Day
		2 nd offense P 1000 (individual) P 3000 (business establishment)		
	1.2 Issue Order of Payment and advise client to proceed to the City Treasurer's Office for payment;		2 minutes	Enforcement and Regulatory Division (ERD) Officer of the Day
2. Proceed to the City Treasurer's Office (CTO) for payment and present the Official Receipt (OR) back to CCENRO;	2.1 Record the O.R. Number		2 minutes	Enforcement and Regulatory Division (ERD) Officer of the Day



	Release the O.R to the Client		2 minutes	Administrative personnel / Administrative Division
TOTAL		Varies based on the penalty as per Cabanatuan City Environment Code Ordinance No. 052-2015	9 minutes	

9. Filing of Complaint

Complaints for CCENRO lodged through the Office of the City Mayor.

Office	Cabanatuan City Environment and Natural Resources Office			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Cabanatuan City Residents, Business owners with valid concerns/complaints			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Identification of complainant (Original & Photocopy of Any valid ID)		Applicant		
Complaint letter addressed to the Mayor		Applicant		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the complaint letter to the Office of the City Mayor		None	2 minutes	
	1. Receive the complaint letter endorsed to CCENRO by the Office of the City Mayor		3 minutes	Administrative personnel / Administrative Division



	2. Conduct Inspection on the merit of complaint; coordinate with the Brgy. Officials, complainant, and respondents; issue Notice of Violation, if applicable.		1 day	Enforcement and Regulatory Division (ERD) Officer of the Day/ Ecological Management Division (EMD)/ Solid Waste Management Division (SWMD) Officer
	3. Conduct a Follow-up inspection to monitor compliance with the recommendations of the inspectorate team		2 hours	EMD/ERD/SWMD Officer/ Brgy. Officials
(If both parties do not agree on a commitment)	4. Conduct Technical Conference with the complainant and the respondent, together with the Brgy. Officials and the concerned Local Government Agencies		2 hours	EMD/ERD/SWMD Officer/ Brgy. Officials / Head, CCENRO
	5. Submit the recommendations of EMD/ ERD/ SWMD Officer/ City ENRO for approval of the Mayor		1 hour	Administrative personnel / Administrative Division
TOTAL		None	1 day & 5 hours 5 minutes	



**PLANNING AND ENGINEERING SERVICES
OFFICE OF THE CITY ENGINEER**



1. Request of Lot Relocation, Survey, Issuance of Certification for Road Right-of-Way (ROW) and Other Geodetic Services

Office	City Engineer's Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Constituents of City of Cabanatuan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Mayor		Submit to Office of the City Mayor		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Provide advance copy of Request Letter to the office	1. Receive and check the request letter	None	10 minutes	Front desk employee
	2. City Engineer Indorse to Geodetic Services Division for appropriate action		5 minutes	City Engineer
	3. Verification of lot requested to be relocated / surveyed		1 hour	Survey Division Staff
	4. Relocation /Survey of Lot or Property		1 day or more (depending on the extent of the area covered)	Survey personnel
2. Inform the client through phone call	5. Completion of lot surveyed			Survey personnel
TOTAL		None	1 day 1 hour 15 minutes	

2. Request for Program of Works (POW) and Plans for Barangay Infrastructure Projects

Office	City Engineer's Office
Classification	Complex
Type of Transaction	G2C
Who may avail	Different Barangays of the City of Cabanatuan



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Mayor		Submit to Office of the City Mayor		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Provide advance copy of Request Letter to the office	1. Receive and check the request letter	None	10 minutes	Front desk employee
	2. City Engineer Indorse to Plans, Program and Design Division for appropriate action		5 minutes	City Engineer
	3. Inspection on site for the proposed project		1 hour	Planning personnel
	4. Preparation of Plans		4 hours (for simple plan)	Auto CAD operators
	5. Preparation of Program of Works (POW)		6 hours	Programmer
2. Receive the requested Plan and POW's	5. Release the Plans and POW		5 minutes	Planning personnel
TOTAL		None	1 day 3 hours 10 minutes	

3. Request for clearing of Roads, De-clogging of Drainage Canals and Other Maintenance Services

Office	City Engineer's Office		
Classification	Complex		
Type of Transaction	G2C		
Who may avail	Constituents of City of Cabanatuan		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request letter addressed to the City Mayor		Submit to Office of the City Mayor	



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Provide advance copy of Request Letter to the office	1. Receive and check the request letter	None	10 minutes	Front desk employee
	2. City Engineer Indorse to Construction and Maintenance Division for appropriate action		5 minutes	City Engineer
	3. Inspection and clearing/de-clogging of Roads/Canals		1 day or more (depending on the area / volume to be cleared)	Maintenance personnel
	4. Completion of requested activity			
TOTAL		None	1 day 15 minutes	

4. Request for Repair of Lighting Fixtures, Electrification, Trouble Shooting of Electrical Wirings and Other Services in Terms of Electrical

Office	City Engineer's Office			
Classification	Complex			
Type of Transaction	G2C			
Who may avail	Different Barangays and Offices of LGU of City of Cabanatuan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City Mayor		Submit to Office of the City Mayor		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Provide advance copy of Request Letter to the office	1. Receive and check the request letter	None	10 minutes	Front desk employee
	2. City Engineer Indorse to Electrical		5 minutes	City Engineer



	Division for appropriate action			
	3. Inspection, repair and trouble shoot of the requested activity		3 hours (depending on the extent of the activity)	Electrical Division
	4. Completion of requested activity			
TOTAL		None	3 hours 15 minutes	



**PLANNING AND ENGINEERING SERVICES
OFFICE OF THE CITY BUILDING OFFICIAL**



1. Issuance of Building Permit

In compliance with the National Building Code of the Philippines (PD 1096), no person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done

Office	Office of the City Building Official
Classification	Highly Technical
Type of Transaction	G2C, G2B, G2G
Who may avail	Transacting public, business entity, another government agency
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Seven (7) sets of plan showing the ff: (signed and sealed by a Licensed Architect/Civil Engineer) a. Floor Plan/Fence Plan b. Foundation Plan c. Floor Framing Plan d. At least two (2) elevations and one (1) section e. Detail of rafters/truss f. Detail of wall footing g. Electrical Plan – with riser diagram and load schedule to be certified by a Professional Electrical Engineer h. Plumbing Plan – with complete details of standard septic vaults and to be certified by a Licensed Sanitary Engineer or Master Plumber	Private Architect/Civil Engineer
2. Seven (7) sets of Location Plan (complete with vicinity map and certification of the Geodetic Engineer as to the true position of the proposed building plotted therein with proper setbacks required	Private Geodetic Engineer
3. Seven (7) copies of Bill of Materials	Private Architect/Civil Engineer
4. Seven (7) copies of Specifications	Private Architect/Civil Engineer



5. Four (4) copies of Structural Analysis for concrete or steel structure for two (2) storey building and above (signed and sealed by a licensed Structural Engineer.)		Private Structural Engineer		
6. Six (6) copies of T.C.T. Certified True Copy from Register of Deeds.		Register of Deeds		
7. Six (6) copies of Tax Declaration (photocopy only)		Office of the City Assessor		
8. Six (6) copies of Real Estate Receipts for the current year (photocopy only)		City Treasurer's Office		
9. One (1) folder with big fastener		Provided by the client		
10. One logbook with signature of Architect/Civil Engineer who is in-charge of the construction (for more than 50,000.00 project cost)		Private Architect/Civil Engineer		
11. Zoning Permit		CPDO		
12. Fire Safety Certification		Bureau of Fire - Cabanatuan		
13. Lease Contract/Deed of sale		Provided by the Client		
14. Mayor's Clearance		Fillable Form at OCBO		
15. Sign Board (Size: 3'x2' tarpaulin)		Provided by the Client		
16. Soil Evaluation for 3-storey and above building		Private Soil Testing Company		
17. Photocopy of PRC License and PTR of Professional signed on		Private Engineers who signed the plan		
18. Clearance from other agencies (whenever necessary) – Barangay Clearance		Barangay		
19. One (1) Picture of Site		Provided by the Client		
20. Construction Safety Health Program		DOLE		
Note: Plans to be submitted shall conform with standard sizes (20x30 or A3 size for all sheets. Application from must be accomplished by the designing Architect/Civil Engineer to be conformed by the owner				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished application forms	1. Receive and check the submitted	None	5 minutes	Frontline Personnel



together with the necessary requirements.	requirements. Note: Only complete requirements will be accepted specifically with Locational Clearance and Fire Safety Evaluation Clearance.			
	2. The technical staff reviews and evaluates the submitted plans for: a. Architectural b. Structural c. Electrical d. Mechanical e. Geodetic f. Sanitary		20 Minutes	Engr. George G. Garcia Engr. George G. Garcia Engr. Tirso A. Valino Engr. Raul R. Gonzales Engr. Liza P. Tantiado Engr. Ligaya A. Molina
	3. Inspection of the construction site.		30 Minutes	Engr. Liza P. Tantiado
	4. Forwarded to CPDO for re-checking and re-evaluation		*	CPDO
	5. The application will be submitted to the mayor's		*	CMO



	office for clearance.			
6. Pay the necessary Permit Fees at the Office of the City Treasurer	Receives a copy of official receipt	Depends on the computation table required on NBCP for residential, commercial and industrial structures.	*2 hours	Frontline Personnel
7. Release of approved Building Permit	Verification and Approval, Recording and Release of the Building Permit		10 minutes	Building Official Frontline Personnel
TOTAL			3 hours and 10 minutes	

****Within 15 days processing.**

****Note: Time may vary dependent on processing of application from other offices.**

2. Issuance of Occupancy Permit

In compliance with the National Building Code of the Philippines (PD 1096), no person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Office	Office of the City Building Official
Classification	Complex
Type of Transaction	G2C, G2B, G2G
Who may avail	Transacting public, business entity, another government agency



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. (1) Photocopy of Building permit (back to back) Architect/Civil Engineer)		Previously Issued Bldg. Permit from CEO		
2. (1) Photocopy of Fire Certification for Occupancy Permit		Bureau of Fire		
3. (3) Sets of As-Built Pan		Provided by the Client/Private Architect or Engineer		
4. (1) Picture of the Building/Stall		Provided by the Client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished application forms together with the necessary requirements.	1. Review and check the submitted requirements.	None	5 minutes	Frontline Personnel
	2. Provide endorsement for client to secure Fire Safety Inspection Certificate at BFP and submit to OCBO	Varies depending on BFP fire Code Guidelines	Time Varies on Client BFP Transaction	BFP
	3. The technical staff reviews and evaluates the submitted plans for: a. Architectural b. Structural c. Electrical d. Mechanical e. Geodetic f. Sanitary		20 minutes	Engr. George G. Garcia Engr. George G. Garcia Engr. Tirso A. Valino Engr. Raul R. Gonzales Engr. Liza P. Tantiado Engr. Ligaya A. Molina



	4. Inspection of the Building to see if they comply with the NBCP Standard/Electrical Requirements		30 minutes	Engr. Fausto Juan
5. Pay the necessary Permit Fees at the Office of the City Treasurer	Receives a copy of official receipt	Depends on the computation table required on NBCP for residential, commercial and industrial structures.	*2 hours	Frontline Personnel
6. Release of approved Occupancy Permit	Verification, Approval Recording and Release of the Occupancy Permit		5 minutes	Building Official Frontline Personnel
TOTAL			3 hours and 10 minutes	

****Within 7 days processing.**

****Note: Time may vary dependent on processing of application from other offices.**

3. Issuance of Fence Permit

In compliance with the National Building Code of the Philippines (PD 1096), no person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Office	Office of the City Building Official
Classification	Complex
Type of Transaction	G2C, G2B, G2G
Who may avail	Transacting public, business entity, another government agency



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) sets of plan showing the ff: (signed and sealed by a Licensed Architect/Civil Engineer) a Fence Plan b Foundation Plan		Private Architect/ Civil Engineer		
2. Four (4) sets of Location Plan (complete with vicinity map and certification of the Geodetic Engineer as to the true position of the proposed building plotted therein, with proper setbacks required.		Private Geodetic Engineer		
3. Four (4) copies of Bill of Materials		Private Architect/ Civil Engineer		
4. Four (4) copies of Specifications		Private Architect/ Civil Engineer		
5. Four (4) copies of T.C.T. Certified True Copy from Register of Deeds.		Register of Deeds		
6. Four (4) copies of Tax Declaration (photocopy only)		Office of the City Assessor		
7. Four (4) copies of Real Estate Receipts for the current year (photocopy only)		City Treasurer's Office		
8. Sign Board (Size:3'x2' tarpaulin)		Provided by the Client		
9. Photocopy of PRC License and PTR of Professional signed on		Private Engineers who signed the plan		
10. Clearance from other agencies (whenever necessary)- Barangay Clearance		Barangay		
11. One (1) Picture of Site		Provided by the Client		
12. Electronic File of Plan (Flash Drive/CD)		Private Architect/ Civil Engineer		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished application forms together with the necessary requirements.	1. Receive and check the submitted requirements.	None	5 minutes	Frontline Personnel
	2. The technical staff reviews and evaluates the		15 minutes	



	submitted plans for: a. Architectural b. Structural c. Geodetic			Engr. George G. Garcia Engr. George G. Garcia Engr. Liza P. Tantiado
	3. Inspection of the Construction Site		20 minutes	Engr. Liza P. Tantiado
4. Pay the necessary Permit Fees at the Office of the City Treasurer	Receives a copy of official receipt.	Depends on the computation table required on NBCP for residential, commercial and industrial structures.	*2 hours	Frontline Personnel
5. Release of approved Fence Permit	Verification and Approval, Recording Fence Permit		5 minutes	Building Official Frontline Personnel
TOTAL			2 hours and 45 minutes	

****Note: Time may vary dependent on processing of application from other offices.**

4. Issuance of Demolition Permit

In compliance with the National Building Code of the Philippines (PD 1096), no person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Office	Office of the City Building Official
Classification	Complex
Type of Transaction	G2C, G2B, G2G
Who may avail	Transacting public, business entity, another government agency



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) sets of sketch plan (signed and sealed by a Licensed Architect/Civil Engineer)		Private Architect/ Civil Engineer		
2. Two (2) copies of T.C.T. Certified True Copy		Register of deeds		
3. Two (2) copies of Tax Declaration (photocopy only)		Office of the City Assessor		
4. Two (2) copies of Real Estate Receipts for the current year (photocopy only)		City Treasurer's Office		
5. Sign Board (Size:3'x2')		Provided by the Client		
6. Barangay Clearance		Barangay		
7. One (1) Picture of Site		Provided by the Client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished application forms together with the necessary requirements.	1. Receive and check the submitted requirements.	None	5 minutes	Frontline Personnel
	2. Reviews and evaluates the submitted requirements		15 minutes	Technical Staff
	3. Inspection of the Construction Site		20 minutes	Engr. Liza P. Tantiado
4. Pay the necessary Permit Fees at the Office of the City Treasurer	Receives a copy of official receipt	Depends on the computation table required on NBCP for residential, commercial and industrial structures.	*2 hours	Frontline Personnel
5. Release of approved Demolition Permit	Verification, Approval, Recording and Release of the		5 minutes	Frontline Personnel



	Demolition Permit			
TOTAL			2 hours and 45 minutes	

****Note: Time may vary dependent on processing of application from other offices.**

5. Issuance of Excavation Permit

In compliance with the National Building Code of the Philippines (PD 1096), no person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Office	Office of the City Building Official			
Classification	Complex			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Transacting public, business entity, another government agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) sets of sketch plan (signed and sealed by a Licensed Architect/Civil Engineer)		Private Architect/ Civil Engineer		
2. Two (2) copies of T.C.T. Certified True Copy		Register of deeds		
3. Two (2) copies of Tax Declaration (photocopy only)		Office of the City Assessor		
4. Two (2) copies of Real Estate Receipts for the current year (photocopy only)		City Treasurer's Office		
5. Sign Board (Size:3'x2')		Provided by the Client		
6. Barangay Clearance		Barangay		
7. One (1) Picture of Site		Provided by the Client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished application forms together with the necessary requirements.	1. Receive and check the submitted requirements.	None	5 minutes	Frontline Personnel



	2. Reviews and evaluates the submitted requirements		15 minutes	Technical Staff
	3. Inspection of the Construction Site		20 minutes	Engr. Liza P. Tantiado
4. Pay the necessary Permit Fees at the Office of the City Treasurer	Receives a copy of official receipt	Depends on the computation table required on NBCP for residential, commercial and industrial structures.	*2 hours	Frontline Personnel
5. Release of approved Excavation Permit	Verification, Approval, Recording and Release of the Excavation Permit		5 minutes	Frontline Personnel
TOTAL			2 hours and 45 minutes	

****Note: Time may vary dependent on processing of application from other offices.**

6. Issuance of Electrical Permit

An Electrical Permit is a requirement for electric meter application for construction light, change of name and new meter connection. The proposed installation should be in accordance with this office and in conformity with the provisions of the latest edition of the **Philippine Electrical Code (PEC)**.

Office	Office of the City Building Official
Classification	Complex
Type of Transaction	G2C, G2B, G2G
Who may avail	Transacting public, business entity, another government agency



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) sets of sketch plan (signed and sealed by a Licensed Architect/Civil Engineer)		Private Architect/ Civil Engineer		
2. Two (2) copies of T.C.T. Certified True Copy		Register of deeds		
3. Two (2) copies of Tax Declaration (photocopy only)		Office of the City Assessor		
4. Two (2) copies of Real Estate Receipts for the current year (photocopy only)		City Treasurer's Office		
5. Sign Board (Size:3'x2')		Provided by the Client		
6. Barangay Clearance		Barangay		
7. One (1) Picture of Site		Provided by the Client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit duly accomplished application forms together with the necessary requirements.	1. Receive and check the submitted requirements.	None	5 minutes	Frontline Personnel
	2. Reviews and evaluates the submitted requirements		15 minutes	Technical Staff
	3. Inspection of the Construction Site		20 minutes	Engr. Liza P. Tantiado
4. Pay the necessary Permit Fees at the Office of the City Treasurer	Receives a copy of official receipt	Depends on the computation table required on NBCP for residential, commercial and industrial structures.	*2 hours	Frontline Personnel
5. Release of approved	Verification, Approval, Recording and		5 minutes	Frontline Personnel



Excavation Permit	Release of the Excavation Permit			
TOTAL			2 hours and 45 minutes	



**PLANNING AND ENGINEERING SERVICES
CITY MOTOR POOL OFFICE**



1. Request for Pre-Repair Inspection for the Barangays with Issued Barangay Patrol

Services provided as a requirement before the government vehicle will undergo maintenance and repair procedures.

Office	City Motorpool Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Barangay Captains with an issued Barangay Patrol			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Memorandum of Agreement		Provided by the Client		
2. One (1) copy of Property Acknowledgement Receipt		General Services Office		
3. One (1) copy of Official Receipt / Quotation		Accredited Auto Repair Shop or Supplier		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the documents for verification	1.1 Receive and check the necessary documents presented	None	5 minutes	Office Personnel
	1.2 Check and inspect the government vehicle		10 minutes	Mechanic
	1.3 Prepare pre-repair document and indicate the parts needed to be replace, repair and clean		5 minutes	Office Personnel
	1.4 Release four (4) copies of pre-repair		1 minute	Office Personnel
2. Receive copy of pre-repair document	2.1 Sign the pre repair		2 minutes	Requesting party
	2.2 Receive and check the documents if properly signed		5 minutes	Office Personnel



	by the requisitioner			
3. Sign the documents	3.2 Sign the Pre-repair documents		5 minutes	CG Department Head - CMPO
	3.2 Inspect the government service vehicle to verify the repair made		10 minutes	Mechanic
	3.3 Pre repair document for posting		5 minutes	Office Personnel
	3.4 Sign the posted Pre-repair documents		5 minutes	CG Department Head - CMPO
	3.5 Release the 4th copy of pre repair and its supporting documents		2 minutes	Office Personnel
	3.6. Receive copy of pre-repair documents that is already posted		2 minutes	Requesting party
TOTAL		None	57 minutes	

2. Request for Re-gravelling

Re-gravelling operations are done to restore the damaged barangay roads.

Office	City Motorpool Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Citizen of Cabanatuan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Request Letter		Requesting Party		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the request letter to the City Mayor's Office	1. Receive approval from the City Mayor's Office	None	2 minutes	Office Personnel (CMO)



	2. Indorse to the City Motorpool Department Head for his action		1 minute	Office Personnel (CMO)
	3. City Motorpool Office will check the availability of aggregates and heavy equipment		1 day	Operation Engineer
	4. Schedule will be subject to availability of aggregates and heavy equipment		5 minutes	Dispatcher
	5. Inform the requesting party on the status of request		5 minutes	Front desk employee
TOTAL		None	1 day and 8 minutes	

3. Request for Pre-Repair Inspection for City Hall Departments with Issued Service Vehicle

Services provided as a requirement before the government vehicle will undergo maintenance and repair procedures.

Office	City Motorpool Office	
Classification	Simple	
Type of Transaction	G2G	
Who may avail	City Government Departments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) copy of Official Receipt / Quotation		Accredited Auto Repair Shop or Supplier
2. Three (3) copies of APP, PPMP, OS and PR		Requesting Party
3. Three (3) copies of Purchase Order		BAC



4. Three (3) copies of Requisition and Issue Slip		Requesting Party		
5. Three (3) copies of Inspection and Acceptance Report		BAC		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the documents for verification	1.1 Receive and examine the necessary documents presented	None	5 minutes	Office Personnel
	1.2 Check and inspect the government service vehicle or heavy equipment		10 minutes	Mechanic
	1.3 Prepare pre-repair document and indicate the parts needed to be replace, repair and clean		5 minutes	Office Personnel
	1.4 Release four (4) copies of pre-repair		1 minute	Office Personnel
2. Receive copy of pre-repair document	2.1 Sign the pre repair		2 minutes	Requesting party
	2.2 Receive and check requirements		5 minutes	Office Personnel
	2.3 Sign the Pre-repair documents		5 minutes	CG Department Head - CMPO
	2.4 Release four (4) copies of pre-repair that is already been signed by the CG Department Head - CMPO		1 minute	Office Personnel



3. Submit the documents for review and checking	3.1 Review supporting documents and for signature of the Management Audit Analyst III		10 minutes	Management Audit Analyst III (OCA)
4. Receive copy of pre-repair and supporting documents	4.1 Release four (4) copies of pre-repair that is already been signed		2 minutes	Requesting party
5. Documents for Signature	5.1 Attach supporting documents (APP)		10 minutes	BAC Chairman and Secretariat
	5.2 Budget appropriations		5 minutes	City Budget Officer (CBO)
	5.3 Issuance of PR number		5 minutes	GSO personnel
	5.4 Sign purchase request		5 minutes	City Treasurer's (CTO)
	5.5 APP and PR for signature		5 minutes	Head of Agency (CMO)
	5.6 Attach supporting documents (RIS, PO, RFQ etc.)		10 minutes	BAC Personnel
	5.7 Supporting documents for signature of the Head of Agency		5 minutes	Head of Agency (CMO)
	5.8 Sign RIS and IAR		5 minutes	Supply Officer IV(GSO) and Property Inspector (OCA)
6. Government service vehicle or heavy equipment for inspection	6.1 Inspect the government service vehicle or heavy equipment to		10 minutes	Supply Officer IV(GSO)



	verify the repair made			
	6.2 Check and inspect the surrendered parts		5 minutes	Supply Officer IV(GSO)
	6.3 Prepare waste materials report, certificate of surrendered and wear and tear		5 minutes	Supply Officer IV(GSO)
	6.4 Sign waste material report, Certificate of Surrendered and Wear and Tear		5 minutes	Head of Agency (CMO)
	7.5 Sign the posted Pre-repair documents		5 minutes	CG Department Head - CMPO
	7.6 Release three (3) copies of pre-repair that is already been signed		1 minute	Office personnel
	7.7. Receive copy of pre-repair documents that is already been posted		2 minutes	Requesting party
TOTAL		None	2 hours and 3 minutes	

4. Request of Heavy Equipment for City Projects

City Motorpool Office provides the necessary equipment's to the City's infrastructure project.

Office	City Motor Pool Office
Classification	Simple
Type of Transaction	G2G



Who may avail	Office of the City Engineer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of Request Letter		Requesting Party		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the request letter	1.1 Receive and examine the letter presented	None	5 minutes	Office personnel
	2. Approve schedule stated on the letter		5 minutes	CG Department Head - CMPO
	3. Inform the requesting party of the approved schedule		5 minutes	Office personnel
TOTAL		None	15 minutes	

5. Borrowing of Service Vehicle

City Hall Offices that have no available service vehicle for field are operations can borrow to City Motorpool Office.

Office	City Motorpool Office			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	City Hall Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Request Form		Requesting Party		
2. Service Vehicle Inspection Checklist		City Motorpool Office		
3. Travel Order (if outside Cabanatuan)		Requesting Party		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit request form to City Motorpool Office	1.1 Receive request form and check if properly filled up	None	5 minutes	Office Personnel
	1.2 Approve request subject to availability of service vehicle		5 minutes	CG Department Head - CMPO



	1.3 Check and inspect the government service vehicle before releasing		10 minutes	Mechanic
2. Receive inspected service vehicle as to running condition	2.1 Release the service vehicle and inform the conditions		2 minutes	Mechanic
3. Return the service vehicle	3.1 Inspect the service vehicle if there is no damage		10 minutes	Mechanic
TOTAL		None	32 minutes	

6. Request for Oxygen Tank Refill

Free Oxygen Refill is a project of LGU – Cabanatuan to aid its Covid19 infected citizens and oxygen-dependent patients.

Office	City Motorpool Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Citizen of Cabanatuan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Request Letter		Requesting Party		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the request letter to the Community Affairs Office	1. Receive approval from the Community Affairs Office	None	2 minutes	Office Personnel
	2. Indorse to the Oxygen Refilling Plant		1 minute	Oxygen Generator Operator
	3. Refilling of Oxygen Tank		2 hours	Oxygen Generator Operator
TOTAL		None	2 hours and 3 minutes	



**PLANNING AND ENGINEERING SERVICES
CITY PLANNING AND DEVELOPMENT OFFICE**



1. Issuance of Locational Clearance/Zoning Permit

Processing and release of Locational Clearance/Zoning Permit depends on the total floor area of the project. Projects applied are classified into two: Complex and Highly Technical. Complex applications (residential projects) takes seven (5) working days to process while Highly Technical applications (apartments, dormitories, commercial, industrial, agro-industrial, agricultural, institutional and special projects) takes twenty (20) working days to process.

Office	City Planning and Development Office
Classification	Complex/Highly Technical
Type of Transaction	G2C/G2B/G2G
Who may avail	Private or Public parties where project/s are located within the vicinity of the City.

CHECKLIST OF REQUIREMENTS FOR COMPLEX APPLICATIONS	WHERE TO SECURE
1. Application Form	City Planning & Development Office
2. Building Plan and Site Development Plan	Licensed Civil Engineer/Architect
3. Location Plan with Vicinity Map	Licensed Geodetic Engineer
4. Certified True Copy of Transfer Certificate of Land Title	Registry of Deeds/Land Registration Authority
5. Land Tax Declaration	City Assessor's Office
6. Land Tax Receipt (current year)	City Treasurer's Office
7. Bill of materials	Licensed Civil Engineer/Architect
8. Barangay Clearance/Resolution	Barangay Hall (Project Location)
9. Notarized Authorization of Persons (if not the owner)	Applicant
10. Pictures of Project Site	Applicant
11. E-File Copy of complete plans and attached documents	Applicant

CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Secure application form and list of requirements			10 Minutes	Frontline Personnel
2. Prepare the necessary Requirements and have the	1. Receive and evaluate Application with the		30 Minutes	Zoning Officer



accomplished Application Form Notarized	Complete Requirements			
	2. Conduct ocular inspection		1 to 5 days after receipt of application	Zoning Officer
	3. Prepare & print Evaluation Report as per Site Inspection		30 Minutes	Zoning Officer
	4. Compute Zoning Permit Fee and prepare and print Order of Payment	To be computed based on submitted requirement as per Revised Revenue Code of the City of Cabanatuan Ordinance No. 038-2010	45 Minutes	Zoning Officer
	5. Approve and Sign Evaluation report & Order of Payment for Zoning Permit Fee		10 Minutes	City Planning and Development Coordinator
3. Pay to the City Treasurer's Office the required fee			30 Minutes	Cashier
	6. Prepare and print Zoning Decision/ Locational Clearance		10 Minutes	Zoning Officer
	7. Approve and sign		10 Minutes	City Planning and



	Locational Clearance			Development Coordinator
4. Receive Decision/Locationa l Clearance	8. Release copy of Decision/ Locational Clearance		5 Minutes	Zoning Officer
TOTAL		Varies based on classification as per Revised Revenue Code of the City of Cabanatuan Ordinance No. 038-2010	5 days and 3 hours	

HIGHLY TECHNICAL APPLICATIONS	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	City Planning & Development Office
2. Building Plan and Site Development Plan	Licensed Engineer/Architect
3. Certified True Copy of Transfer Certificate of Land Title	Land Registration Authority
4. Land Tax Declaration	City Assessor's Office
5. Land Tax Receipt (current year)	City Treasurer's Office
6. Bill of Materials	Licensed Engineer/Architect
7. Barangay Clearance	Barangay Hall (Project Location)
8. Picture of Project Site	Applicant
9. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)	Department of Environment and Natural Resources – Environmental Management Bureau (DENR-EMB)
10. Sangguniang Panglungsod Resolution for Reclassification of Lot	Sangguniang Panglungsod
11. Certified True Copy of Conversion Order or Exemption Clearance	Department of Agriculture
12. Site Clearance	City Health Office/ City Veterinarian Office
13. Barangay Resolution for Operation of Business	Barangay Hall (Location of the Project)
14. Written Consent: Consent/affidavit of non-objection	Adjacent Residential Area; Homeowner's Association; Building



15. Certified True Copy of National Telecommunication Commission's Provisionary Authority		National Telecommunication Commission		
16. Radiation Protection Evaluation Report		Department of Health		
17. Height Clearance Permit		Civil Aviation Authority of the Philippines		
18. Barangay Council Resolution endorsing the base station (Cell Site)		Barangay Hall (Project Location)		
19. Centralized or combined storm and sewer system		Licensed Sanitary Engineer		
20. Electrical Plan and specifications		Licensed Professional Electrical Engineer and duly approved by the City Electrical Engineer		
21. Initial and Operational Clearances		Department of Health		
22. City Environment Clearance		Cabanatuan City Environment and Natural Resources Office (CCENRO)		
23. Notice to Proceed/ Memorandum of Agreement		Cabanatuan Electric Corporation (CELCOR)		
24. DPWH Clearance		Department of Public Works and Highways		
25. If the applicant is an MNO, Certified True Copy of National Telecommunication Commission's Provisional Authority (PA). In the absence of the foregoing, a Certificate of Public Convenience and Necessity (CPCN) or Certificate of Registration to Provide Telecommunication Services; or if the applicant is an ITC constructing a PTTI or other passive structures, Certified True Copy of the ITC Certificate of Registration		Department of Information and Communications Technology		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Secure application form and list of requirements			10 Minutes	Frontline Personnel
2. Prepare the necessary Requirements and have the accomplished	1. Receive and evaluate Application with the Complete		30 Minutes	Zoning Officer



Application Form Notarized and submit	Requirements			
	2. Conduct ocular inspection and evaluation of application		15-20 days after receipt of application	Zoning Officer
	3. Prepare & print Evaluation Report as per Site Inspection		30 Minutes	Zoning Officer
	4. Compute Zoning Permit Fee and prepare and print Order of Payment	To be computed based on submitted requirements, see attached document for schedule of computation.	45 Minutes	Zoning Officer
	5. Approve and Sign Evaluation report & Order of Payment for Zoning Permit Fee		5 Minutes	City Planning and Development Coordinator
3. Pay to the City Treasurer's Office the required fee			30 Minutes	Cashier
	6. Prepare and print Zoning Decision/ Locational Clearance		30 Minutes	Zoning Officer
	7. Approve and sign		10 Minutes	City Planning and



	Locational Clearance			Development Coordinator
4. Receive Decision/Locational Clearance	8. Release copy of Decision/Locational Clearance		5 Minutes	Zoning Officer
TOTAL		Varies based on classification as per Revised Revenue Code of the City of Cabanatuan Ordinance No. 038-2010	20 days, 3 hours, and 15 minutes	

2. Issuance of Site Zoning Certificate

Site zoning certification is a simple application that can be released on the same day of application depending only if the property/s is/are encoded in the GIS database.

Office	City Planning and Development Office	
Classification	Simple	
Type of Transaction	G2C/G2B/G2G	
Who may avail	Private or Public parties where projects are located within the vicinity of the City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Request addressed to Engr. Elmer D. Mateo, EnP		Applicant
2. Copy of Location Plan with Vicinity Map		Licensed Geodetic Engineer
3. Photocopy of Certified True Copy of Transfer Certificate of Land Title		Licensed Geodetic Engineer
4. Land Tax Declaration		City Assessor's Office
5. Copy of Land Tax Receipt (current year)		City Treasurer's Office
6. Pictures of Site		Applicant



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Secure application form and list of requirements			10 Minutes	Frontline Personnel
2. Submit Letter of Request with the necessary Requirements	1. Receives the Letter of Request and review the Requirements submitted		15 Minutes	Zoning Officer
3. Submit the accomplished Application Form together with the necessary Requirements	2. Receives and evaluates the application and the submitted requirements		30 Minutes	Zoning Officer
	3. Computes the Site zoning Certificate Fee and prepare /print Order of Payment	P500.00 per Land Title & per Hectare and a fraction there of	30 Minutes	Zoning Officer
	4. Approve and Sign Evaluation report & Order of Payment for Zoning Permit Fee		5 Minutes	City Planning and Development Coordinator
4. Pay to the City Treasurer's Office the required fee			30 Minutes	Cashier
	5. Prepare and print Site Zoning Certificate		15 Minutes	Zoning Officer
	6. Approve and sign Site Zoning Certificate		10 Minutes	City Planning and Development Coordinator



5. Receive Site Zoning Certificate	7. Release copy of Site Zoning Certificate		5 Minutes	Zoning Officer
TOTAL		P500.00 per Land Title & per Hectare and a fraction there of	2 hours and 30 minutes	

3. Approval of Business Permit for Locational Clearance

Site zoning certification is a simple application that can be released on the same day of application depending only if the property/s is/are encoded in the GIS database.

Office	City Planning and Development Office			
Classification	Simple			
Type of Transaction	G2C/G2B			
Who may avail	Private clients where businesses are located within the vicinity of the City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Part of the Backroom Personnel assigned in Processing of Business Permit	1. Receive and approve business permit application	P50.00 per business permit application	5 Minutes	Frontline Personnel
TOTAL		Php50.00	5 Minutes	

4. Application for Appeal on the Denial of Locational Clearance/Zoning Permit (including Variance and Exception)

When the projects are denied for the issuance of local clearances by the Zoning Administrator, the applicants may appeal to the Local Zoning Board of Adjustment and Appeals. Mitigating devices such as exceptions, variances, and deviations from the provisions of the Zoning Ordinance may also be allowed by the LZBAA only when the specific terms and conditions were existing. This application is considered Highly Technical that takes more than 30 days to complete.



Office	City Planning and Development Office			
Classification	Highly Technical			
Type of Transaction	G2C/G2B/G2G			
Who may avail	Private or Public parties where project/s are located within the vicinity of the City.			
COMPLEX APPLICATIONS				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (Appeal Letter)		City Planning & Development Office		
2. Building Plan and Site Development Plan		Licensed Civil Engineer/Architect		
3. Location Plan with Vicinity Map		Licensed Geodetic Engineer		
4. Certified True Copy of Transfer Certificate of Land Title		Registry of Deeds/Land Registration Authority		
5. Land Tax Declaration		City Assessor's Office		
6. Land Tax Receipt (current year)		City Treasurer's Office		
7. Bill of materials		Licensed Civil Engineer/Architect		
8. Barangay Clearance/ Resolution		Barangay Hall (Project Location)		
9. Notarized Authorization of Persons (if not the owner)		Applicant		
10. Pictures of Project Site		Applicant		
11. E-File Copy of complete plans and attached documents		Applicant		
12. Affidavit of non-objection form owners of adjacent property		Applicant		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Secure application form and list of requirements			10 Minutes	LZBAA Secretariat
2. Prepare the necessary Requirements and have the accomplished Application Form Notarized	1. Receive and evaluate Application with the Complete Requirements		30 Minutes	LZBAA Secretariat
	2. Conduct ocular inspection		1 to 2 days after receipt of application	LZBAA Secretariat



	3. Conduct Board meeting to address the merit of Application		60 Minutes	LZBAA Board Members
	4. Sign the Board Resolution approving and endorsing the application to Sanggunian		4-5 working days	LZBAA Board Members
	5. Review application and issue Sanggunian Resolution		15-20 working days	Sangguniang Panlungsod
	6. Compute Zoning Permit Fee and prepare and print Order of Payment	To be computed based on submitted requirement as per Revised Revenue Code of the City of Cabanatuan Ordinance No. 038-2010	35 Minutes	LZBAA Secretariat
3. Pay to the City Treasurer's Office the required fee			30 Minutes	Cashier
	7. Prepare and print Locational Clearance		10 Minutes	LZBAA Secretariat
	8. Approve and sign Locational Clearance		2-3 days	LZBAA Chairperson/ City Mayor



4. Receive Decision/Locational Clearance	9. Release copy of Decision/Locational Clearance		5 Minutes	LZBAA Secretariat
TOTAL			30 days and 3 hours	

5. Issuance of Development Permit for Subdivisions and Condominiums

Processing and release of Locational Clearance/Development Permit for Subdivisions, Condominiums and other types of projects depends on the total area of the project. Projects applied for this permit are under the following:

- a. Batas Pambansa 220 classified as Socialized Housing and/or Economic Housing
- b. Presidential Decree 957 classified as Open Market and Medium Cost Housing
- c. Memorial Park and/or Cemetery

Office	City Planning and Development Office	
Classification	Socialized Housing, Economic Housing, Open Market, and/or Medium Cost Housing	
Type of Transaction	Highly Technical	
Who may avail	Private clients where project/s are located within the vicinity of the City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PRELIMINARY APPROVAL AND LOCATIONAL CLEARANCE		
1. 3 copies of duly notarized Preliminary approval and locational clearance application form	City Planning and Development Office	
2. 3 sets of site development plan	Any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer.	
3. 3 sets of Vicinity map	Licensed Geodetic Engineer	
4. 3 sets Topographic Plan	Registry of Deeds/Land Registration Authority	
5. 3 sets of Survey plan of the lot(s) as described in TCT(s).	Licensed Geodetic Engineer	
6. 3 photocopies of Certified True Copy of Transfer Certificate of Land Title	Registry of Deeds/Land Registration Authority	
7. 3 copies of Land Tax Receipt (current year)	City Treasurer's Office	



8. 3 copies of Right to use or deed of sale of right-of-way for access road	Access road lot owner
9. 3 copies of Site Zoning Certification	City Planning and Development Office
10. Reclassification Ordinance (if parcel of land is not classified as “Residential Zone”)	Sangguniang Panlungsod
FINAL APPROVAL AND DEVELOPMENT PERMIT	
1. Final approval and development permit application form	City Planning and Development Office
2. All requirements submitted for the application of Preliminary Approval of Subdivision Development Plan	
3. 3 copies of Subdivision Development Plan	Any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer.
4. 3 sets of Civil and Sanitary Works Design	
4.1 Road (geometric and structural) design/plan	Licensed Civil Engineer
4.2 Storm Drainage and Sanitary Sewer System	Licensed Civil Engineer/Sanitary Engineer
4.3 Site Grading Plan with Finished Contour Lines	Licensed Civil Engineer
5. 3 sets of Water System Layout	Licensed Civil Engineer/Sanitary Engineer
6. 3 copies of Tax Declaration	City Assessor’s Office
7. 3 copies of Site Zoning Certification	City Planning and Development Office
8. 3 copies of Conversion Order	Department of Agrarian Reform
9. 3 copies of Environmental Compliance Certificate/Certificate of Non-Coverage	Department of Environment and Natural Resources
10. 3 sets of Company Profile and Project Description for projects exceeding 1 ha. and above	Developer
11. 3 sets of Plans Specifications/Bill of Materials/Cost Estimates	Licensed Professionals
12. 3 copies of Permit to Drill	National Water Resources Board
13. 3 sets of Traffic Impact Assessment	
14. 3 copies of List of Licensed Signatories	
ADDITIONAL REQUIREMENTS	
1. 3 copies of Permit to Use/Certificate if drainage outfall of the project is irrigation canal	National Irrigation Authority
2. 3 sets of Sewerage Treatment Plan	Licensed Civil/Sanitary Engineer



3. 3 sets of Computation of Drainage Layout	Licensed Civil/Sanitary Engineer
4. 3 copies of City Environmental Clearance	City Environmental and Natural Resources Office
5. 3 copies of Duly Notarized Secretary's Certificate/Authorization Letter	Developer
Classification	Memorial Park/Cemetery
Type of Transaction	Highly Technical
Who may avail	Private clients where project/s are located within the vicinity of the City.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
APPROVAL OF THE PRELIMINARY DEVELOPMENT PLAN	
1. Site Development Plan/Scheme	Licensed Environmental Planner
2. 2 sets of Vicinity Map	Licensed Geodetic Engineer
3. 2 sets of Topographic Plan	Licensed Geodetic Engineer
4. 2 copies of Site Zoning Certificate	City Planning and Development Office
5. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)	Department of Environmental and Natural Resources
6. Certified True copy of conversion order or exemption clearance	Department of Agrarian Reform
7. Certified true copy of Title and Survey Plan	
ADDITIONAL REQUIREMENTS	
1. City Environmental Clearance	City Environmental and Resources Office
2. Reclassification Ordinance (if parcel of land is not classified as "Memorial Zone")	Sangguniang Panlungsod
3. 3 sets of Computation of Drainage Layout	Licensed Civil/Sanitary Engineer
APPROVAL OF THE PRELIMINARY DEVELOPMENT PLAN	
1. Final Memorial Park/Cemetery Plan	Licensed Environmental Planner
2. Engineering Plans	Licensed Civil Engineer
3. Storm Drainage Layout	Licensed Civil/Sanitary Engineer
4. Centralized or combined storm and sewer system	Licensed Sanitary Engineer
5. Site Grading Plan	Licensed Civil Engineer
6. Electrical Plan and Specifications	Licensed Professional Electrical Engineer, and City Electrical Engineer
7. Landscaping Plan	Licensed Landscape Architect
8. Summary of Project Study	Developer



9. Certified True Copy of Title or other evidence of ownership or intent to sell and authority to develop		Developer/Landowner		
10. Tax Declaration and current real estate tax receipt		City Assessor's Office		
11. Clearances/Permits from National Water Resources Board		National Water Resources Board		
12. Certified True Copy of Conversion Order or Exemption Clearance		Department of Agrarian Reform		
13. Permit from the Department of Public Works and Highways (DPWH) when necessary		Department of Public Works and Highways		
14. Initial and operational clearances		Department of Health		
15. Certified True Copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC)		Department of Environment and Natural Resources		
16. Joint Affidavit stating that the memorial park/cemetery plan conforms to the standards and requirements		Owner/Developer and Licensed Environmental Planner		
17. List of names of duly licensed professional		Licensed Professionals		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Secure application form and list of requirements from Project Evaluation Division			10 minutes	Project Evaluation Officer
2. Submit accomplished application form together with the necessary requirements.	1. Receive application and complete requirements		20 minutes	Project Evaluation Officer
	2. Conduct Site Inspection		1-2 days after receipt of requirements	Project Evaluation Officer



	3. Conduct evaluation of application as to conformance to PD 957, BP 220 and other related laws and regulations		5 days	Project Evaluation Officer
3. Attend Consultative meeting	4. Conduct consultative meeting to discuss findings of preliminary evaluation, prepare checklist of deficiencies and/or non-conformance of the plan (if any)		60 minutes	Project Evaluation Officer
4. Revise the Development Plan and provide all deficiencies identified in the checklist	5. Receive and check the Revised Development Plan and all other required documents		1 day	Project Evaluation Officer
	6. Compute the necessary fees for the Subdivision Project and Prepare the Order of Payment		30 minutes	Project Evaluation Officer
5. Payment of fees at City Treasurer's Office			30 minutes	Cashier
6. Submit official receipt (OR) of payment	7. Receive OR of Payment		5 minutes	Project Evaluation Officer
	8. Prepare Recommendation and Endorsement Letter to the Sangguniang Panlungsod		60 minutes	Project Evaluation Officer
	9. Review and sign evaluation report and letter of endorsement		30 Minutes	Project Evaluation Officer



				City Planning and Development Coordinator
	10. Review submitted documents, conduct public hearing and approve/disapprove Subdivision Development Plan through an Ordinance/ Resolution		15-20 working days	Sangguniang Panlungsod
	11. Receive Ordinance/ Resolution and prepare Decision/ Permit		20 minutes	Project Evaluation Officer City Planning and Development Coordinator
	12. Review and Sign Decision/ Permit		10 working days	City Planning and Development Coordinator City Mayor's Office
7. Receive copy of Decision/ Development Permit/PALC	13. Release copy of Decision/ Permit		10 minutes	Project Evaluation Officer
TOTAL			38 days, 4 hours, 35 minutes	



**SOCIAL SERVICES OFFICE
CITY AGRICULTURE OFFICE**



1. Issuance of Certification on Conversion of Agricultural to Residential/Commercial/Industrial Land

Documentation and investigation on the parcel of land proposed for land conversion to determine if it is suitable for agricultural production or not to safeguard agricultural lands. The proposed parcel of agricultural land maybe recommended for reclassification if it is no longer suitable for agricultural purposes.

Office	City Agriculture Office			
Classification	Complex			
Type of Transaction	G2C, G2B and G2G			
Who may avail	Owners of private agricultural lands or other persons duly authorized by the landowner, government agencies, including government-owned or controlled corporations, and local government units, which own agricultural land their patrimonial property.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		From the client		
2. Barangay Certification		Barangay Hall (<i>where the lot is located</i>)		
3. Xerox Copy of Titles		Registered of Deeds, Cabanatuan City		
4. Xerox Copy of Tax Declaration		City Assessor Office, Cabanatuan City		
5. Affidavit of Non-Tenancy		Notary Public		
6. Certification from CPDO		City Planning and Development Office, Cabanatuan City		
7. Certification from NIA		National Irrigation Administration, Cabanatuan City		
8. Certification from BARC Chairman		Barangay Agrarian Reform Chairman (<i>where the lot is located</i>)		
9. Xerox Copy of Tax Payment		From the client issued by City Treasurer Office		
10. Vicinity Map		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Receive request and review requirements and schedule ocular inspection one day after refer to Agricultural Technologist assigned in the area	None	5 minutes	Administrative Staff
	Conduct ocular inspection one	None	1 day	Agricultural Technologist



	day after the receipt of application			assigned in the area
	Prepare and sign the Inspection Report	None	10 minutes	Agricultural Technologist/ Supervising Agriculturist IV
	Approve and sign the Certification	None	3 minutes	City Agriculturist
2. Pay to the City Treasurer's Office the required amount	Issue Order of Payment	Certification Fee of P50.00 for every 240 sq.m. converted		City Treasurer's Office
3. Receive the copy of Certification	Release the Certification	None	2 minutes	Administrative Staff
End of Transaction		Certification Fee of P50.00 for every 240 sq.m. converted	1 day & 20 minutes	

2. Availment of Agricultural Farm Machinery & Equipment and Infrastructure Projects

Technical Assistance are provided to qualify and organize Farmer Associations/Organization, Farmer's Cooperative and Irrigator's Association in the availment of Agricultural Farm Machinery and Equipment and Infrastructure Projects from Department of Agriculture and other partner agencies.

Office	City Agriculture Office
Classification	Complex
Type of Transaction	G2C, G2G
Who may avail	Qualified and registered Farmer Associations/Organization, Farmer's Cooperative and Irrigator's Association who has Accreditation Certificate from Department of Agriculture.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter Request	From the client
2. Letter of Intent	
3. Project Proposal/Board Resolution	
4. Deed of Donation/Lease Contract	



5. Xerox Copy of Land Title		Registered of Deeds, Cabanatuan City		
6. Xerox Copy of Tax Declaration		City Assessor Office		
7. Vicinity Map				
8. Coop/Sec/DOLE Registration		Cooperative Development Authority		
		Security Exchange Commission		
		Department of Labor and Employment		
9. Accreditation Certificate from DA		Department of Agriculture - Regional Office III		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Receive request and application	None	5 minutes	Administrative Staff
2. Receive a client complete set of requirement for checking				
	Forward request letter/resolution and application to Supervising Agriculturist for immediate action	None	5 minutes	City Agriculturist
3. Undergo Assessment	Conduct interview, review and validate submitted application and conduct ocular inspection and ground validation of the area in the barangay	None	4 hours	Supervising Agriculturist/ Assigned AT/ABE Coordinator
	Prepare and submit inspection report to City Agriculturist	None	5 minutes	Supervising Agriculturist
	Prepare, forward and sign the Certification	None	1 day	City Agriculturist/ City Mayor



	and Endorsement to partner agency concern for thier immediate action			
	Follow - up request	None	5 minutes	City Agriculturist
	Processing of Request and Approval	None	<i>(Depends on the availability of requested item)</i>	Partner Agencies
4. Receive and Release Grant	Grant request	None	1 day	Partner Agencies
	Post Project Validation and Monitoring	None	4 hours <i>(if needed)</i>	City Agriculturist/ Partner Agencies
End of Transaction		Free of Charge	2 day, 8 hours & 20 minutes	

3. Issuance of Certification for Bonafide-Farmers

Issue Certificate for Bonafide Farmers only to those who are registered in the General Master List.

Office	City Agriculture Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All farmers registered in the General Master Llist whose location of farm area is within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Farmer's ID or any Valid Government Issued ID		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Check requirements submitted/ presented and verify the name of farmers in the General Masterlist and	None	5 minutes	Administrative Staff/ Agricultural Technologist assigned in the area/ Supervising Agriculturist



	conduct interview.			
	Prepare the Certificate	None	5 minutes	Administrative Staff
3. Wait for the approval and signing of the Certificate	Review, approve and sign the Certificate	None	3 minutes	City Agriculturist
4. Receive Certificate of Bonafide-Farmer	Release Certificate for Bonafide Farmer	None	2 minutes	Administrative Staff
End of Transaction		Free of Charge	2 day, 8 hours & 20 minutes	

4. Availment of Planting Materials (Vegetable Seeds & Seedlings, Forest Trees, Fruit-Bearing Trees, Ornamental and Herbal Plants)

Accommodate request for vegetable seeds and seedling, forest trees, fruit-bearing trees, ornamental and herbal plants from individual client, farmer, association or institution in support with different tree planting activities, it aims to eradicate hungers, nutritious, safe and ensure sufficiency of the supply within the community. Interview will be conducted to farmer or requesting party for the details of the request such as location and area to be planted.

Office	City Agriculture Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Bonifide Citizen's of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (<i>Address to the City Mayor thru City Agriculturist</i>)		From the client		
2. Valid Government ID (<i>indicating the Complete Home Address</i>)		From the client		
3. Farmer's ID		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook and Fill-up request form or submit letter request	Receive request	None	3 minutes	Administrative Staff



2. Undergo Assessment	Conduct interview and approve and allocate planting materials	None	7 minutes	City Agriculturist
3. Provide details of approve request to client	Fill-up Request/Release Form	None	3 minutes	City Agriculturist
4. Present Release Form	Log the number of planting materials for dispersal and return the Release Form to the requesting client	None	2 minutes	Administrative Staff
5. Proceed to City Plant Nursery and give the Request/Release Form and wait for the release	Check and validate Request/Release Form and prepare all item required and release to clients (<i>as per availability of stocks requested</i>)	None	5-30 minutes (<i>depends on volume request</i>)	City Plant Nursery Caretaker/Staff
6. Sign the Acknowledgement Form and Receive the Items	Release the Items	None	5 minutes	City Plant Nursery Caretaker/Staff
End of Transaction		Free of Charge	50 minutes	

5. Availment of Soil Test Analysis

Soil analysis is a valuable farm practice that determines the exact amount of available crop nutrients that are in the soil. It presents information that is essential for the improvement of soil quality. A farmer can easily adjust fertilization in accordance to soil and crop requirements and facilitates fertilization management.



Office	City Agriculture Office			
Classification	Complex			
Type of Transaction	G2C, G2G			
Who may avail	All farmers registered in the General Master List whose location of farm area is within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (<i>Address to the City Mayor thru City Agriculturist</i>)		From the client		
2. Farmer's ID		From the client		
3. Soil Samples (<i>ready for analysis</i>)		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Receive request and soil sample	None	3 minutes	Administrative Staff
	Forward request letter to Soil Coordinator for immediate action	None	5 minutes	City Agriculturist
2. Undergo Assessment	Conduct interview and receive soil sample	None	10 minutes	Soil Coordinator/ Agricultural Technologist
3. Provide details of request to client	Fill-up Request/Release Form	None	5 minutes	Soil Coordinator/ Agricultural Technologist
	Conduct soil test analysis on submitted samples	None	1 day	Soil Coordinator/ Agricultural Technologist
	Forward result to Provincial/Regional Soil Laboratory and make Fertilizer Recommendation	None	2 days	Soil Coordinator
	Follow - up result	None	5 minutes	Soil Coordinator
4. Present Release Form for the release of Laboratory Result	Give the Laboratory Result and Fertilizer Recommendation to client	None	2 minutes	Administrative Staff
End of Transaction		Free of Charge	3 days & 30 minutes	



6. Availment of Tilapia Fingerlings

In line with our program and services of giving additional livelihood assistance and support, tilapia fingerlings dispersal to our small farmers/fisherfolks are maintain to generate additional income for their family and it aims to alleviate poverty and sustain economic growth of our beneficiaries.

Office	City Agriculture Office			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	All fisherfolks registered in the General Master List whose location of farm area is within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (<i>Address to the City Mayor thru City Agriculturist</i>)		From the client		
2. Farmer's ID or any Valid Government ID		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Receive request	None	5 minutes	Administrative Staff
	Validate and prepare field inspection report and endorsement of City Mayor to BFAR	None	1 hour	Fishery Coordinator
	Prepare and sign the request letter address to BFAR Director requesting for fingerlings	None	5 minutes	City Agriculturist
	Receive and approve request of fingerlings	None		BFAR Director
	Follow - up	None	5 minutes	City Agriculturist
	Give instruction the Fishery Coordinator for the Schedule of Fingerlings Dispersal	None	5 minutes	City Agriculturist/ Fishery Coordinator



2. Provide details of request to client	Inform the requesting fisherfolks on the Schedule of Fingerlings Dispersal	None	1 day	Fishery Coordinator
3. Receive Fingerlings	Release and provide the fingerlings	Fee of P50.00/ bag of Fingerlings (for plastic and oxygen)	3 hours	City Agriculturist/ Fishery Coordinator/ AT assigned in the barangay
End of Transaction		P50.00/bag	1 day, 4 hours & 20 minutes	

7. Availment of Agricultural Inputs and Other Support to Farmer-Beneficiaries (Rice Seeds, Fertilizer Vouchers and Financial Assistance from Department of Agriculture)

To accelerate the growth of rural economy by providing timely quality agricultural input and fast-service delivery to the farmers.

Office	City Agriculture Office			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	All rice farmers registered in the Registry System for Basic Sector in Agriculture (RSBSA) whose location of farm area is within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Valid Government ID		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Assist farmers	None	1 minute	Administrative Staff
	Verify the name of farmers, if she/he, in the list of beneficiaries based on the RSBSA enrollment provided by	None	5 minutes	Agricultural Technologist



	Department of Agriculture			
	Assist farmer-beneficiaries in signing in the acceptance form and issue claim stub	None	5 minutes	Agricultural Technologist
2. Release of agricultural inputs to client	Farmer-beneficiaries present his/her claim stub to release the agricultural inputs at the warehouse	None	2 minutes	Agricultural Technologist
3. Receive agricultural inputs	Release and provide the agricultural inputs to farmer-beneficiaries	None	2 minutes	Assigned Warehouseman
End of Transaction			15 minutes	

8. Issuance of Identification Card for Bonafide-Farmers

Issue Identification Card for Bonafide Farmers only to those who are registered in the General Master List.

Office	City Agriculture Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All farmers registered in the General Master List whose location of farm area is within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Valid Government Issued ID		From the client		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Approach Officer of the Day and register in the Client's Logbook	Assist Farmers	None	1 minute	Administrative Staff
	Verify the name of farmers in the General	None	3 minutes	Administrative Staff/ Agricultural



	Masterlist. Conduct interview and prepare and issue order form to be present at Office of the Community Affairs for encoding and printing of Farmer's ID.			Technologist assigned in the area/Supervising Agriculturist
3. Approval of Farmer's ID	Approve and sign the order form of farmer's applicant	None	1 minute	City Agriculturist
4. Receive printed Farmer's ID	Encode, print and release Farmer's ID to farmers	None	5 minutes	Office of the Community Affairs
End of Transaction		Free of Charge	10 minutes	



**SOCIAL SERVICES OFFICE
CITY CIVIL REGISTRY OFFICE**



1. Issuance of Marriage License

Each of the contracting parties, before getting married, must file separate sworn applications for Marriage License with the proper local civil registrar of the place where either or both of the contracting parties reside.

Marriage licenses are valid anywhere in the Philippines for a period of 120 days from the date of issue. They are deemed automatically cancelled if the contracting parties have not yet gotten married within this period.

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Couples who wish to apply for marriage license
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
BOTH Applicants:	
- Appearance of both parties	
- CENOMAR (Certificate of No Marriage)	Philippine Statistics Authority (PSA)
- Birth certificate or Baptismal certificate (photo copy)	Philippine Statistics Authority (PSA)
- Valid ID (photo copy)	Church (for Baptismal Certificate)
- 2x2 picture (1 pc)	
- Family Planning Seminar/Pre-Marriage Counselling Seminar	POPCOM, DSWD
- Parental Advice (for Ages 22 up to 25) or Parental Consent (for ages 18 to 21 and below)	
- Barangay Residency / ID with Residence	
If previously married:	
- Decision: Divorce Decree / Judicial Decree of Annulment or Nullity of Marriage	
If widow or widower:	
- Copy of Certificate of Death of spouse	
If not a Filipino citizen:	
- Original copy of Certificate of Legal Capacity to Marry issued by the Embassy	
- Passport copy of latest arrival in the Philippines (photo copy)	



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Appear personally and accomplish the application for marriage license	Review the accomplished application and enter the date when the application for marriage was received		10 minutes	Admin. Aide VI
Submit all the requirements	Provide the date of issuance of the marriage license		10 minutes	Admin. Aide VI
Pay the prescribed fee at the Treasurer's Office		Application Fee P150.00 Marriage Counselling P60.00 Family Planning P80.00	10 minutes	
	The Civil Registrar administer the oath then sign over his printed name in the Form		5 minutes	Civil Registrar
	Post the notice of the application for marriage on a bulletin		10 days	LCRO staff
Receive marriage license	Issue marriage license which is valid for 120 days			Admin. Aide VI
TOTAL		P290.00	35 minutes (excluding the posting of notice of application)	



2. Marriage Under Article 34 of the Family Code

Article 34 of the Family Code says: “No license shall be necessary for the marriage of a man and a woman who have lived together as husband and wife for at least 5 years and without any legal impediment to marry each other.”

Office	Local Civil Registry Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Couples who have lived together as husband and wife for at least 5 years and without any legal impediment to marry each other			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Affidavit of Joint Cohabitation				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the documents for evaluation	P200.00 if late	10 minutes	Registration Officer
Receive the registered marriage certificate	Release the registered marriage certificate		5 minutes	Registration Officer
TOTAL			15 minutes	

3. Timely Registration of Marriage

The time for submission of the Certificate of Marriage is 15 days following the solemnization of marriage. The prescribed period for marriages exempt from the license requirement is 30 days.

Office	Local Civil Registry Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All marriage occurred at Cabanatuan City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Four (4) Copies of Certificate of Marriage				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit 4 copies of marriage contract	Review the copies of the marriage contract	None	5 minutes	
	Register the Marriage		5 minutes	



	Contract and assign registry number			Registration Officer II
Receive copy of marriage certificate	Distribute the registered copy of the document bearing the civil registry number		5 minutes	
TOTAL			15 minutes	

4. Timely Registration of Death

Death of a person must be registered within the 30 day reglementary period.

Office	Local Civil Registry Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	All deaths occurred in Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) Duly Accomplished Form 103 (Death Form)				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Presents Certificate of Death	Receive and review the document	None	5 minutes	Registration Officer
	Sign the Certificate of Death and cause the entry of the same in the Registry Book		5 minutes	
Claims document	Release owner's copy		5 minutes	
TOTAL			15 minutes	

5. Timely Registration of Birth

The birth of a child must be registered within 30 days from the time of birth at the Local Civil Registry Office of the place where the birth occurred.

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Individuals who wish to register record of birth within the jurisdiction of Cabanatuan



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Four (4) copies of Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties				
Medical Certificate from the Hospital, Clinic or Midwife; or Affidavit of Traditional Midwife or "Hilot" (If already deceased – Affidavit of mother or father or guardian as the case may be)				
Certified True Copy of Marriage Contract of Parents		Local Civil Registry Office		
If the Child is Illegitimate, in addition to the above: Authority to Use the Surname of the Father (if applicable)				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submits duly accomplished Certificate of Live Birth (COLB)	Receives and reviews COLB	None	5 minutes	Registration Officer
	Signs COLB and cause its registration in the registry of birth		5 minutes	
Claim document	Releases the owner's copy of registered COLB		5 minutes	
TOTAL			15 minutes	

6. Delayed Registration of Birth

The registration of live birth, not duly registered within the 30 days period of regular registration will be registered under the late registration.

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Individuals who wish to register the record of live birth not registered within the 30 days period of regular registration



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ADULT <ul style="list-style-type: none"> • PSA Negative Record 		PSA		
<ul style="list-style-type: none"> • National Certification from the National Archive (If born 1944 and below) 				
<ul style="list-style-type: none"> • Affidavit of 2 Disinterested Persons 				
<ul style="list-style-type: none"> • Any two of the following documentary evidences which may show the name of the child, date and place of birth, and name of mother (and name of father if the child has been acknowledged): <ul style="list-style-type: none"> - Baptismal Certificate - School Records (Nursery, Kindergarten or Preparatory) - Income Tax of Parent/s - Insurance Policy - Medical Records - Others such as Barangay Captain Certification 				
<ul style="list-style-type: none"> • Other Authentic/Valid documents showing name, date and place of birth of the applicant (i.e. marriage contract, voter's registration, SSS, etc.) 				
CHILD <ul style="list-style-type: none"> • PSA Negative Record 		PSA		
<ul style="list-style-type: none"> • Appearance of mother and father • Appearance of hilot/midwife • Valid ID of mother and father 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the documents for evaluation		10 minutes	Admin. Aide III
Pay the assessed fee	Receive payment and issue OR	P200.00 Late Registration P300.00 Not Married	10 minutes	Treasurer's Office



Wait for 15 days for the posting of application	Process the application for posting		10 working days posting	Admin. Aide III
Receive the registered birth certificate	Release the registered birth certificate of the client		5 minutes	Admin. Aide III
TOTAL		P200.00 P500.00 (if not married)	10 days & 25 minutes	

7. Delayed Registration of Marriage

The registration of marriage, not duly registered within the prescribed period will be registered under the late registration.

Office	Local Civil Registry Office		
Classification	Highly Technical		
Type of Transaction	G2C		
Who may avail	Individuals who wish to register the record of marriage not registered within the prescribed period of regular registration		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> • Four (4) copies of Marriage Certificate • Affidavit of the Contracting Parties stating their names, and date and place of marriage • Affidavit of the Solemnizing Officer stating exact place, date of marriage, facts and circumstances surrounding the marriage, and the reason or cause of the delay of registration • Affidavit of Two Disinterested Persons stating the circumstances of marriage such as date and place of marriage, name of the contracting parties and name of the solemnizing officer • Certificate on No Record of Marriage from the Philippine Statistics Authority (PSA) 			



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the documents for evaluation		5 minutes	Registration Officer
Pay the assessed fee	Receive payment and issue OR	P200.00	10 minutes	Treasurer's Office
Wait for 15 days for the posting of application	Process the application for posting		10 working days posting	Registration Officer
Receive the registered marriage certificate	Release the registered marriage certificate of the client		5 minutes	Registration Officer
TOTAL		P200.00	10 days & 20 minutes	

8. Delayed Registration of Death

The registration of death, not duly registered within the 30 days period of regular registration will be registered under the late registration.

Office	Local Civil Registry Office			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Individuals who wish to register the record of death not registered within the 30 days period of regular registration			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Four (4) Copies of Certificate of Death duly accomplished and signed by proper parties • PSA Negative Result • Affidavit for delayed registration • Authenticated copy of the certificate of burial, cremation, or of other means of corpse disposal 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the documents for evaluation		5 minutes	Registration Officer



Pay the assessed fee	Receive payment and issue OR	P200.00	10 minutes	Treasurer's Office
Wait for 15 days for the posting of application	Process the application for posting		10 working days posting	Registration Officer
Receive the registered death certificate	Release the registered death certificate of the client		5 minutes	Registration Officer
TOTAL		P200.00	10 days & 20 minutes	

9. Issuance of Certifications (Birth/Marriage/Death)

Civil Registry Documents such as birth, marriage and death certificates maybe availed from the Local Civil Registry Office upon payment of the prescribed fees.

Office	Local Civil Registry Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Owner of the document to be requested Owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document sought to be requested	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • Document Owner – Valid ID • Spouse – can request copy/copies of the CRDs of his/her wife/husband and their children • Parents – can request copy/copies of the CRDs of their children provided their name is indicated in the latter's birth documents either as father or mother <ul style="list-style-type: none"> a. Duly accomplished application form b. Valid government issued ID (of document owner if legal age; if minor, that of the parents) • Guardian - appointed by Court or the person exercising substitute parental authority pursuant to Article 216 if the Family Code may 		



<p>request copy issuance of CRDs of a minor</p> <ul style="list-style-type: none">a. Duly accomplished application formb. Valid government issued ID; Court Decree of guardianship (as may be applicable) <ul style="list-style-type: none">• Institutions legally in charge of minors – can only request copy issuance of CRDs of the minor if the Regional Director of the DSWD has issued an authorization to the concerned Child Caring Agency (CCA)<ul style="list-style-type: none">a. Duly accomplished application formb. DSWD Authorization Letter on a per child basis• Court or proper public official – in connection with administrative, judicial or other official proceedings to determine the identity of the person<ul style="list-style-type: none">a. Duly accomplished application formb. Subpoena Duces Tecum and Ad Testificandum• Government Agencies – in pursuance to their mandate<ul style="list-style-type: none">a. Duly accomplished application formb. Data Sharing Agreement in accordance with NPC Circular 16-02• Nearest Kin – copy issuance/ authentication of CRDs/ certification by nearest of kin of a deceased person<ul style="list-style-type: none">a. Duly accomplished application formb. Affidavit of Kinship stating he/she is the closest surviving relative• Other person authorized by the Document Owner or persons	
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<p>entitled to copy issuance of CRDs/ certifications</p> <p>a. Duly accomplished application form</p> <p>b. Written authorization from the document owner or other person's entitled to copy issuance of CRDs/certifications together with one (1) government issued ID of the document owner (parents if minor) as well as that of the representative. A captured/ scanned image of the actual written authorization with signature that matches the accompanying ID is acceptable. However, if the document owner or person entitled to copy issuance of CRDs/ certifications is abroad, the latter should provide a copy of his/her passport</p>				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Requests document by filling out a requisition slip	Advises client to pay at the treasurer's office and search request in the data base		5 minutes	Admin. Aide III
Pay the assessed fee	Receive payment and issue OR	P50.00 per document	10 minutes	Treasurer's Office
	Verifies data in the registry book and also in the actual copies and once verified have it signed by the Civil Registrar		10 minutes	Admin. Aide III
Claims document	Release document		2 minutes	Admin. Aide III
TOTAL		P50.00/document	27 minutes	



10. Petition for Correction of Clerical Error Under RA No. 9048

Authority to correct clerical or typographical error and to change first name or nickname. The City/Municipal Civil Registrar Consul General, including the Clerk of Shari'a Court in his capacity as District of Circuit Registrar of Muslim Marriages, Divorces, revocations of Divorces and Conversions are hereby authorized to correct clerical error or typographical error and to change first name or nickname in the civil registrar.

Office	Local Civil Registry Office
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	Owner of the record that contains the error to be corrected. Owner's spouse, children, parent, brother, sister, grandparents, guardian, or any other person duly authorized by law or by the owner of the document sought to be corrected. The authorization shall be in form of Special Power of Attorney (SPA).
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ul style="list-style-type: none"> • Certified true machine copy of the certificate or the page of the Registry Book containing the entry/entries sought to be CORRECTED and from PSA copy (SECPA) • At least 2 public or private documents showing the correct entry or entries upon which the correction shall be based such as but not limited to the following: <ul style="list-style-type: none"> - Baptismal Certificate - Birth Certificate (Wife/Husband-for marriage petition) - Voter's Affidavit/ Registration Record - GSIS/ SSS Record - Medical Record - Business Record - School Records • Other relevant documents which the petitioner or the City/Municipal Civil Registrar (C/MCR) or District Circuit Registrar (D/CR) may consider relevant and necessary for the approval of the petition 	



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submits all necessary supporting documents for the petition	Evaluates submitted documents and when all documents are complete, advise the client to pay the filing fee at the treasurer's office		5 minutes	Registration Officer
Pays the filing fee	Receives payment and issue OR	Filing fee P1,300.00 Indorsement P200.00	10 minutes	Treasurer's Office
Sign petition and wait until petition be approved by PSA. May also follow up at LCRO 1 or 2 months after the date of mailing the documents to PSA.	Prepares petition		20 minutes	Registration Officer
	Subscribes petition. Renders decision within 5 working days after the 10 days posting period.		15 days	
	Transmit copy of the decision to the OCRG		5 days after the date of decision	
	Prepares Certificate of Finality upon receipt of affirmation of decision by OCRG. Annotates.		20 minutes	
TOTAL		P1,500.00		

11. Petition for Change of First Name Under RA No. 9048/Correction of Birth Month & Date & Change of Sex Under RA No. 10172

Authority to change first name or nickname. The City/Municipal Civil Registrar Consul General, including the Clerk of Shari'a Court in his capacity as District of Circuit Registrar of Muslim Marriages, Divorces, revocations of Divorces and Conversions are hereby authorized to correct clerical error or typographical error and to change first name or nickname in the civil registrar.



Office	Local Civil Registry Office
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	Owner of the record that contains the error to be corrected. Owner's spouse, children, parent, brother, sister, grandparents, guardian, or any other person duly authorized by law or by the owner of the document sought to be corrected. The authorization shall be in form of Special Power of Attorney (SPA).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>FOR RA10172</u></p> <ul style="list-style-type: none"> • Certified true machine copy of the Certificated or the page of the registry book containing the entry sought to be CHANGED, both the PSA Copy and the LCRO Copy shall be submitted • Police Clearance • NBI Clearance • Clearance Certificate of no pending administrative or criminal case from employment (Affidavit of Non-Employment if not employed) • Earliest School Record or earliest school documents • Medical Records • Medical Certificate (from government accredited physician) • Baptismal Certificate • Voter's Affidavit/ Registration Record • Affidavit of Publication from newspaper of general circulation and copy of newspaper clipping • Civil registry records of ascendants • Marriage contract (if married) • Valid IDs • Other relevant documents which the petitioner or the City Civil Registrar or District Circuit Registrar may consider relevant and necessary for the approval of the petition 	



<p><u>FOR RA 9048</u></p> <ul style="list-style-type: none"> • Certified true machine copy of the Certificate or the page of the registry book containing the entry sought to be CHANGED and birth certificate issued by PSA • At least 2 public or private documents showing the correct entry or entries upon which the correction or change shall be based such as but not limited to the following: <ol style="list-style-type: none"> a. Baptismal Certificate b. Voter's Affidavit/ Registration Record c. GSIS/SSS Record d. Medical Record e. Business Record f. School Records • Police Clearance • NBI Clearance • Affidavit of Non-Employment • Certificate of Employment/ Certification of no pending administrative, civil or criminal case • Affidavit of Self-Employed • Affidavit of Publication from newspaper of general circulation and copy of newspaper clipping • Other relevant documents which the petitioner or the City Civil Registrar or District Circuit Registrar may consider relevant and necessary for the approval of the petition 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submits all necessary supporting documents for the petition	Evaluates submitted documents and when all documents are complete, advice the client to pay the filing fee at		10 minutes	Registration Officer



	the treasurer's office			
Pays the filing fee	Receives payment and issue OR	Filing fee P3,500.00 Indorsement P200.00	10 minutes	Treasurer's Office
Sign petition and wait until petition be approved by PSA. May also follow up at LCRO 1 or 2 months after the date of mailing the documents to PSA.	Prepares petition		20 minutes	Registration Officer
	Subscribes petition. Renders decision within 5 working days after the 10 days posting period.		15 days	
	Transmit copy of the decision to the OCRG		5 days after the date of decision	
	Prepares Certificate of Finality upon receipt of affirmation of decision by OCRG. Annotates.		20 minutes	
TOTAL		P3,700.00	15 days and 60 minutes	Excluding the 5 day processing time for the transmittal of decision to the OCRG

11. Registration of Legal Instruments

Registration of Court Decrees, as well as requests for Certified True Copies of annulment, adoption, correction of entry, change of name, presumptive death, court decrees with finality are required before annotations can be affected. Likewise, legal instruments such as Admission of Paternity, Legitimation, Affidavit to Use the Surname of the Father (AUSF).

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C
Who may avail	<ul style="list-style-type: none"> • Successful petitioners/party – plaintiffs in special proceedings in court regarding status of persons • Counsel of successful petitioners



	<ul style="list-style-type: none"> Any person having interest to register a public document, affidavit or government – issued paper relative to status of persons
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a. Legitimation

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Child's Certificate of Live Birth Marriage Certificate of Parents Joint Affidavit of Legitimation/RA9858 <p>Note: if one of the parents is deceased, the requirements indicated in RA 9858 will apply</p> <ul style="list-style-type: none"> Certificate of No Marriage (parents) Valid IDs of Parents 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the document for evaluation		5 minutes	Admin. Officer
Pays the filing fee	Receives payment and issue OR	Legitimation + endorsement P500.00 AUSF / Legitimation + endorsement P200.00	10 minutes	Treasurer's Office
Wait while the application is being processed	Process the application and register the Affidavit of Legitimation in the legal Instrument registry book		1 hour	Admin. Officer
Receive the application of legitimation	Release the application for legitimation		2 minutes	Admin. Officer
TOTAL			1 hour & 17 minutes	



b. Acknowledgement / Admission of Paternity

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Child's Certificate of Live Birth from PSA Four (4) Copies of Affidavit of Acknowledgement / Admission of Paternity to be registered The interested party must submit at least two (2) public/private instruments where the putative father duly recognized the child as his son/daughter (i.e. insurance policies, school records etc.) 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the document for evaluation		5 minutes	Admin. Officer
Pays the filing fee	Receives payment and issue OR	P300.00	10 minutes	Treasurer's Office
Wait while the application is being processed	Process the application and register the Affidavit of Acknowledgement / Admission of Paternity in the legal Instrument registry book		10 minutes	Admin. Officer
Receive the application of Acknowledgement / Admission of Paternity	Release the application for Acknowledgement / Admission of Paternity		2 minutes	Admin. Officer
TOTAL		P300.00	27 minutes	



**c. RA 9255 (Affidavit to Use the Surname of the Father)
(Highly Technical)**

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Notarized Affidavit to Use the Surname of the Father (Secure form from the Birth Division) • Birth Certificate of the Child from PSA • Affidavit of Consent by the Mother • Child's Consent (if 18 years old and above) • Two (2) Valid ID of the Father • One (1) Valid ID of the Mother 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the required documents for evaluation	Receive the document for evaluation		5 minutes	Admin. Officer
Pays the filing fee	Receives payment and issue OR	P300.00	10 minutes	Treasurer's Office
Wait while the application is being processed	Process the application and register the Affidavit to Use the Surname of the Father in the legal Instrument registry book		10 minutes	Admin. Officer
Receive the application of RA 9255	Release the application for RA 9255		2 minutes	Admin. Officer
TOTAL		P300.00	27 minutes	

12. Supplemental Report

Supplementary report using the appropriate form (Certificate of Live Birth, certificate of Death, Certificate of Marriage) maybe filed to supply information inadvertently omitted when the document was registered.

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C



Who may avail		Owner of the document, 18 years old and above, parents and authorized person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certificate of Live Birth • Affidavit of Supplemental Report • Other documents to support the Supplemental Report 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submits all necessary supporting documents for the petition	Evaluates submitted documents and when all documents are complete, advice the client to pay the filing fee at the treasurer's office		5 minutes	Registration Officer
Pays the filing fee	Receives payment and issue OR	P400.00	10 minutes	Treasurer's Office
Wait while the document is being processed	Process the application for Supplemental Report		10 minutes	Registration Officer
Receive the application for Supplemental Report	Release the application for Supplemental Report		2 minutes	Registration Officer
TOTAL		P400.00	27 minutes	

13. Registration of Court Orders / Decrees

Registration of Court Orders, as well as request for Certified True Copies of annulment, adoption, correction of entry, change of name, presumptive death, court orders with finality are required before annotations can be effected.

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Counsel of the petitioner, husband, wife, adopting parents and authorized representative



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Original and 4 certified true copies of certified photocopy of the court order • Certificate of finality • Deed / Certificate of Registration • Certificate of authenticity 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Submit the requirements	Assess the requirements and issue the order of payment		5 minutes	Admin. Aide III
Pay the required fees	Receives payment and issue OR	P50.00 / page	10 minutes	Treasurer's Office
Present the OR	Process the request		30 minutes	Admin. Aide III
	Review, approve and sign the document		5 minutes	Civil Registrar
Receive the document	Record and release the document		2 minutes	Admin. Aide III
TOTAL			52 minutes	

14. Out of Town Registration of Birth, Marriage and Death Certificate

BIRTH - Out-of-Town reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

DEATH – When registration is not possible in the place of death and the Certificate of Death was presented to the civil registrar of the city or municipality other than the place of death, it shall be accepted by the civil registrar not for registration but to be forwarded to the civil registrar of the city or municipality where the death occurred.

Office	Local Civil Registry Office
Classification	Simple
Type of Transaction	G2C
Who may avail	<ul style="list-style-type: none"> • Persons 18 years of age and above • Either or both parents of minor child to sign the document



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH <ul style="list-style-type: none"> • PSA Negative Result • Affidavit of Two (2) Disinterested Persons • Voter's Affidavit • Baptismal Certificate • School Records • Marriage Certificate (if married) • Certificate of Live Birth, Certificate of Marriage and Certificate of Death • Residence Certificate of Parents • Medical Records MARRIAGE & DEATH <ul style="list-style-type: none"> • PSA Negative Result • Affidavit of Delayed Registration • Affidavit of Two (2) Disinterested Persons 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
INCOMING				
Submits all necessary documents	Checks and verifies the documents		5 minutes	Registration Officer
	The document is verified in the database, if yields negative, the registration will proceed		5 minutes	
	Prepares Order of Payment		3 minutes	
Pays the required fee	Receives payment and issue OR	P200.00	10 minutes	Treasurer's Office
	Prepares the Document <ul style="list-style-type: none"> • Entry in logbook • Execution of the document • If no record in the database, a registration shall proceed with complete 		10 minutes	Registration Officer



	<p>supporting documents</p> <ul style="list-style-type: none"> If a record is available in the database, a certified copy/certification of the document will be sent to the civil registrar 			
	Publication		10 day posting period	
	Signs and approves the documents after the lapse of the 10-day verification period, the application, it being complete in form and substance		5 minutes	Civil Registrar
	Mails the document to the concerned LCRO through official courier after its approval		10 minutes	Registration Officer
TOTAL		P200.00	10 days & 48 minutes	
OUTGOING				
Submits all necessary documents	Checks and verifies the documents		10 minutes	Registration Officer
	Prepares Order of Payment		3 minutes	
Pays the required fee	Receives payment and issue OR	P200.00	10 minutes	Treasurer's Office
	Prepares the Document		10 minutes	Registration Officer
	Signs and approves the documents, it being complete in form and substance		10 minutes	Civil Registrar
	Endorse the document to the concerned LCRO through official courier after its approval		10 minutes	Registration Officer
TOTAL		P200.00	53 minutes	



15. Endorsement of Civil Registry Records to the Civil Registrar-General

As a rule, all civil registrars submit civil registry documents to the Office of the Civil Registrar – General (OCRG) through their respective Philippine Statistics Authority (PSA) provincial offices.

There are instances when the PSA National Office cannot issue pertinent documents to interested parties because records are not available in its archives, or the requested documents are still being processed by the provincial office.

To facilitate the issuance of requested documents, the concerned Provincial Statistics Officer (PSO) or Civil Registrar is required to submit or endorse the needed documents to the PSA.

Office	Local Civil Registry Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Bona fide residents of Cabanatuan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • PSA Negative Result Certification • Certified true copy / photocopy of civil registry documents 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
INCOMING				
Submits all necessary documents	Checks and validates the documents		2 minutes	Admin. Aide III
	Verifies availability of the civil registry document in the computer database and if the record yields positive in the database, informs the client that the endorsement of the same to PSA shall proceed		5 minutes	
	Prepares Order of Payment		3 minutes	
Pays the required fee	Receives payment and issue OR	P200.00	10 minutes	Treasurer's Office



	<ul style="list-style-type: none"> • Checks/reviews the entry of the document to be prepared • Prepares certifications/certified true copy of the document and endorsement letter to PSA 		10 minutes	Registration Officer
	Reviews, signs and approves the documents for endorsement		5 minutes	Civil Registrar
Receives and mails the document for endorsement	Releases client's copy of the endorsement		3 minutes	Registration Officer
TOTAL		P200.00	38 minutes	



SOCIAL SERVICES OFFICE
CITY DISASTER RISK REDUCTION MANAGEMENT
OFFICE



1. Request for Trainings

It is a known fact that the Philippines is prone to natural hazards such as typhoons, earthquakes, volcanic eruptions, landslides and tsunamis. Given our disaster risk profile, Republic Act (RA) 10121, otherwise known as the Philippine Disaster Risk Reduction and Management Act of 2010”, was enacted on 27 May 2010. This law paved the way for the institutionalization of the proactive Disaster Risk Reduction and Management or “DRRM” approach, which is the “systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies and improved coping capacities in order to lessen the adverse impacts of hazards and the possibility of disaster.”

Therefore, increasing the level of awareness and enhancing the capacity of the community against the threats and impacts of disaster through training has been an integral function of our office. Courses offered are:

- Water Search and Rescue (WASAR)
- Collapsed Structure Search and Rescue (CSSR)
- Project Maps Orientation for Integrated Safety for Evacuation System (MOISES)
- Basic Life Support and Standard First Aid (BLS and SFA)
- Project Junior Rescuer (JR)
- Disaster Awareness and Preparedness

During this pandemic, training may be provided via online platforms.

Office	City Disaster Risk Reduction and Management Office	
Classification	Simple	
Type of Transaction	G2C, G2B, G2G	
Who may avail	Private sector, NGOs, CVOs, LGUs and others	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Letter with the following information: <ul style="list-style-type: none"> ● Requested course ● Target date ● Target venue ● No. of participants ● Contact Number 		(Letter to be submitted must be addressed to the City Mayor.)



<ul style="list-style-type: none"> • Zoom/Google Account for Online Training • Computer with webcam • Computer speakers 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request to the City Mayor's Office (CMO) - Administrative Division.	1. Receives the approved letter of request from the City Mayor's Office.		5 minutes	Receiving Staff
	2. Upon receipt of the approved letter of request, the department head shall assign the task to the responsible division (Admin and Training/Research and Planning/Operations and Warning).		5 Minutes	Department Head
	3. Upon receipt of the instruction from the department head, the division chief shall plan and prepare for the training.		10 Minutes	Division Chief



3. Coordinate for the schedule and prepare training requirements if there are any.	4. Division chief shall coordinate with the requesting party regarding the schedule and other training requirements if there are any.		5 Minutes	
4. Attend and participate in the training.	5. Conduct the requested training.		<p>*No. of days to conduct the training will depend on the course requested</p> <p>For WASAR and CSSR, three to five days</p> <p>For BLS – SFA and Project JR, two – three days</p> <p>For Project MOISES and Disaster Awareness, one to two days</p>	<p>*Personnel-in-charge will be dependent on the course requested.</p> <p>For WASAR, CSSR, the Operations and Warning Division</p> <p>For BLS – SFA and Project JR, the Emergency Medical Team</p> <p>For Project MOISES and Disaster Awareness, the Admin and Training/Research and Planning Division</p>
TOTAL		FREE OF CHARGE	25 minutes processing of request	



2. 24/7 Emergency Response

Aside from increasing the level of awareness and enhancing the capacity of the community against the threats and impacts of disaster, the CDRRMO also provides 24/7 Emergency Response to vehicular and medical emergencies. An Emergency Medical Service (EMS) team is composed of nurses who are also licensed Emergency Medical Technicians (EMTs) assisted by trained first-aiders and drivers. For 2019, the team has responded to 752 distressed calls and emergencies. 330 or 43.88% of which are vehicular accidents. Based from previous years, an increase of 59.32% was recorded.

Office	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Any individual who witnessed or is part of an accident			
REQUIREMENT				
<ul style="list-style-type: none"> Call or text to the CDRRMO Emergency Hotline Numbers Smart – 0908 881 1010 Globe – 0917 851 1320 				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Call the emergency hotline number.	1. The Central base shall receive the call.	Charge for the call shall be dependent on the Telecommunication Provider. However, response to the emergency shall be FREE OF CHARGE.	Call shall be answered immediately	Radio Operator
2. Caller shall provide necessary information such as caller's name, location of the accident, number of patients and type of vehicles involved and current status of patients as observed by the caller.	2. The Radio Operator will gather information regarding the emergency. 3. After gathering necessary information, the operator will advise the		1 - 3 Minutes	



	<p>caller to wait for the EMS Team.</p> <p>Operator shall pass on the information to the EMS Team for response and the PNP for coordination and assistance.</p>			
	<p>3. After receiving information on the accident, EMS will request for dispatch and proceed to the scene.</p>		<p>3 - 20 minutes</p> <p>*Depends on the location of the accident and the traffic condition during the response.</p>	<p>EMS Team</p>
<p>3. Caller may wait for the team to arrive in scene or call back to ask for an update regarding the reported incident.</p>	<p>4. EMS Team shall conduct first-aid and/or transport to the nearest hospital if necessary. All SOPs will be complied.</p>			
<p>TOTAL</p>		<p>FREE OF CHARGE</p>	<p>20 minutes</p>	



3. Request for Medical Standby During Planned Events

During planned events such as fun runs, concerts, fiestas and others, the CDRRMO extends help by providing medical standby. Participants who may faint, feel bad or encounter an accident may count on the team for first-aid and/or transfer to the nearest health facility.

Office	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Private sector, NGOs, CVOs, LGUs, Schools and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter with the following information: <ul style="list-style-type: none"> • Title of Event • Target date • Target venue • No. of participants • Contact Number 		(Letter to be submitted must be addressed to the City Mayor.)		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request to the City Mayor's Office (CMO) - Administrative Division.	1. Receives the approved letter of request from the City Mayor's Office.		5 minutes	Receiving Staff
	2. Upon receipt of the approved letter of request, the department head shall assign the task to the Operations and Warning Division.		5 Minutes	Department Head
	3. Upon receipt of the		10 Minutes	Division Chief



	instruction from the department head, the division chief shall schedule and coordinate the request.			
3. Coordinate for the schedule and other requirements if there are any.	4. On the day of the event, the assigned team will proceed to the venue for medical standby.		*Time will depend on the duration of the event.	EMS Team
4. Requesting party shall sign a form stating that the team arrived in the event.	5. After the event, the assigned EMS Team will submit a post activity report to the Research and Planning Division.			
TOTAL		FREE OF CHARGE	20 minutes processing of approved request	

4. Request for Transportation Assistance

With the approval of the City Mayor's Office, the CDRRMO provides ambulance service to patients who are in need to be transferred to and/or from a health facility or home. Apart from that, our office also provides transportation assistance using rescue trucks to agencies requesting for mass transfer of individuals or equipment.

Office	City Disaster Risk Reduction and Management Office
Classification	Simple
Type of Transaction	G2C, G2B, G2G



Who may avail		Private sector, NGOs, CVOs, LGUs, Schools and others		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with the following information: <ul style="list-style-type: none"> • Name • Address • Contact Number • Destination 		(Letter to be submitted must be addressed to the City Mayor.)		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request to the City Mayor's Office (CMO) - Administrative Division.	1. Receives the approved letter of request from the City Mayor's Office.		5 minutes	Receiving Staff
	2. Upon receipt of the approved letter of request, the department head shall assign the task to the Operations and Warning Division.		5 Minutes	Department Head
	3. Upon receipt of the instruction from the department head, the division chief shall schedule and coordinate the request. For ambulance service, the CDRRMO		10 Minutes	Division Chief



	shall contact the relative of the patient to provide instructions prior to the transport.			
3. Coordinate for the schedule and other requirements if there are any. Patient and passenger/s must adhere to all SOPs.	4. On the day of the transfer, the assigned driver will proceed to the pick-up point and destination. All standard operating procedures shall be complied.		*Time will depend on the pick-up location and destination.	Driver
4. Requesting party shall sign a form stating that the personnel arrived to provide the transportation assistance.	5. After providing the transportation assistance, the assigned driver will submit a post activity report to the Research and Planning Division.			
TOTAL		FREE OF CHARGE	20 minutes processing of approved request	



5. Request for Disinfection

President Rodrigo Roa Duterte declared a State of Public Health Emergency throughout the Philippines, through Proclamation No. 922 which recognizes that the COVID-19 outbreak constitutes to a national security threat. On March 11, the WHO declared COVID-19 a pandemic, pushing the threat beyond the global health emergency it had announced in January.

In response, to prevent the spread of the virus, the Local Government of Cabanatuan, through CDRRMO conducts regular disinfection of public and private establishments.

Office	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Private sector, NGOs, CVOs, LGUs, Schools and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with the following information: <ul style="list-style-type: none"> • Name • Address • Contact Number • Date 		(Letter to be submitted must be addressed to the City Mayor.)		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request to the City Mayor's Office (CMO) - Administrative Division.	1. Receives the approved letter of request from the City Mayor's Office.		5 minutes	Receiving Staff
	2. Upon receipt of the approved letter of request, the department head shall		5 Minutes	Department Head



	assign the task to the Operations and Warning Division.			
3. Coordinate for the schedule and other requirements if necessary.	3. Upon receipt of the instruction from the department head, the division chief shall schedule and coordinate the request.		10 Minutes	Division Chief
4. Requesting party shall assist the team during disinfection.	4. The disinfection team will proceed to the area for disinfection.		*Time will depend on the duration of the event.	Disinfection Team
5. Requesting party shall sign a form stating that the personnel arrived to provide the disinfection services.	5. After providing the disinfection, the team leader will submit a post activity report to the Research and Planning Division.			
TOTAL		FREE OF CHARGE	20 minutes processing of approved request	



6. Request for Antibody Rapid Testing

The Department of Health Memorandum No. 2020-0180 entitled “Revised Interim Guidelines on Expanded Testing for Covid-19 is defined as testing all individuals who are at-risk of contracting Covid-19 infection.

The Local Government of Cabanatuan in response to the National Government’s strategy to locate, isolate and cure Probable Covid Patients, conducts real-time polymerase chain reaction (RT-PCR) to vulnerable members of the community.

Office	City Disaster Risk Reduction and Management Office			
Classification	Simple			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Private sector, NGOs, CVOs, LGUs, Schools and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with the following information: <ul style="list-style-type: none"> ● Name ● Address ● Contact Number ● Date ● List of names to be tested ● Waiver ● Health Declaration Form 		(Letter to be submitted must be addressed to the City Mayor.) *Waiver and health declaration form will be given by CDRRMO before the testing.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the letter of request to the City Mayor’s Office (CMO) - Administrative Division.	1. Receives the approved letter of request from the City Mayor’s Office.		5 minutes	Receiving Staff
	2. Upon receipt of the approved letter of request, the		5 Minutes	Department Head



	department head shall assign the task to the Operations and Warning Division.			
3. Coordinate for the schedule and other requirements if there are any.	3. Upon receipt of the instruction from the department head, the EMS Team Leader shall schedule and coordinate the request.		10 Minutes	EMS Team Leader
4. Requesting party shall prepare for the conduct of the testing. All enlisted must arrive 30 minutes prior to the schedule for verification.	4. The EMS Team shall proceed to the assigned place for the testing.		*Time will depend on the duration of the event.	EMS Team
5. Duly accomplished forms shall be submitted by tested individuals as proof that the activity was conducted.	5. After the antibody rapid testing, all forms shall be submitted to the Operations and Warning Division for encoding. For patients who will test positive, the CDRMO			



	through the CHO will coordinate to the BHERT for further instructions.			
TOTAL		FREE OF CHARGE	20 minutes processing of approved request	



**SOCIAL SERVICES OFFICE
CITY HEALTH OFFICE**



1. Medical Services

1.1. Medical Consultation (Face-to-Face) Services

The health of every citizen is a constitutionally protected right. Enforced through the enactment of Republic Act No. 11223 or the Universal Health Care for All Filipino, the City Health Office, as a Primary Level Health Care provider, is dedicated to provide quality and cost-effective, promotive, preventive, curative, rehabilitative and palliative health care services.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents with limitation to pandemic crisis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of patient/client except patients on quarantine or isolation.				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Patient will proceed to Consultation Area	2.1. Interview and Assessment, Patient Profiling, Vital Signs Taking, Blotter Record in Patient Treatment Card	Free of Charge	10 Minutes	Nurse-on-Duty
	2.2. Medical Examination, Medical Advice, Prescription of medication (if any), Issuance of Laboratory Request (if any)	Free of Charge	Simple: 5-10 Minutes Complex: 15-20 Minutes	Physician-on-Duty
3. Receive Prescribed Medicine	3. Provide available medicine and give additional Health Instructions	Free of Charge	5 Minutes	Nurse-on-Duty
TOTAL		Free of Charge	Simple: 25-30 Minutes	Complex: 35-40 Minutes



1.2. Medical Consultation (Telemedicine) Services

The serious threat to health, safety, security, and lives of the Filipinos brought about by the pandemic crisis posed a hindrance to accessible healthcare service. The DOH-NPC Joint Memorandum Circular No.2020-0001 provides for the guidelines on the Use of Telemedicine in COVID-19 Response to enable patients to receive health services even while staying at home.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents with limitation to pandemic crisis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient/client with access to mobile phones, internet service and social media.				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will contact their Barangay's designated City Health Center	1.1. Interview and Initial Assessment	Free of Charge	10 Minutes	Nurse-on-Duty
	1.2. Assessment, Medical Advice, Prescription of medication (if any), Issuance of Laboratory Request (if any)	Free of Charge	Simple: 5-10 Minutes Complex: 15-20 Minutes	Physician-on-Duty
	1.3. Provide additional Health and Follow Up Instructions	Free of Charge	5 Minutes	Nurse-on-Duty
TOTAL		Free of Charge	Simple: 20-25 Minutes	Complex: 30-35 Minutes

1.3. Tuberculosis and Primary Complex Infection Treatment

The enactment of RA 10767 or the Comprehensive TB Elimination Plan Act of 2016 recognizes that Tuberculosis is a highly contagious but treatable disease that poses a public health problem. The City Health Office, in cooperation with the DOH and other government agencies, adopting a multisectoral approach, conforms to eliminate tuberculosis through prevention, diagnosis, treatment, care and support, and control of the disease.



Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents with complaint of productive cough for more than two weeks and who are not included in the Covid-19 Suspect or Probable Masterlist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of patient/client except patients on quarantine or isolation.				
2. Voter's ID or Certification		COMELEC		
3. 2x2 Picture				
4. Chest Xray Result		Hospital or Diagnostic Laboratory of clients' choosing		
5. Sputum Examination Result or Purified Protein Derivative skin Test Result (for children)		City Health Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to their Barangay's designated City Health Center	1.1 Temperature check, Health Declaration, Interview and Assessment	Free of Charge	5 Minutes	Frontline Personnel or Nurse-on-Duty
	1.2. Provide instruction on sputum collection, or schedule PPD Skin Test (for children)	Free of Charge	15 Minutes	Nurse/Midwife-on-Duty
	1.3. Receive and evaluate submitted requirements	Free of Charge	20 Minutes	Nurse-on-Duty
2. Receive Initial Anti-TB Medicine	2.1. Provide Initial TB Drugs, Give Health Instructions regarding proper intake of Fixed Dose Combination FDC medication and advise monthly follow-up to observe health progress	Free of Charge	5 Minutes	Nurse-on-Duty
TOTAL		Free of Charge	45 Minutes	



1.4. Animal Bite Treatment Services

DOH Administrative Order No.2007-0029 and 2009-0027 provides the Guidelines on the Management of Animal Bite while RA 7875 and RA 9241 (NHIP Act) includes the Animal Bite and Rabies Treatment under PhilHealth service package.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents with history of animal bite or contact to suspected rabies patient.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of patient/client except patients on quarantine or isolation.				
2. Voter's ID or Certification		COMELEC		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel or Nurse-on-Duty
2. Request for check-up at Animal Bite Treatment Center of the CHO	2.1. Interview and Assessment, Patient Profiling, Vital Signs Taking, provide First Aid treatment and endorse to Physician-on-Duty	Free of Charge	5 Minutes	Nurse-on-Duty
	2.2. Examines the patient and provide proper treatment and management.	Free of Charge	10 minutes	Physician-on-Duty
3. Receive Anti-Rabies Vaccine/ Anti-Rabies Serum	3. Administer Anti-Rabies Vaccine/ Anti-Rabies Serum	Free of Charge	10 minutes	Nurse-on-Duty
4. Receive Rabies - Exposure Prophylaxis Card	4. Provide Rabies - Exposure Prophylaxis Card, and additional Health and Follow Up Instructions for succeeding doses	Free of Charge	5 Minutes	Nurse-on-Duty
TOTAL		Free of Charge	45 Minutes	



1.5. Immunization Services

Presidential Decree No. 996 as amended by Republic Act No. 10152 otherwise known as the Mandatory Infants and Children Health Immunization Act of 2011, aims toward the protection of Filipino children from deaths and disability against vaccine-preventable diseases. The City Health Office provides free immunization among children ages 0 to 24 months and pregnant mothers to protect them from vaccine-preventable diseases such as Childhood Tuberculosis, Diphtheria, Pertussis, Tetanus, Polio, Measles, Mumps, Rubella or German Measles, Hepatitis B and H. Influenza Type B.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents in the eligible population			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of patient/client except patients on quarantine or isolation.				
2. Immunization Card		Hospital/Pediatric Clinic/Midwife		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Request for immunization at the City Health Center or Barangay Health Station assigned their barangay	2. Interview and Assessment, and Record patient to Target Client List (TCL)	Free of Charge	5 Minutes	Nurse/Midwife-on-Duty
3. Receive Vaccine and Immunization card	3. Administer scheduled vaccine and advise patient as to the next vaccination schedule, give additional health education regarding intervention for particular vaccine side-effects	Free of Charge	10 Minutes	Nurse/Midwife-on-Duty
TOTAL		Free of Charge	20 Minutes	



1.6. Family Planning Services

The City Health Office, in compliance with Republic Act 10354 or The Responsible Parenthood and Reproductive Health Act of 2012, guarantees universal access to medically-safe, non-abortifacient, effective, legal, affordable, and quality reproductive health care services, methods, devices, supplies and relevant information and education thereon according to the priority needs of women, children and other underprivileged sectors, who shall be voluntary beneficiaries of reproductive health care, services and supplies for free.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents who wants to adopt a Family Planning Method			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of patient/client except patients on quarantine or isolation.				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Request for Family planning services	2.1. Interview and Assessment, and endorse to Physician-on-Duty	Free of Charge	10 Minutes	Nurse/Midwife-on-Duty
	2.2. Examines the patient and provide appropriate family planning service	Free of Charge	5 Minutes	Physician-on-Duty
3. Receive Family Planning supplies/ medication/ device	3.1. Provide Family Planning supplies/ medication/ device	Free of Charge		Nurse/Midwife-on-Duty
	a. condom, pills or injectable contraceptives	Free of Charge	Simple: 1 Minute	Nurse/Midwife-on-Duty
	b. insertion of subdermal implant ^{1 2}	Free of Charge	Simple: 5 Minute	Physician-on-Duty
	c. removal of subdermal implant ^{1 2}	Free of Charge	Complex: 15-30 Minute	Physician-on-Duty



	3.2. Provide additional Health and Follow Up Instructions	Free of Charge	1 Minutes	Nurse-on-Duty
TOTAL		Free of Charge	Simple: 22-26 Minutes	Complex: 41-56 Minutes
¹ service available for scheduling				
² service currently unavailable due to current pandemic restriction				

2. Dental Services

2.1. Basic Oral Health Care Services

Dental Services serve a wide range of population which concentrates on dental health. Focuses on the promotive and preventive practices among pre-schoolers, children and pregnant mothers and the public in general.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	1. Cabanatuan City residents with Dental Health Problems 2. Pre-schoolers, Children and Pregnant mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of residence		Barangay Hall		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Proceed to the Dental Division	2.1. Interview and Assessment, Vital Signs Taking, Record in Patient Treatment Card, refer to Dentist-on-Duty	Free of Charge	5 Minutes	Dental Aide/ Dentist-on-Duty
	2.2. Conduct oral examinations, Lecture, prescribe appropriate medicine, give dental advise and refer to Nurse-on-Duty	Free of Charge	10 Minutes	Dental Aide/ Dentist-on-Duty
3. Receive prescribed medicine	3. Provide available medicine and give	Free of Charge	5 Minutes	Dental Aide/ Dentist-on-Duty



	additional Health Instructions			
TOTAL		Free of Charge	25 Minutes	

2.2. Issuance of Dental Certificate

The issuance of the Dental Certificate is required for the employment of a person in any business establishment and to determine the dental age in relation with the chronological age of all clients.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	1. Job Applicants 2. Children At Risk or Children in Conflict with the Law in custody of Cabanatuan City DSWD and PNP 3. Entertainment Establishment Worker's (EEW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certificate of residence		Barangay Hall		
2. Official Receipt of Payment		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Proceed to the Dental Division	2.1. Receive and evaluate requirements, Interview and Assessment, Vital Signs Taking, Record in Patient Treatment Card, refer to Dentist-on-Duty	₱50.00 as per City Ord. No. 38-2010	5 Minutes	Dental Aide/ Dentist-on-Duty
	2.2. Conduct dental examination, prepare, sign and record Dental Certificate		30 Minutes	Dental Aide/ Dentist-on-Duty
3. Receive Dental Certificate	3. Release Dental Certificate		5 Minutes	Dental Aide/ Dentist-on-Duty
TOTAL		₱50.00	45 Minutes	



3. Death / Medical Certification

3.1. Issuance of Death Certificate

The Civil Registry Law or Republic Act 3753 mandates the registration of all facts and acts concerning the civil status of persons from birth to death in appropriate civil registry books. While Section 91 of Presidential Decree No. 856 of the Code of Sanitation of the Philippines states that no remains shall be buried without a death certificate. This certificate shall be issued by the attending physicians. If there has been no physician in attendance, it shall be issued by the mayor, the secretary of the municipality where the death occurred.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Immediate Family member ¹ of the person who died within the jurisdiction of Cabanatuan City and was not seen by any Health Officer.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification		Barangay Hall		
2. Valid ID of Informant				
3. Marriage Contract (if spouse is the informant)		Local Civil Registrar		
4. Waiver for none insurance claim		City Health Office		
5. Autopsy Waiver		City Health Office		
6. Duly accomplished Profile Slip		City Health Office		
7. Official Receipt of Payment		City Treasurer's Office		
8. Death Certificate from hospital, in case person was declared Dead on Arrival (DOA)		Hospital		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Proceed to the Administrative Division, Fill-up Profile Slip, sign waivers and Submit requirements	2.1. Receive and evaluate requirements, and Validate information; Refer to Physician-on-Duty	₱50.00 as per City Ord. No. 38-2010	5 Minutes	Receiving Clerk/ Records Officer
	2.2. a Conduct interview and		5 Minutes	Physician-on-Duty



	assessment on Cause of Death			
	2.2.b. Review Death Certificate from issuing hospital		1 Minutes	Physician-on-Duty
	2.3. Prepare, Sign and record Death Certificate		15 Minutes	Receiving Clerk/ Physician-on-Duty/ Records Officer
3. Validate information and Claim Death Certificate	3. Release Death Certificate		2 Minutes	Receiving Clerk / Records Officer
TOTAL		₱50.00	28-32 Minutes	
¹ Authorized Representative of Immediate family member if physically absent to process Death Certificate upon presentation of Notarized Authorization				

3.2. Issuance of Medical Certificate

The issuance of Medical Certificate by a medical practitioner certifying the Physical Fitness and Well-being of a person prior to employment is pursuant to Memorandum Circular No. 34, Series of 1997 of the Civil Service Commission, and in accordance with CSC Resolution No. 97-4683 to ensure the highest degree of productivity of employees.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Any Individual seeking employment in the Government Service within the jurisdiction of Cabanatuan City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest X-ray		Diagnostic Laboratory / Hospital		
2. Complete Blood Count		Diagnostic Laboratory / Hospital		
3. Urinalysis		Diagnostic Laboratory / Hospital		
4. Drug Test		Diagnostic Laboratory / Hospital		
5. Psychological Test		Psychodiagnostic Center of client's choosing		
6. Duly accomplished Profile Slip		City Health Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel



2. Proceed to the Administrative Division, Fill-up Profile Slip, and Submit requirements	2. Receive and evaluate requirements, and Validate information; Refer to Physician-on-Duty	₱50.00 As Per Ord. No. 38-2010	5 Minutes	Receiving Clerk/ Records Officer
3. Patient will proceed to Consultation Area	3.1 Interview and Assessment, Vital Signs Taking, and endorse to Physician-on-Duty		5 Minutes	Nurse-on-Duty
	3.2 Conduct history Taking and physical examination, prepare, sign Medical Certificate		10 Minutes	Physician-on-Duty
	3.3 Prepare and record Medical Certificate		5 Minutes	Receiving Clerk / Records Officer
4. Validate information and Claim Medical Certificate	3.1 Release Death Certificate		2 Minutes	Receiving Clerk / Records Officer
TOTAL		₱50.00	32 Minutes	

4. Health Cards and Permits

4.1. Issuance of Health Certificate / Card

The issuance of the Health Certificate is required for the employment of a person in any business establishment which is stipulated in Presidential Decree No. 856 or the Code on Sanitation of the Philippines.

Office	City Health Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Any Person in any food and non-food establishment including ambulant vendors in the City of Cabanatuan.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Official receipt of payment		City Treasurer's Office
2. Working Permit		City Business & Investment Promotion Office
3. Chest X-ray		Hospital or Diagnostic Laboratory of clients' choosing
4. Fecalysis		
Additional Requirements for Resto-Videoke bars:		



5. Birth Certificate		Philippine Statistic Authority		
6. Biodata				
7. Dental Certificate		Dental Division/City Health Office		
8. 2x2 and 1x1 picture				
9. HIV-AIDS Counseling (for Entertainment Establishment Worker's)		Nursing Division/City Health Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Submit requirements in the Sanitation Division	2.1 Receive and evaluate submitted requirements	₱100 as per City Ord. No. 38-2010	5 Minutes	Sanitation Inspector-on-Duty
	2.2 Prepare, record and sign Health Certificate		5 Minutes	Sanitation Inspector/ Physician-on-Duty
3. Validate and Receive Health Certificate/Card	3. Release of Health Certificate/Card		3 Minutes	Sanitation Inspector-on-Duty
TOTAL		₱100.00	18 Minutes	

4.2. Issuance of Sanitary Permit

The issuance of the Sanitary Permit is required for any food and non-food establishment engaged in business within the jurisdiction of Cabanatuan City as stipulated in Presidential Decree No. 856 or the Code on Sanitation of the Philippines.

Office	City Health Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Any Person or entity engaged in any food and non-food establishment including ambulant vendors in the City of Cabanatuan.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Form		Sanitation Division
2. Health Certificate/Medical Certificate		City Health Office
3. Barangay Certificate		Barangay Hall
4. City Clearances of Present Business		
a. Zoning Permit		City Planning and Development Office
b. Building Permit		City Engineering Office



c. Electrical Permit		City Engineering Office		
d. Fire Clearance		Bureau of Fire Protection		
e. Building/Occupancy Permit		Office of the Building Official		
5. DTI Business Registration (photocopy)		Department of Trade and Industry		
6. Floor Plan Sketch				
7. Water Bill/Certificate of Water Potability		Prime Water		
8. Environmental Compliance Certificate (ECC)/ Certificate of Non-Coverage (CNC) (If Applicable)		Department of Environment and Natural Resources		
9. Waste Contractor/Waste Management Plan		Service Provider		
10. Septic Tank Certification		Cabanatuan City Environment and Natural Resources Office		
11. Vermin/Pest Control Plan		Service Provider		
12. Environmental Sanitation Clearance (ESC) (If Applicable)		Department of Health		
13. License to Practice - for Personnel/Operators (If Applicable)		Professional Regulatory Commission, Department of Health, Technical Education and Skills Development Authority		
14. License to Operate		Food and Drug Authority, Department of Health, Department of Environment and Natural Resources		
15. Site Inspection		City Health Office		
16. Official Receipt of Payment and or Business Permit/Registration		City Treasurer's Office, City Business Licensing & Investment Promotion Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Submit requirements in the Sanitation Division	2.1. Receive and evaluate submitted requirements	₱200 - ₱500 as per City Ord. No. 38-2010	5 Minutes	Sanitation Inspector-on-Duty
	2.2 Prepare, record and sign Sanitary Permit		5 Minutes	Sanitation Inspector/ Physician-on-Duty
3. Validate and Receive Sanitary Permit	3. Release of Sanitary Permit		3 Minutes	Sanitation Inspector-on-Duty
TOTAL		₱200 - ₱500	18 Minutes	



4.3 Issuance of Exhumation Permit

The issuance of the Exhumation Permit is required for the Disinterment of a Deceased Person which is stipulated in Presidential Decree No. 856 or the Code on Sanitation of the Philippines for any purpose.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Any Immediate family member of the deceased or his duly authorized representative as permitted by law.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (at least 3 years from date of burial if cause of death is non-communicable or 5 years if cause of death is communicable)		Local Civil Registry		
2. Official receipt of payment		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Submit requirements in the Sanitation Division	2.1 Receive and evaluate submitted requirements	₱100 as per City Ord. No. 38-2010	5 Minutes	Sanitation Inspector-on-Duty
	2.2 Prepare, record and sign Exhumation Permit		5 Minutes	Sanitation Inspector/ Physician-on-Duty
3. Validate and Receive Exhumation Permit	3. Release of Exhumation Permit		3 Minutes	Sanitation Inspector-on-Duty
TOTAL		₱100.00	18 Minutes	

4.4 Issuance of Cremation Permit

The issuance of a cremation permit is required for the cremation of the remains of a deceased person as per Department of Health Regulation.

Office	City Health Office
Classification	Simple
Type of Transaction	G2C



Who may avail	Any Immediate family member of the deceased or his duly authorized representative as permitted by law.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (at least 3 years from date of burial if cause of death is non-communicable or 5 years if cause of death is communicable)		Local Civil Registry		
2. Official receipt of payment		City Treasurer's Office		
3. Transfer Permit (If remains will come from another city or municipality)		Local Civil Registry		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Submit requirements in the Sanitation Division	2.1. Receive and evaluate submitted requirements	₱100 as per City Ord. No. 38-2010	5 Minutes	Sanitation Inspector-on-Duty
	2.2. Prepare, record and sign Cremation Permit		5 Minutes	Sanitation Inspector/ Physician-on-Duty
3. Validate and Receive Cremation Permit	3. Release of Cremation Permit		3 Minutes	Sanitation Inspector-on-Duty
TOTAL		₱100.00	18 Minutes	

5. Laboratory Services

The Laboratory is open 8 hours a day, 5 days a week from Monday to Friday, and offers routine tests in Hematology, Clinical Microscopy and Clinical Chemistry along with Direct Sputum Smear Microscopy and Genexpert for Tuberculosis and Social Hygiene Services.

Office	City Health Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Cabanatuan City residents with current and valid laboratory request
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Properly filled laboratory request form from the physician. ¹	
City Health Office	



2. Counseling Form (HIV and Syphilis Test)		City Health Office		
¹ No Laboratory examination will be done without a valid request form.		¹ No Laboratory examination will be done without a valid request form.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Submit requirements in the Laboratory Division	2.1 Receive and evaluate submitted requirements, Validate information	Free of Charge	5 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
3. patient will submit self for collection of specimen	3.1 Specimen Collection	Free of Charge	5 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
	3.1.a Blood			
	Complete Blood Count			
	Fasting/Random Blood sugar			
	Serum Cholesterol			
	Serum Uric Acid			
	Hepatitis B Test			
	HIV Test			
	Syphilis Test			
	3.1.b Urinalysis			
	3.1.c Vaginal Smear			
	3.1.d Direct Sputum Smear Microscopy			
	3.1.e TB Genexpert			
3.2.a Blood				
Complete Blood Count				
Fasting/Random Blood sugar				
Serum Cholesterol				
Serum Uric Acid				
Hepatitis B Test				
HIV Test				
Syphilis Test				
3.2.b Urinalysis				
3.2.c Vaginal Smear				



	3.2.d Direct Sputum Smear Microscopy		120 Minutes	
	3.2.e TB Genexpert		180 Minutes	
4. Claim Laboratory Results	4. Releasing Laboratory Results	Free of Charge	5 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
TOTAL		₱100.00	18 Minutes	

5.1. COVID-19 Rapid Antigen / Antibody Testing

The Laboratory is open 8 hours a day, 5 days a week from Monday to Friday, and offers Covid-19 Diagnostic Testing for Community monitoring of cases.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents with current and valid laboratory request			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Properly filled laboratory request form from the physician. No Laboratory examination will be done without such request form		City Health Office		
2. Properly filled out Consent form		City Health Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Submit requirements in the Laboratory Division	2.1 Receive and evaluate submitted requirements, Validate information	Free of Charge	5 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
3. patient will submit self for collection of specimen	3.1 Specimen Collection	Free of Charge	5 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
	3.1.a Blood			
	3.1.b Naso-pharyngeal Swab			
	3.2 Specimen Processing	Free of Charge	30 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
	3.2.a. Rapid Antibody Test			



	3.2.b. Rapid Antigen Test			
	4. Informing and Recording of Laboratory Results	Free of Charge	5 Minutes	Laboratory Aide/ Medical Technologist-on-Duty
TOTAL		Free of Charge	50 Minutes	

6. Pre-Marriage Counseling Seminar

The issuance of Pre-Marriage Certificate is a provision under PD No.965 or the decree requiring applicants for Marriage License to receive counseling on Family Planning and Responsible Parenthood.

Office	City Health Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City residents of legal age and applying for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application of Marriage License.		Local Civil Registrar		
2. Official Receipt of Payment		City Treasurer's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will proceed to triage area.	1. Temperature check, Health Declaration, and Initial Screening	Free of Charge	5 Minutes	Frontline Personnel
2. Proceed to the Population Division	2.1 Receive and evaluate submitted requirements, conduct interview	₱60.00 as per City Ord. No. 38-2010	5 Minutes	Population Program Worker/Population Program Officer
	2.2 Conduct Seminar/ Counselling		120 Minutes	Population Program Worker/Population Program Officer
	2.3 Prepare, record and sign Pre-Marriage Counselling Certificate		5 Minutes	Population Program Worker/Population Program Officer/ City Health Officer II



3. Claim Pre-Marriage Certificate	3. Release of Pre-Marriage Certificate		2 Minutes	Population Program Worker/Population Program Officer
TOTAL		₱60.00	137 Minutes	



**SOCIAL SERVICES OFFICE
CITY LIVELIHOOD AND COOPERATIVES
DEVELOPMENT OFFICE**



1. Livelihood Skills / Employable Skills Training

Provision of livelihood skills and employable skills training for livelihood and job opportunities, caters to individuals, associations, and cooperatives in Cabanatuan City.

Office	City Livelihood and Cooperatives Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Individuals, associations, cooperatives, groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed		The individual, association, cooperative, or organization		
Name of the individual, association, cooperative, and organization with complete address and contact number				
List of members				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of request to the receiving personnel	1.1 Records and forwards to the Livelihood Management Division for evaluation	None	10 minutes	Administrative personnel / Administrative Division
	1.2 Evaluates the documents and coordinates with the Training and Research Section for Training Proposal Preparation		2 hours	Development Management Officer IV / Livelihood Development and Management Division
	1.3 Prepares Training Proposal for the conduct of Livelihood Skills / Employable Skills Training		1 day	Project Development Officer II / Training and Research Section
	1.4 Recommends		2 hours	Development Management



	approval of the training to the head of office			Officer IV / Livelihood Development and Management Division
	1.5 Approval of documents		5 minutes	CG Department Head I / City Livelihood and Cooperatives Development Office
2. Receive the approved request and schedule of training	2.1 Release the approved documents with the attached schedule of training		15 minutes	Administrative personnel / Administrative Division
TOTAL		None	1 day & 4 hours & 30 minutes	

2. Conduct of Orientation to Would-be Cooperatives

Orientation for organizations, groups, and associations who are interested in starting a cooperative.

Office	City Livelihood and Cooperatives Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Would-be cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed		The group itself		
Name of the group, organization, association, or cooperative with complete address and contact number				
List of members				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of request to the receiving personnel	1.1 Records and forwards to the Cooperatives Development	None	10 minutes	Administrative personnel / Administrative Division



	Division for evaluation			
	1.2 Evaluates the documents and coordinates with the group, organization, association, and cooperative for the schedule of the orientation		2 hours	Senior Cooperatives Development Officer / Cooperatives Development Division
	1.3 Recommends approval of the orientation to the head of office		2 hours	Senior Cooperatives Development Officer / Cooperatives Development Division
	1.4 Approval of the orientation		5 minutes	CG Department Head I / City Livelihood and Cooperatives Development Office
TOTAL		None	4 hours & 30 minutes	

3. Conduct of Pre-Registration Seminar (PRS) and Pre-Membership Education Seminar (PMES)

The Pre-Registration Seminar and Pre-Membership Education Seminar is conducted to prospective members of existing and would-be primary cooperatives as a requirement to registration of cooperatives and as prescribed by the Philippine Cooperative Code of 2008.

Office	City Livelihood and Cooperatives Development Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Prospective members of existing and would-be cooperatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Letter request duly signed		The group itself
Name of the group, organization, association, and cooperative with		



complete address and contact number				
List of members				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of request to the receiving personnel	1.1 Records and forwards to the Cooperatives Development Division for evaluation	None	10 minutes	Administrative personnel / Administrative Division
	1.2 Evaluates the documents and coordinates with the group, organization, association, and cooperative for the schedule of the seminar		4 hours	Senior Cooperatives Development Officer / Cooperatives Development Division
	1.3 Prepares letter of request for the conduct of PRS / PMES to be forwarded to the Cooperative Development Authority		2 hours	Cooperatives Development Specialist I / Cooperatives Development Division / Cooperatives Development Authority
	1.4 Approval of documents		5 minutes	CG Department Head I / City Livelihood and Cooperatives Development Office
2. Receive the approved request and schedule of seminar	2.1 Release the approved documents with the attached schedule of		15 minutes	Administrative personnel / Administrative Division



	PRS / PMES seminar			
TOTAL		None	6 hours & 30 minutes	

4. Issuance of Cooperative's Certificate of Good Standing

Cabanatuan City Cooperatives may request for a Certificate of Good Standing provided that they have complied with the mandatory requirements as provided in The Philippine Cooperative Code.

Office	City Livelihood and Cooperatives Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed		The cooperative itself		
Certificate of compliance				
Financial Statement				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of request to the receiving personnel	1.1 Records and forwards to the Cooperatives Development Division for evaluation	None	10 minutes	Administrative personnel / Administrative Division
	1.2 Check the completeness of the requirements and assess the standing of the requesting cooperative		1 hour	Cooperatives Development Specialist I / Cooperatives Development Division
	1.3 Prepare and submit the Certificate of Good Standing to Head of Office		1 hour	Cooperatives Development Specialist I / Cooperatives Development Division
	1.4 Recommends approval of the Certificate of		10 minutes	CG Department Head I / Senior Cooperatives Development



	Good Standing to the Local Chief Executive			Specialist / City Livelihood and Cooperatives Development Office
	1.5 Approval of the Certificate of Good Standing		10 minutes	City Mayor / City Mayor's Office
2. Receive the approved Certificate of Good Standing	2.1 Release the approved documents to the requesting cooperative		15 minutes	Administrative personnel / Administrative Division
TOTAL		None	2 hours & 45 minutes	

5. Capacity Enhancement Seminars for Cooperatives

Conduct of mandatory and supplemental trainings and seminars for cooperatives.

Office	City Livelihood and Cooperatives Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed		The cooperative itself		
Name of the Cooperative with complete address and contact number				
List of members				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of request to the receiving personnel	1.1 Records and forwards to the Cooperatives Development Division for evaluation	None	10 minutes	Administrative personnel / Administrative Division
	1.2 Evaluates the documents and coordinates with the		2 hours	Senior Cooperatives Development Specialist / Cooperatives



	Training and Research Section for Training Proposal Preparation			Development Division
	1.3 Prepares Training Proposal for the conduct of Mandatory / Supplemental Training for Cooperatives		1 day	Project Development Officer II / Training and Research Section
	1.4 Recommends approval of the training to the head of office		2 hours	Senior Cooperatives Development Specialist / Cooperatives Development Division
	1.5 Approval of documents		5 minutes	CG Department Head I / City Livelihood and Cooperatives Development Office
2. Receive the approved request and schedule of training	2.1 Release the approved documents with the attached schedule of training		15 minutes	Administrative personnel / Administrative Division
TOTAL		None	1 day & 4 hours & 30 minutes	

6. Issuance of Certificate to Conduct TESDA Vocational Courses

Technical vocational institutes (TVI's) may request for a clearance to conduct face-to-face classes of vocational courses provided that they have passed the local interagency task force inspection and complied with the mandatory requirements as provided by the TESDA and IATF Guidelines.



Office	City Livelihood and Cooperatives Development Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Technical Vocational Institutes in Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request duly signed		The TVI itself		
Portfolio featuring compliance to the guidelines				
Business Continuity Plan				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of request to the receiving personnel	1.1 Records and forwards to the Training and research section for evaluation	None	10 minutes	Administrative personnel / Administrative Division
	1.2 Check the completeness of the requirements and assess the TVI based on its portfolio		1 hour	Project Development Officer I / Training and Research Section
	1.3 Inspection of the TVI together with the Local Inter-agency Task Force members		4 hours	Project Development Officer II / Training and Research Section
	1.4 Prepare and submit inspection report and draft clearance to conduct face-to-face to head of office		2 hours	Project Development Officer I / Training and Research Section
	1.5 Recommends approval of the clearance to conduct face-to-face vocational		10 minutes	Project Development Officer II / Training and Research Section



	courses to the head of office			
	1.5 Approval of the Clearance to conduct face-to-face vocational courses		10 minutes	CG Department Head I / City Livelihood and Cooperatives Development Office
2. Receive the clearance to conduct face-to-face vocational courses	2.1 Release the approved documents to the requesting cooperative		15 minutes	Administrative personnel / Administrative Division
TOTAL		None	7 hours & 45 minutes	



SOCIAL SERVICES OFFICE
MVG CABANATUAN CITY GENERAL HOSPITAL



1. Availment of Medical Services on Out-Patient Department (OPD)

Schedule of Consultation

Monday	-	Gastro Clinic – (9:00 AM) Surgery Clinic – (1:00 PM)
Tuesday	-	Pedia Clinic – (8:00 AM) Ortho Clinic – (1:00 PM)
Wednesday	-	1 st Week & 3 rd Week - Prenatal Check-up 2 nd Week – OR Day 4 th Week – OB-Gyne
Thursday	-	General Medicine – (9:00 AM) ENT Clinic – (1:00 PM)
Friday	-	Optha Clinic – (9:00 AM) Derma Clinic – (9:00 AM) Specialty Medicine – (1:00 PM)
Saturday	-	Psychiatric Clinic – (9:00 AM)

Office		MVG Cabanatuan City General Hospital		
Classification		Simple		
Type of Transaction		G2C		
Who may avail		General public with limitation due to pandemic crisis		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of patient/client				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Patient will be required to proceed to the triage area for assessment	1.1 Interview, assess, check temperature and record.	None	5 Minutes	Frontline Personnel
2. Proceed to the Nursing Division	2.1 Patient Profiling, blotter record in patient treatment card		10 Minutes	Nurse on Duty
	2.2 Undergo Medical examination, prescribe appropriate		Simple = 5-10 minutes Complex = 15-20 minutes	Medical Officer on Duty



	medicines, give medical advice.			
3. Receive Prescribed Medicines	3.1 Provide available medicines and give additional Health Instructions.		5 Minutes	Nurse on Duty
TOTAL		None	Simple = 30 minutes Complex = 40 Minutes	

2. Issuance of Medical/Medico Legal Certificate, Other Medical Records

A Medical Record, Medical Certificate and Medico Legal Certificate is issued to patient upon request for reference purposes and other legal matters

Office	MV Gallego Cabanatuan City General Hospital / Medical Records Section			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Patients confined / treated in this hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal request		Records Section		
2. Police or Barangay request		Police Station or Barangay		
3. ID		Patient and/or Representative		
4. Authorization Letter (if patient is unavailable)		Patient		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Fill up requisition slip	1.1 Interview client, receive formal request	None	10 Minutes	Medical Officer / Clerk
	1.2 Retrieve medical records, seek clearance from attending physician	None	10 Minutes	Medical Officer / Clerk



	1.3 Prepare medical Certificate	None	5 Minutes	Medical Officer / Clerk
	1.4 Attending Physician/other Physicians concerns review and sign the certificate	None	10 Minutes	Medical Officer / Clerk
2. Receive the certificate	Release the certificate and attach one copy to file	None	5 Minutes	Medical Officer / Clerk
TOTAL		None	40 Minutes	

3. Hemodialysis Treatment

Hemodialysis treatment is provided to patients who had totally lost kidney function due to Chronic Kidney Disease or to some patients who have temporarily malfunctioning Kidneys.

Office	MV Gallego Cabanatuan City General Hospital / Dialysis Section	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Patients with Chronic Kidney Disease or Acute Kidney Injury needing Hemodialysis	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Endorsement letter from present nephrologist	Current Nephrologist	
2. Medical Abstract	Current Nephrologist	
3. Copy of 2 latest hemodialysis record	Current hemodialysis Clinic	
4. Certification of vaccinations received	Current hemodialysis Clinic	
5. Philhealth Dialysis Database (PDD)	Current hemodialysis Clinic	
6. Certificate of availment for hemodialysis sessions using Philhealth	Current hemodialysis Clinic	
7. Certificate of availment for hemodialysis sessions using Philhealth	Current hemodialysis Clinic or Hospital where admitted during the current year	
8. Latest Laboratory results	Licensed Diagnostic Laboratories	



Results w/in 1 month:				
*CBC				
*Creatinine				
*Potassium				
*Calcium				
*Sodium				
*Phosphorus				
*Uric Acid				
*BUN				
*Blood typing				
Results w/in 3 months:				
*Hbsag				
*Anti-HIV				
*HIV				
Results w/in 1 week:				
*Chest X-ray				
*COVID-19 rapid test result (IgG and IgM)				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to OPD Dialysis Section	Conduct patient interview, check requirements for completion	None	5 Minutes	Dialysis Nurse on duty
2. Admitting Section	Prepare patient's blotter	None	3 Minutes	Admitting Clerk
3. Proceed to OPD Dialysis Section	3.1 Gather data, obtain consent, Vital signs and weighing	None	10 Minutes	Dialysis Nurse on duty
	3.2 Refer patient to Dialysis Physician on Duty for initial Physician's order for hemodialysis and physical assessment	None	1 Minute	Dialysis Nurse on duty
4. Physical assessment and History taking	Examine patient and check laboratory	None	30 Minutes	Dialysis Resident Physician on duty



	results, prescribe initial orders for hemodialysis treatment			
5. Dialysis Unit treatment area	Prepare patient for dialysis, priming of extracorporeal circuit	None	30 Minutes	Dialysis Nurse on duty
	Conduct Hemodialysis - 1st session - 2nd session - 3rd session and so on	None	- 2/12 hours -3 1/2 hours - 4 hours or more	Dialysis Nurse on duty and Dialysis Technician
6. Proceed to billing and cashier for processing of philhealth documents and settling of bills	Process patient's bill	With Philhealth - no Cash out Without philhealth Cab- residents Php1000 Non-cab residents Php2,884 including PF	2 Minutes	Billing Clerk and Cashier
7. Proceed to Records Section if using philhealth after billing section	Provide Philhealth claim form to be filled-up by patient	None	2 Minutes	Records Clerk
8. Continuation of Dialysis Section procedures	3.3 Termination of dialysis treatment and post dialysis care, giving of medications and post HD weighing	None	10 Minutes	Dialysis Nurse on duty and Dialysis Technician
	3.4 Discharge Patient	None	3 Minutes	Dialysis Nurse on duty and



				Dialysis Technician
TOTAL		None	5 Hours, 36 Minutes	



SOCIAL SERVICES OFFICE
PUBLIC EMPLOYMENT SERVICE OFFICE



1. Local Recruitment Activity

Given to an employer to recruit applicants for several job vacancies at a given place and time.

Office	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Recruitment Company/ Agency.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Company itself.		
2. Company/Agency Profile		Company itself.		
3. Latest Job Vacancies		Company itself.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Letter of intent, company/agency profile and latest job vacancy one week before the target date of recruitment.	1.1 Received the requirements submitted by the company via email or in-person.	None	5 minutes	Labor and Employment Officer I
	1.2 PESO endorses the letter of intent to the City Mayor's Office Administrative Division for Local Chief Executive's approval.		960 minutes (2 working days)	Supervising Labor and Employment Officer
	1.3 Upon, approval, PESO informs the employer about the status of the request. (Indicating date, time and venue of the recruitment activity.)		960 minutes (2 working days)	Senior Labor and Employment Officer



2. Received the approval from PESO.	2.1 PESO to facilitate the conduct of recruitment activity.		480 minutes (8 hours)	Labor and Employment Assistant/ Admin Aide/ DEMO I
TOTAL			2405 minutes (5 days and 5 minutes)	

2. Special Recruitment Activity

Given to an employer to recruit applicants for several job vacancies at a given place and time.

Office	Public Employment Service Office			
Classification	Simple			
Type of Transaction	G2B			
Who may avail	Recruitment Company/ Agency.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Company itself.		
2. Company/Agency Profile		Company itself.		
3. Latest Job Vacancies		Approved by Philippine Overseas Employment Administration (POEA).		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Letter of intent, company/agency profile and latest job vacancy one week before the target date of recruitment.	1.1 Received the requirements submitted by the company via email or in-person.	None	5 minutes	Labor and Employment Officer I
	1.2 PESO endorses the letter of intent to the City Mayor's Office Administrative Division for Local Chief Executive's approval.		960 minutes (2 working days)	Supervising Labor and Employment Officer



	1.3 Upon, approval, PESO issues No Objection Certificate (NOC) to the employer/ agency.		960 minutes (2 working days)	Supervising Labor and Employment Officer
2. Employer must secure the Authority to conduct Special Recruitment Activity from POEA.	Philippine Overseas Employment Administration			Philippine Overseas Employment Administration
3. Submit Authority to Conduct SRA to PESO.	3.1 PESO to secure the copy of Authority to Conduct SRA from the employer/ agency.		5 minutes	Senior Labor and Employment Officer
	3.2 PESO to facilitate the conduct of recruitment activity.		480 minutes (8 hours)	Labor and Employment Assistant/ Admin Aide/ DEMO I
TOTAL			2410 minutes (5 days and 5 minutes)	

3. Application for Job Employment

It is used to determine the best candidate to fill a specific role within the company/ agency.

Office	Public Employment Service Office
Classification	Simple
Type of Transaction	G2C
Who may avail	Applicants for Local/Special Recruitment Activity and students.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Local Employment	
1. Resume	Applicant itself.
2. Police or NBI Clearance	Philippine National Police Station (PNP)/ National Bureau of Investigation (NBI)
3. Employment or Training Certificate	Previous company or TESDA.



Overseas Employment				
1. Resume		Applicant itself.		
2. Police or NBI Clearance		Philippine National Police Station/ National Bureau of Investigation		
3. Employment or Training Certificate		Previous company or TESDA		
4. Passport		Department of Foreign Affairs (DFA)		
5. Transcript of Records		School attended		
6. Picture		Photography Studio		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Register on PESO Log Book.	1.1 Assisted by the PESO Personnel.	None	2 minutes	Labor and Employment Assistant/ Admin Aide/ DEMO I
2. Secure PESO Employment Information System (PEIS) Form and submit the necessary documents for local and overseas employment.	2.1 Received the PEIS Form.		5 minutes	Labor and Employment Assistant/ Admin Aide/ DEMO I
	2.2 Assess the applicant for Job Matching and provide Counseling.		10 minutes	Labor and Employment Officer I
	2.3 Refer applicant for possible schedule of job interviews (local or overseas), SPES (for students), Skills training and/or Livelihood.		5 minutes	Senior Labor and Employment Officer
TOTAL			22 minutes	



SOCIAL SERVICES OFFICE
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE



1. Certificate of DSWD *Listahanan II* for *Pantawid Pamilyang Pilipino* Program (4Ps) Beneficiaries/Non-Beneficiaries

Office	Cabanatuan City Social Welfare and Development Office (CSWDO)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of 4P's membership/non-membership		4P'S Office		
2. Photocopy of 4P's ID with 3 specimen signature (for 4Ps members)/Photocopy of voter's ID / certificate with 3 specimen signature (for non-4Ps).		4P'S Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submission of requirements at the CSWDO lobby	1.1. Checking of requirements	Free of charge	5 Minutes	Front desk Officer
2. Wait for release of document	2.1. Validation on the DSWD <i>Listahanan II</i> database		10 Minutes	Project Monitoring Aide
	2.2. Filling up of clients information in the official logbook		3 Minutes	Project Monitoring Aide
	2.3. Printing of certificate		2 Minutes	Project Monitoring Aide
	2.4. Review		5 Minutes	Social Welfare Officer
	2.5. Approval and signing		3 Minutes	CSWD Officer
	2.6. Releasing		3 Minutes	Front desk Officer
TOTAL		Free of Charge	31 Minutes	



2. Solicitation Permit (for Organizations Fund-Raising)

Office	Cabanatuan City Social Welfare and Development Office (CSWDO)			
Classification	Simple			
Type of Transaction	G2C, G2B, or G2G			
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I. D.		4P's Office		
2. Request letter		4P's Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submission of requirements at the CSWDO lobby	1.1. Review of Requirements	Php300.00	5 Minutes	Front desk Officer
2. Wait for release of documents	2.1. Verification of request		10 Minutes	Admin Officer IV
	2.2. Payment		15-30 Minutes	City Treasurer's Office
	2.3. Review and Approval		5 Minutes	CSWD Officer
	2.4. Issuance of Permit		2 Minutes	Front desk Officer
TOTAL		Php300.00	27 to 52 Minutes	

3. Issuance of OSCA I.D.

Office	Cabanatuan City Social Welfare and Development Office (CSWDO)			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be 60 years old and above		CSWD Office		
2. 1 clear Xerox copy of Voter's Certification issued from COMELEC or Certificate of Residency with dry seal from his/her respective barangay with original signature of barangay captain				
For Bedridden				
1. Present Authorization of Senior Citizen				



2. Latest 1x1 picture and original specimen signature/thumb mark of the senior citizen				
3. 1 clear Xerox copy of Valid ID of Representative				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit requirements for the issuance of OSCA ID.	1.1. Receive and assess presented requirements if properly complied with.	Free of charge	5 Minutes	SWO I – Senior Citizen Focal Person
2.Fill up application form.	2.1. Intake interview		5 Minutes	SWO I – Senior Citizen Focal Person
	2.2. Discuss guidelines/benefits		5 Minutes	SWO I – Senior Citizen Focal Person SWO I – Senior Citizen Focal Person
	2.3. Issuance of slip with assigned OSCA ID No.		2 Minutes	SWO I – Senior Citizen Focal Person
	2.4. Issuance of automated OSCA ID.		5 Minutes	SWO I – Senior Citizen Focal Person
TOTAL		Free of Charge	22 Minutes	

4. Issuance of Solo-Parent I.D.

Office	Cabanatuan City Social Welfare and Development Office (CSWDO)	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Solo Parent	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Certificate from Barangay Captain that a person is a <u>solo parent, no live-in partner and not receiving any support from his/her husband or partner</u> (1 original copy)		CSWD Office
2. Voter's ID or COMELEC Certificate (1Pc. Clear xerox copy)		



3. Certificate/Declaration of Nullity of Marriage (if annulled – 1Pc. Clear xerox copy)				
4. Medical Certificate for bedridden husband/wife (1 original copy)				
5. Birth Certificate of Child/Children below 18 years old and above but still in school and depends on Solo Parents Support (1 clear xerox copy)				
6. Certificate of Enrollment of student who is under the custody of grandparents/any individual who assumes the responsibility of parenthood (1 clear xerox copy).				
7. With children who has psychosocial, mental, intellectual disability				
8. 1pc. 1X1 or 2x2 ID Picture				
9. 1 Long White Folder				
10. Application Form (Properly Filled-up)				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit requirements for the issuance of Solo Parent ID.	1.1. Receive and assess presented requirements if properly complied with.	Free of charge	5 Minutes	SWO Focal Person-Solo Parent
2. Fill up application form.	2.1. Intake interview		5 Minutes	SWO Focal Person-Solo Parent
	2.2. Discuss guidelines/benefits		8 Minutes	SWO Focal Person-Solo Parent
	2.3. Issuance of slip		2 Minutes	SWO Focal Person-Solo Parent
	2.4. Issuance of automated Solo Parent ID.		5 Minutes	SWO Focal Person-Solo Parent
TOTAL		Free of charge	25 Minutes	



5. BASIC LITERACY for Beginners Children at Risk

Description: Center Based Educational interaction for children (Basic Literacy). The street educators and the social worker assessed the children depending on the educational background and their coping mechanism on the module of CHDC.

Office	Cabanatuan City Social Welfare and Development Office (CSWDO) Children's HOPE Day Care Center for Children at Risk			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	5 to 17 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate				
2. Out-of-school-children				
3. Street children / children at risk				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Fill in the Intake sheet	CHDC	None	30 Minutes	Street Educators
2. Attend Orientation	CHDC	None	2 Hours	Street Educators and Social Worker
TOTAL		Free of Charge	2 Hours and 30 Minutes	

6. Learners / Alternative Learning System (ALS)

Description: Center Based Educational interaction for children (Learners and Alternative Learning System). The street educators and the social worker assessed the children depending on the educational background and their coping mechanism on the module of CHDC.

Office	Cabanatuan City Social Welfare and Development Office (CSWDO) Children's HOPE Day Care Center for Children at Risk			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	10 to 17 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate				
2. Out-of-school-children				



Office	CSWDO- CHILDREN'S HOPE DAY CENTER FOR CHILDREN AT RISK			
Classification	Complex			
Type of Transaction	G2B			
Who may avail	10 to 17 years old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Birth certificate				
• Out-of-school-children				
• LRN from their past school they enroll				
• Street children / children at risk				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Fill in the Intake sheet	CHDC	None	30 Minutes	Street Educators
2.Online Enrollment in ALS	CHDC	None	1 Day	ALS Mobile Teacher and Street Educators
3.Attend Orientation	CHDC	None	2 Hours	Street Educators and Social Worker
TOTAL		Free of Charge	1Day/2 Hours/ 30 Minutes	

7. SATURATION DRIVE / REACH OUT OPERATION

Office	Cabanatuan City Social Welfare and Development Office (CSWDO) Children's HOPE Day Care Center for Children at Risk	
Classification	Complex	
Type of Transaction	G2B	
Who may avail	0 to 17 years old	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Birth Certificate		
2.ID of Parents		
3.Medical Certificate		
4.Street children / children at risk		
5.Intake Form		



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Fill in the Intake sheet	CHDC	None	30 Minutes	Street Educators
2. Attend counseling sessions	CHDC	None	1 day	Social Worker
3.Medical Consultation/ Certificate	CHO	None	2 Hours	CHO Staff Street Educators
4.Discharge to the Parents	CHDC	None	2 Hours	Social Worker STC Parents/Guardians
TOTAL		Free of Charge	1Day/4 Hours/30 Minutes	

8. Issuance of Computer Certification

All computer business applicants must secure certification coming from the Child and Youth Development Division under the City Social Welfare and Development Office for the orientation regarding City Ordinance No. 2005-060 otherwise known as the Children and Youth Welfare Code of Cabanatuan City and RA 9775: Anti-Pornography Act of 2013.

Office	Cabanatuan City Social Welfare and Development Office (CSWDO)	
Classification	Simple	
Type of Transaction	G2B	
Who may avail	Any person operating computer business within Cabanatuan City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application form		City Business Licensing and Investment Promotion Office
2. Xerox copy of DTI PERMIT		Department of Trade and Industry
3.Xerox copy of Barangay Clearance/Certification coming from the Brgy. Captain re: no computer establishment shall be allowed to establish near school institution.		Barangay and School Principal
4. Location Sketch		City Business Licensing and Investment Promotion Office
5.Xerox copy of Business Permit		City Business Licensing and Investment Promotion Office



6. Number of computer unit/s stated in the application and must be supported by pictures		City Business Licensing and Investment Promotion Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Personal Appearance and submit their requirements	1. Receive and review the presented documents	None	3 Minutes	Social Welfare Assistant
	2. Interview the applicant about the computer center/business location/site	None	3 Minutes	Social Welfare Assistant
	3. Orient/inform the client/ computer business applicant on the city ordinance no.2005-060 otherwise known as the Children Code of Cabanatuan City.	None	5 Minutes	Social Welfare Assistant
	4. Give the copy of notice to the client	None	2 Minutes	Social Welfare Assistant
	5. Prepare certification and sign by CYDD Head and CSWDO	None	5 Minutes	Social Welfare Assistant Social Welfare Officer CSWD Officer
2. Receive the approved Certification	2.1 Release the approved certification from the client	None	2 Minutes	Social Welfare Assistant
TOTAL		Free of Charge	20 Minutes	

9. Issuance of ECCD Permit to Operate

Issuance of Permit to Operate to Public and Private Child Development Centers (CDCs)/Learning Centers (LCs) prescribed period is within 6 months, complying all the



required assessment and evaluation of the learning centers based on the national standard.

Office	City Social Welfare and Development Office	
Classification	Complex	
Type of Transaction	G2B	
Who may avail	Public and Private Child Development Centers (CDCs)/Learning Centers (LCs)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Submit one copy of the following:		
A. Requirements for submission (one (1) copy each):	CSWDO Assessment Team	
1. Photo copy of SEC Registration (with the original copy for presentation only)		
2. Profile of the Center that describes its location, ownership, goals and objectives, and the program(s) to be offered		
3. Description and photograph of the lot size, indoor and outdoor area, number of buildings/classrooms, facilities, equipment and instructional materials available for effective instruction		
4. Number of young children to be served, list of teachers, names of administrator/principal/director and other staff		
B. Other information needed:		
1. Do the outdoor and classroom environment ensure access for children and adults with special needs (with ramps and railings), by compliance with the requirements of Batas Pambansa Bldg 344 “An Act to Enhance Mobility of Disabled Persons by Requiring Certain Buildings, Instructions, Establishments and Public Utilities to Install Facilities and Other Devices”?		
2. Does the CDC/LC meet the current state and local building codes, and safety requirements?		



3. Are the windows and doors constructed to prevent injury to children?				
4. Can the door's entry and exit be opened inward to prevent injury to children?				
5. Does the CDC/LC promote a child friendly environment?				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit letter of intent and requirements for registration.	1.1. Receive and evaluate the documents submitted	None	10 Minutes	ECCD Focal
2. Wait for the scheduled of on-site visit	2.1. Forward communication letter informing the Learning Center for the scheduled on-site visit via e-mail	None	5 Minutes	ECCD Focal
3. Payment of Inspection fee.	3.1. Remind Learning center/s for the payment of inspection fee.	Php250.00	10 Minutes	City Treasurer's Office
4. Comply and Prepare all the documents needed for the on-site visit for the assessment and evaluation of the following areas	4.1. Conduct actual interview to learning center administrators & teachers assess and evaluate on the following areas:	None	4 hours	CSWDO Assessment Team
I. Health, Nutrition, and Safety	I. Health, Nutrition, and Safety			
II. Physical Environment and Safety	II. Physical Environment and Safety			
III. Interactions and Relationships Between Staff and Children, Among	III. Interactions and Relationships Between Staff			



	and Children, Among			
IV. Children and Other Adults	IV. Children and Other Adults			
V. Staff Qualifications, Staff Development and Continuing Education	V. Staff Qualifications, Staff Development and Continuing Education			
VI. Curriculum, Instruction and Assessment	VI. Curriculum, Instruction and Assessment			
VII. Family Involvement and Community Linkages	VII. Family Involvement and Community Linkages			
VIII. Leadership, Program Management and Support	VIII. Leadership, Program Management and Support			
	4.2. Prepare assessment and evaluation report and permit to operate certificate of the inspected Learning Centers	None	8 hours	ECCD Focal
	4.3. Review and signed the assessment and evaluation report.	None	30 Minutes	CYDD Unit Head
	4.4. Review and counter sign the assessment report.	None	30 Minutes	CSWD Officer



	4.5. Forward the Assessment and Evaluation report and Permit to Operate Certificate to the Office of the City Mayor for the approval.	None	30 Minutes	Administrative Staff
	4.6. City Mayor's Approval	None		City Mayor
	4.7. Received Permit to Operate Certificate	None		ECCD Focal/CDC/LC Representative
TOTAL		Php250.00	1 Day/5 Hours/55 Minutes	

10. ISSUANCE OF CERTIFICATE OF INDIGENCY AND SOCIAL CASE STUDY REPORT for:

- a) Scholarship Assistance
- b) Special Program for the Employment Students (SPES) Indigency Certificate
- c) Social Case Study Report for scholarship Assistance

All student/applicants who are bonafide resident of City of Cabanatuan, must secure a Certificate of Indigency coming from the Child and Youth Development Division under the City Social Welfare and Development Office as one of the requirements to avail educational assistance from different institutions.

Office	City Social Welfare and Development Office	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Any person who are bonafide resident of Cabanatuan City can avail educational assistance from different schools.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Brgy. Indigency, student ID (photocopy)		Brgy Captain



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the requirements	1.1. Receive and evaluate the requirements	None	3 Minutes	Youth Focal/Staff
2. Fill-up the DAFAC Form and Log to clients logbook.	2.1. Interview clients based on information disclosed on the DAFAC form.	None	10 Minutes	
	2.2. <i>Prepare the Certificate of Indigency for Scholar slip Assistance</i> <i>b. Prepare the Certificate of Indigency for SPES Program</i> <i>c. Prepare the Social case study Report for scholarship Assistance</i>	None	10 Minutes	
	2.3. Printing of Certificate	None	3 Minutes	
	2.4. Review and counter sign the certificate of indigency	None	5 Minutes	Acting Supervising Admin. Officer
	2.5. Approved and signed the certificate of indigency	None	5 Minutes	CSWD Officer
	2.6. Releasing of certificate of indigency to client	None	2 Minutes	Youth Focal/Staff
TOTAL		None	38 Minutes	



11. TMC CITIZEN'S CHARTER

Office	CSWDO – TAHANAN NI MARIA CENTER			
Classification	Highly Technical			
Type of Transaction	G2C			
Who may avail	Abused girl children and VAW of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ADMISSION(court order, birth certificate, police blotter, rapid test, medical certificate, medico legal, intake sheet, photo)		CSWDO – PSIU		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Submit documents/referral letter	1.1. Receive and assess documents	None	10 Minutes	Referring Agency
	1.2. Interview	None	1 Hour	PSIU, Social Worker
	1.3. Pre Admission Case Conference	None	1 Hour	PSIU, SW Center, SW referring party, Client
	1.4. Orientation of center rules & distribution of hygiene kits	None	15 Minutes	House parents on duty
	1.5. Provision of temporary protective custody	None	1 to 6 Months	Center SW & House parents
TOTAL		Free of Charge	1 to 6 Months/2 Hours, 25 Minutes	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CLIENT/S DISCHARGE(court order, parenting capability assessment, final social case study, photo		RTC, CSWDO-PSIU, TMC		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit Request of PCA	1.1. Endorsed request letter to concerned worker	None	15 Minutes	Center Social Worker
	1.2. Home visitation/ interview/approval	None	2 days	Community Social Worker
	1.3. Preparation and release of PCA	None	2 Hours	Community Social Worker
2. Attend Pre-discharge conference	2.1. Conduct of dialogue with parents, relatives and community social worker	None	2 Hours	Clients' relatives Community SW and Center SW
3. Submission of complete documents	3.1. Review and approval of document	None	1 Hour	Center SW
	3.2. Endorsement of client to guardian/relatives	None	30 Minutes	Center SW
	3.3. Signing of discharge slip & after care plan	None	3 Minutes	Center SW
TOTAL		Free of Charge	2 Days/5 Hours/48 Minutes	

12. Bahay Pag-Asa Citizens Charter

12.1. Issuance of Social Case Study Report

The preparation of Social Case Study Report (SCSR) is with-in 6 hours to one day. This starts with gathering of data through intake interview and home visitation.

Office	CSWDO-Bahay Pag Asa Residential Care Center
Classification	Simple
Type of Transaction	C2C or G2G
Who may avail	The family member or the Government and Non-Government offices such as RTC and other institutions.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate of the Subject client		Philippines Statistic Authority		
2. Court Order		RTC Family Court		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the client's birth Certificate, Court order and Referral letter from referring party.	1.1. Receive the documents	None	5 Minutes	Bparcc-SWO
	1.2. Intake interview to the subject client and or his/her parents/guardian or elder siblings	None	30 Minutes	Bparcc-SWO I
	1.3. Conduct home/community/ or jail/ visit	None	4 hours or depending on the distance of the place to be visited	Bparcc-SWO I
	1.4. Prepare, Review and finalization of Social Case Study Report(SCSR)	None	4 hours	Bparcc-SWO I Bparcc-SWO III CSWDO-ASAO
	1.5. Transmit the SCSR from BPARCC to CSWDO for the signature of the Department head	None	1 Hour (from Kalikid Sur to CSWDO)	Bparcc-SWO I Bparcc-SWO III CSWDO-Head
2. File the SCSR to client's folder and give the copy of the documents to requesting party	2.1. Release original copy of the SCSR	None	2 Minutes	Admin staff Bparcc-SWO I
3. Submit the Documents to requesting agencies Such as RTC, Prosecutors Office Etc.	3.1. Transmit the original copy of the SCSR	None	30 Minutes	Admin staff Bparcc-SWO I



TOTAL	Free of Charge	1 Day/2 Hours/7 Minutes	
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12.2. Client's Admission to the Bahay Pag Asa Residential Care Center (BPARCC)

The client admission to BPARCC will consume at least 6 hours from intake interview to admission proper.

Office	CSWDO-Bahay Pag Asa Residential Care Center			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Children in conflict with the Law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter or social case study	From the referring party			
2. Birth certificate	Philippine Statistic Authority			
3. Medical certificate	From the Accredited Hospital			
4. Case record (if applicable)				
5. Court Order	RTC/Prosecutors office			
6. Affidavit of Voluntary commitment	Notary public or parents/guardian			
7. Intake Sheet	From the referring party			
8. Intervention plan	BPARCC			
9. Minutes of pre-admission conference	BPARCC			
10. Time-table of requirements	BPARCC			
11. Endorsement form	BPARCC			
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the needed documents for admission	1.1. Receive and review the documents	None	15 Minutes	SWO I
	1.2. Conduct pre-admission conference with the subject minor, his family and barangay official/law enforcement personnel Formulation of intervention/diversion plan	None	2 Hours	BPARCC- SWO I PSIU- SWOI SWO III Referring party



	1.3. Prepare and submit admission dossiers to CSWDO for signature of the department head	None	1 Hour and 30 Minutes	BPARCC-SWO I CSWDO Head
2. Turn over the client to BPARCC to undergo rehabilitation Program for CICL	2.1.a. Check the client's belongings.	None	20 Minutes	Admin Staff Security Guard/House parent
	2.1.b. Orientation regarding the Programs and Services of the Center.	None	30 Minutes	BPARCC-SWO I SWOIII
	2.1.c. Assign room for the subject minor, issuance of hygiene kit and clothes and facilitate welcome gathering	None	5 Minutes	House parent
TOTAL		Free of Charge	4 Hours and 40 Minutes	

12.3. Client's Discharge from Bahay Pag Asa Residential Care Center (BPARCC)

Discharge to those residents who finished the intervention/diversion program especially designed for them and or to residents with court order for his re-integration to his family and community.

Office	CSWDO-Bahay Pag Asa Residential Care Center	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Children in conflict with the Law (CICL)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Final assessment/Social case study report		BPARCC
2. Parenting Capability Assessment (PCA)		CSWDO-PSIU
3. After-care plan		CSWDO-PSIU



4. Minutes of pre-discharge conference		BPARCC		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
	1. Prepare a request letter re; Parenting Capability Assessment Report (PCA) of the minors parents/guardian <i>NOTE; the social worker assigned were given 10 working days to finish the PCA</i>	None	10 Minutes	SWO 1
	2. Prepare the final assessment/Social Case Study Report of the Resident subject for discharge	None	2 Hours	BPARCC-SWO I SWO III
1. The resident and his parent will attend to pre-discharge conference.	3.1 Facilitate pre-discharge conference to client and his family, Community Social Worker (<i>face to face or video conferencing</i>)	None	2 Hours	BPARCC-SWO I PSIU-SWO I Referring party SWO III
	3.2 Prepare, review, finalize and submit the admission dossiers to CSWDO for signature of the department head	None	1 Hour and 30 Minutes	BPARCC-SWO I SWO III CSWDO Head
TOTAL		Free of Charge	5 Hours and 40 Minutes	



12.4. Out on Pass

The Center's residents may be allowed for an Out-On-Pass or to stay to their respective families/foster families during: Christmas, New Year, birthday of the resident or the members of the immediate family, serious ailment of the immediate family members, death of a member of the immediate family and wedding of the immediate family members where the resident is one the secondary sponsor. Out on pass is limited to 24 hours only but considerations may be given depending on the gravity of the situation requiring an out on pass.

Office	CSWDO-Bahay Pag Asa Residential Care Center			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Children in conflict with the Law (CICL)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Out on pass assessment Report		CSWDO-PSIU		
2. Birth Certificate or		LCR		
3. medical certificate		Hospital		
4 death certificate.		LCR		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Parent/Guardian will make a request for an out on pass Parent/Guardian will make a request for an out on pass	1.1. Prepare a request letter re; Out on pass Assessment Report (OPA) of the minors parents/guardian <i>NOTE; the social worker assigned were given 5 working days to finish the PCA report</i>	None	10 Minutes	SWO I SWO III
2.The minor's parent will secure an affidavit of undertaking	2.1. Prepare, review, finalize and submit the out on pass dossiers to CSWDO for signature of the department head	Php150.00	30 Minutes	Notary public or PAO
3.The minor's parent fetch	3.1. The center social worker will	None	10 Minutes	BPARCC SWO-I



him from the center on the scheduled	explain to the receiving person the arrangement on the out on pass			SWO III
	3.2. release the subject minor to receiving person after he/she signed the out on pass slip	None	15 Minutes	Bparcc-SWO-I SWO III
TOTAL		Free of Charge	2 Hours and 35 Minutes	

12.5. Progress Report

To update the honorable court regarding the status of the CICL admitted at the BPARCC, the center social worker submits progress report to RTC branches 8/FC and 26/FC for their reference.

Office	CSWDO-Bahay Pag Asa Residential Care Center			
Classification	Simple			
Type of Transaction	G2G			
Who may avail	Family, RTC and other institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Court Order		Regional Trial Court		
2.Weekly Houseparents' reports		BPARCC		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit the court order or request letter from RTC Social Worker	1.1. Receive the documents and forwarded to assigned social worker to the client's case.	None	10 Minutes	Admin Staff SWO-I
	1.2. The Social worker in charge will prepare and finalized the documents	None	2 Hours	SWO I SWO III ASAO CSWDO
	1.3. Submit the said document to RTC Branches 8/FC or 26/FC.	None	40 Minutes	BPARCC SWO- SWO III
TOTAL		None	2 Hours and 50 Minutes	



12.6. Referral Letter

The referral letter for any case and purpose will be made by the Center within 30 minutes.

Office	CSWDO-Bahay Pag Asa Residential Care Center			
Classification	Simple			
Type of Transaction	G2G/ G2C			
Who may avail	Family, RTC and other institution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter				
2. Birth Certificate of the minor		LCR		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Come to the office for an interview	1.1. Conduct intake interview and short counseling to the client.	None	15 Minutes	SWO-I
	1.2. The social worker will make and finalized the referral letter	None	10 Minutes	SWO I SWO III
2. Receive the original copy of Referral letter	2.1. Release the original copy of referral letter	None	5 Minutes	BPARCC SWO I
TOTAL		Free of Charge	30 Minutes	

12.7. Acknowledgement Receipt

Office	CSWDO-Bahay Pag Asa Residential Care Center			
Classification	Simple			
Type of Transaction	G2G/ G2C			
Who may avail	Individual or group sponsors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Bring the donation	1.1. Receive and logging	None	15 Minutes	Admin Staff
2. Receive the copy of	2.1. Prepare and release the	None	5 Minutes	Admin Staff



acknowledgement receipt	acknowledgement receipt			
TOTAL		Free of Charge	20 Minutes	

12.8. Certificate of Appearance

Given to the individual/s or group/s who had transaction to BPARCC.

Office	CSWDO-Bahay Pag Asa Residential Care Centers			
Classification	Simple			
Type of Transaction	G2G/ G2C			
Who may avail	Individual or group sponsors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification Card				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Submit a copy of identification Card	1.1. Receive and recording	None	3 minutes	Admin Staff
	1.2. issuance of certificate of appearance	None	2 Minutes	Admin Staff
TOTAL		Free of Charge	5 Minutes	



**SOCIAL SERVICES OFFICE
CITY VETERINARY OFFICE**



1. Pet Animals Treatment

The City Veterinary Office provides animal treatment to all animal or pet owners, resident of Cabanatuan needing this service. This is designed to help them receive proper and free veterinary services thus providing their pets the health and wellness that they deserve.

Office	City Veterinary Office/Veterinary Services Division			
Classification	Complex			
Type of Transaction	G2C Government to transacting public			
Who may avail	All residents of Cabanatuan City(pet owners)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Vaccination History(small animal/s)		Animal owner will provide this document from their vet.		
2.Previous prescription or animal treatment record if possible		Animal owner will provide this document from their vet.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Proceed to the City Veterinary Office together with the animal/s for consultation and have their QR code scanned.	1.The Staff will get the necessary data from the owner (e.g. name, address, birthday, gender, contact number and animal data e.g. age, sex, breed)	None	3 minutes	City Vet.Staff
2.Proceed to the Veterinarian in charge together with the animal/s and its vaccination card.	2.The Veterinarian will take the history of the animal/s.	None	3 minutes	Veterinarian in charge
3.Submit the animal for physical observation and examination.	3.The veterinarian in charge will observe and will physically examines the animal/s.	None	10 minutes	Veterinarian in charge
4.The owner will be near the treatment area for any possible	4.The Veterinarian will proceed with the treatment and	None	40 minutes	Veterinarian in charge



information and instructions.	will provide advises, instructions and prescriptions if the medicines are not available at the office.			
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2.Livestock Animal Treatment

The City Veterinary Office recognizes the crucial and economic roles that the livestock animals play in our household, the food supply chain and livelihood it is essential that proper treatment, assistance and guidance are being provided for the preservation of the livestock species.

Office	City Veterinary Office/Veterinary Services Division			
Classification	Simple			
Type of Transaction	G2C Government to transacting public			
Who may avail	All residents of Cabanatuan City(livestock owners/farmers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request of availment of treatment, personal or written letter of request.		1.Proceed to City Veterinary Office or contact City Veterinary Office		
2.Animal treatment record and or history if possible.				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Proceed to the City Veterinary Office for consultation and or treatment.	1.The Staff will get the necessary data from the owner (e.g. name, address, birthday, gender, contact number and animal data e.g. age, sex, breed, Location of the animal)	None	3minutes	City Veterinary Staff
2.Proceed to Veterinarian in charge	2.The Veterinarian will take the history of the animal/s.	None	3minutes	Veterinarian in charge
3.The animal owner will travel where the	3.The Veterinarian together with the	None	Depends on the location, behavior and	Veterinarian in charge, animal caretaker/owner



animal/s is located (e.g. farm, animal housing)	owner/client will proceed to the location of the animal/s.		restraining procedure of the animal	
4.The animal owner near the farm will be at the place of treatment for further instruction.	4.The veterinarian in charge will undergo physical observation and examination of the animals.	None	15 minutes	Veterinarian/animal caretaker/owner
5.The animal owner still at the treatment area.	5.The veterinarian will proceed with the appropriate treatment procedures.(e.g. injection, vaccination or deworming etc.) and for final instructions to the owner or caretaker.	None	Depends on the ability to restrain the animal(30 minutes-1 hour)	Veterinarian/animal caretaker/owner

3. Availment of Free Anti Rabies Vaccination and Other Vaccinations

Rabies and other diseases of public health importance has been responsible for the loss of lives not just for our pets but humans also the local government and the City Veterinary Office came up the whole year program of free anti rabies vaccines for our pet owners to prevent and control this disease and it should start with the immunity at the animal level to prevent loss of lives.

Office	City Veterinary Office/Veterinary Services Division	
Classification	Simple	
Type of Transaction	G2C Government to transacting public	
Who may avail	All residents of Cabanatuan City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Vaccination card(if any or any animal treatment record)		1.Animal owner can get this from their veterinarian or City Veterinary Office for their record.
2.Animal treatment history		



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Proceed to the City Veterinary Office together with the animal/s for vaccination (e.g. rabies combine vaccine)	1. The Staff will get the necessary data from the owner (e.g. name, address, birthday, gender, contact number and animal data e.g. age, sex, breed)	None	3 minutes	City Veterinary Staff
2. Proceed to the Veterinarian in charge together with the animal/s and its vaccination card.	2. The Veterinarian will take the history of the animal/s.	None	3 minutes	Veterinarian in charge/City Veterinary trained staff
3. Submit the animal for physical observation and examination.	3. The veterinarian in charge will observe and will physically examine the animal/s.	None	5 minutes	Veterinarian in charge/City Veterinary trained staff/pet owner
4. The owner will be instructed to properly restrain/handle their pet (dogs, cats, monkey).	4. The Veterinarian will proceed with the rabies and or combine vaccination and will provide advises, further instructions and issues vaccination record.	None For rabies vaccination Combine vaccination (Php.250-350)	2 minutes	Veterinarian in charge/City veterinary trained staff/pet owner

4. Issuance of Veterinary Health Certificate

The importance of securing of Veterinary health certificate is necessary to avoid possible spread of disease to their destination. All business entities requiring transport of live animals such as pigs, carabao, cattle and chicken can be secured and avail at the City Veterinary Office.



Office	City Veterinary Office/Veterinary Services Division			
Classification	Simple			
Type of Transaction	G2C and G2B Government to transacting public and business entity			
Who may avail	All residents of Cabanatuan City with animal/s for travel or transport			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Rabies Vaccination record(for dogs, cats, monkeys)		1.It can be secured from their private veterinarian or from the City Veterinary Office if that is where the animal/pet has been vaccinated.		
2.Chicken,gamefowls(NCD vaccination and AI test)				
3.Swine/pigs vaccination history				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Proceed to the City Veterinary Office for issuance of Veterinary Health Certificate	1.The Staff will get the necessary data from the owner (e.g. name, address, birthday, gender, contact number and animal data e.g. age, sex, breed, Location of the animal)	None	3minutes	City Veterinary Staff
2.Proceed to Veterinarian in charge together with the animal/s and its vaccination record	2.The Veterinarian will take the history of the animal/s and check the vaccination record if its conform with protocol in the transport of the said animal/s.	None	3minutes	Veterinarian in charge
3.The animal owner will travel where the animal/s is located (e.g. farm, animal	3.The Veterinarian together with the owner/client will proceed to the	None	Depends on the location.30 minutes-2 hours.	Veterinarian in charge, animal caretaker/owner



housing) if the animal cannot be brought or presented to the City Veterinary Office such as in the case of livestock animal like carabaos, pigs, chicken etc.)	location of the animal/s.			
4.The animal owner at the farm or still at the City Veterinary Office.	4.The veterinarian in charge will undergo physical observation and examination of the animals and check vaccination record of the animal if its available but for the case of cats, dogs and monkeys without rabies vaccination it is advise to undergo rabies vaccination first.	None	10 minutes	Veterinarian/animal caretaker/owner
5.The animal owner still at the farm.	5.The veterinarian together with the animal owner will travel back to the City Veterinary Office.	None	Depends on the location usually 30 mins-1 hour	Veterinarian/animal caretaker/owner
6.The animal owner together with their pet/animals for transport still at the City Veterinary Office.	6. The Veterinarian upon thoroughly examining the animal if its fit for travel and upon checking the vaccination	None	10 minutes	Veterinarian/City Veterinary Staff



	record will decide and issues the Veterinary Health Certificate.			
7.The owner will proceed to the City Treasurer's Office for the payment of Veterinary Health Certificate.	7. The City Veterinary Office will issue the Veterinary Health Certificate.	Php.100	5 minutes	Veterinarian/City Veterinary Staff/City Treasurer's Office

5. Issuance of Meat Inspection Certificate

Meat inspection certificate is being issued by the Veterinarian or deputized meat inspectors assigned in the accredited slaughterhouses and dressing plant this serves as a proof that the animals slaughtered have undergone inspection and are fit for public consumption.

Office	City Veterinary Office/Veterinary Services Division and Regulatory and Licensing Division			
Classification	Simple			
Type of Transaction	G2B Government to business entity			
Who may avail	Meat vendors who are clients of the Cabanatuan City Abattoir			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Records that the animals has been slaughtered in the Cabanatuan City Abattoir(e.g. receipt and the brand name)		1.Office of the Cabanatuan City Abattoir		
2.No record of condemnation		2.City Veterinary Office at Cabanatuan City Abattoir		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Proceed to the City Veterinary Office located at the Cabanatuan City Abattoir, Brgy. Aduas sur Cabanatuan City	2.The Veterinarian and or Deputized meat inspector will check the necessary requirements and check if the meats/carcasses	None	10 minutes to 30 minutes	Veterinarian in charge/Deputized meat inspector/City Abattoir staff



	is/are fit or unfit for transport.			
2.The client/meat vendors still at the City Veterinary Office	2.The Veterinarian/Deputized meat inspectors will decide to issue or not to issue the Meat inspection certificate.	None	5 minutes	Veterinarian/ Deputized meat inspectors
3.The Client/meat vendors upon issuance will log at the clients log book for recording and or QR code scanned.	3.The veterinarian/deputized meat inspectors will approve and issue the meat inspection certificate.	None	5 minutes	Veterinarian/ Deputized meat inspectors

6. Barangay Request for Free Mass Anti Rabies Vaccination, Deworming and Other Veterinary Activities

The participation of barangay in every program and activities of every agency or offices are important in achieving a successful outcome thus their active part in planning and conduct of the activities is highly anticipated.

Office	City Veterinary Office/Veterinary Services Division			
Classification	Simple			
Type of Transaction	G2C Government to transacting public			
Who may avail	All barangays of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay letter of request for rabies vaccination, deworming of large animals and other veterinary related activities.		1.The requesting barangay will issue the request letter for City Veterinary Office.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.The requesting barangay/s with their representatives will proceed to the City	1.The City Veterinary Office will receive the request letter.	None	2 minutes	City Veterinary Staff



Veterinary Office.				
2.The representative of the barangay will ask to log in the office log book together with their necessary details(name address contact number etc.)and or QR code scanned.	2.The Veterinarian in charge of the program will then check on the availability of the vaccines, manpower and schedule assess also the appropriate risk of their barangay and check the previous mass vaccination record of their barangay and for other activities checking of the availability also for the necessary stocks of medicines and supplements only then they can proceed with the approval.	None	15 minutes	City Veterinary staff/Veterinarian in charge
3.The representative of the barangay will wait for the action of the office.	3.The Veterinarian in charge upon checking will decide on the tentative scheduling of the barangay depends on the availability of all the necessary equipments, medicines, and or supplements for the requested activities.	None	10 minutes	City Veterinary Staff/Veterinarian in charge



4.The barangay and its representative upon approval of their request will provide manpower such as barangay guides, location where the City Veterinary Office will perform the activities and other instructions.	4.The City Veterinary staff will decide on the schedule of barangay for their requested activity/ies.	None	3 minutes	City Veterinary Staff/ Veterinarian in charge
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7. Animal Disease Investigation and Surveillance

The principal aims of this are for early detection of diseases, emerging diseases and monitor trends of diseases and patterns for appropriate and timely disease management intervention.

Office	City Veterinary Office/Veterinary Services Division	
Classification	Complex	
Type of Transaction	G2C Government to Government agency, transacting public	
Who may avail	All residents of Cabanatuan City (pet owners, livestock owners, concerned citizen) all barangays.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1.Reports of disease in the barangays either coming from pet owners, livestock owners or concerned citizen.	1.Request should be directed to the City Veterinary Office in the forms of letter, texts, calls, messenger chats on the page.	
2.Request letter or personal request of barangays for possible disease investigation.		
3.Barangays are listed as high risk/priority areas for disease surveillance from the records of City Veterinary Office (if possible)		



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.The requesting barangay/s, pet owners, livestock owners and or concerned citizen or barangays with their representatives will proceed to the City Veterinary Office.	1.The City Veterinary Office will receive the request letter for disease investigation	None	2 minutes	City Veterinary Staff/ Veterinarian
2.The representative of the barangay and or clients(pet owners, livestock owner any concerned citizen) will ask to log in the office log book together with their necessary details(name address contact number etc.)and or with QR code scanned.	2.The Veterinarian in charge of the program will then check on the availability of manpower and schedule expected date and time assess also their barangay animal health record and check the previous record of their barangay and for other activities while checking of the availability also for the necessary equipments	None	15 minutes	City Veterinary staff/ Veterinarian in charge



	and resources.			
3.The barangay or its representative, clients upon approval of the agreed upon schedule of visit for surveillance will provide guides in conducting disease surveillance in the barangay.	3.The Veterinarian in charge will proceed to the place or area for disease surveillance for interview and or appropriate sample collections.	None	30 minutes- 1 hour (depends on the location and number of interview and collections)	Veterinarian in charge
4.The barangay and or clients will follow up with the results of the surveillance.	4.The samples and data collected will be analyzed and sent to disease diagnostic laboratory.	None if for the purpose of disease outbreak surveillance but fees may apply depending on DA RADDL (Dept. of Agriculture Regional Animal Disease Diagnostic Laboratory) charges. Results will be released and the City Veterinarian and clients, barangays involved will be notified.	Transport of sample at least one day and results depending on the DA RADDL capacity for handling samples.	Veterinarian in charge



8. Animal Disease Outbreak Response

This serves as the technical team/unit resource for animal disease outbreak response from the results of surveillance unit and monitors the utilization of resources and management of disease response.

Office	City Veterinary Office/Veterinary Services Division			
Classification	Complex			
Type of Transaction	G2C Government to transacting public, Government agencies			
Who may avail	All barangays ,clients and farmers of Cabanatuan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Enabling laws for disease response and management from other concerned national agencies such as DA, FAO and will be distributed to the concerned local government unit.		1.The laws in the forms of Administrative orders, memorandum will be directed to the Local Chief Executive for action and descend the concerns and compliance to the City Veterinary Office.		
2.The barangay, clients will request, reports any forms of assistance in cases of animal disease outbreaks to the City Veterinary Office or the other communication platforms of the City Government of Cabanatuan.		2. All forms of requests, reports directed to the City Veterinary Office.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.The requesting barangay/s with their representatives will proceed to the City Veterinary Office.	1.The City Veterinary Office will receive the request letter for assistance in animal disease outbreak response.	None	2 minutes	City Veterinary Staff
2.The representative of the barangay will ask to log in the office log book together with their necessary details(name address contact number etc.)and or QR code scanned.	2. The Veterinarian in charge of the program will then check on the availability of the medicines, manpower and schedule, assess also the appropriate responses from	None	15 minutes	City Veterinary staff/ Veterinarian in charge



	the outbreak and the risk of their barangay during the period of outbreak.			
3.The representative of the barangay will wait for the action of the office.	3. The Veterinarian in charge upon checking will decide on the necessary actions and appropriate measures for disease response.	None	15 minutes	City Veterinary Staff/ Veterinarian in charge
4.The barangay and its representative upon approval of their request will provide manpower such as barangay guides, location where the City Veterinary Office will perform the activities and other instructions.	4. The City Veterinary staff will proceed to the barangay or areas of concerned for appropriate measures and or handling of animal disease outbreak.	None	30 minutes and or depends on the proximity of the location to the office.	City Veterinary Staff/ Veterinarian in charge
5.The barangay upon arrival of animal disease response team will set up dialogues with the other stakeholders concerned.	5. The Veterinarian in charge will proceed with the dialogues and the appropriate measures to be taken with regards to the response to disease outbreak.	None	30 minutes – 1 hour	Veterinarian in charge City Veterinary Staff.
6. Barangays, stakeholders will cooperate to the	6. Do necessary actions for control of	None	2-4 hours depends on the activity/ies	Veterinarian in charge City Veterinary Staff.



animal disease outbreak response team.	disease outbreak.			
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9. ISSUANCE OF CERTIFICATION OF PATHOLOGICAL OR POST MORTEM EXAMINATION FOR LIVESTOCK AND POULTRY

The necropsy and post mortem examination of livestock and animals will determine the probable cause of deaths and disease of livestock thus it will be useful for claims of insurances and other matters.

Office	City Veterinary Office/Veterinary Services Division			
Classification	Complex			
Type of Transaction	G2B Government to other government agencies, private agencies and transacting public.			
Who may avail	Farmers who are residents and RSBSA validated residents of Cabanatuan City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Records of Animal population in the barangays and or certificate of animal ownership of the client if available.		1.City Veterinary Office		
2.The farmer/client is encouraged to submit and validate their RSBSA documents for validation.		2.City Veterinary Office and or City Agriculture Office		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Proceed to the City Veterinary Office located at the Cabanatuan City Hall. The client will be QR code scanned at the office.	2.The Veterinarian and will check the necessary requirements, records.	None	10 minutes	Veterinarian in charge
2.The client still at the City Veterinary Office	2. The Veterinarian will schedule the post mortem examination as soon as possible.	None	5 minutes	Veterinarian
3.The Client upon approval of the schedule	3. The veterinarian will arrive at the site	None	Depends on the location of the farm	Veterinarian



time of arrival at the site will guide the veterinarian as to the location of the animal providing other information regarding the animals	for necropsy procedure.			
4. The client will wait for the results of the test and or necropsy procedure and will be notified through phone calls, text messages or other means of communications.	4. The veterinarian after necropsy will decide if it's necessary to collect samples for other disease diagnostic procedures.	None	1 hour – 2hours	Veterinarian
5. The client upon the released of results of necropsy and or laboratory results will proceed to the office for the certificate or documents needed.	5. The veterinarian will certify as to the probable cause of death and or disease of the animal/s.	None	15 minutes	Veterinarian/ City Treasurer's Office

10. Issuance of Meat Inspection Certificate

Meat inspection certificate is being issued by the Veterinarian or deputized meat inspectors assigned in the accredited slaughterhouses and dressing plant this serves as a proof that the animals slaughtered have undergone inspection and are fit for public consumption.

Office	City Veterinary Office/Veterinary Services Division and Regulatory and Licensing Division
Classification	Simple
Type of Transaction	G2B Government to business entity
Who may avail	Meat traders / vendors who are clients of the Cabanatuan City Abattoir



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Shipping permit and veterinary health certificate		<ul style="list-style-type: none"> - Department of Agriculture – RADDL - Provincial and City Veterinary Office 		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Present shipping permit and veterinary health certificate	Received live animals and check / verify the shipping permit and veterinary health certificate	None	5 minutes / hd	Veterinarian in charge / deputized meat inspector
2. Present live animals for ante mortem inspection	Ante mortem inspection of animal	None	5 minutes / hd	Veterinarian in charge / deputized meat inspector
3. Present slaughtered animal for post mortem inspection and marking	Post mortem inspection of slaughtered animals and marking of carcasses	None	5 minutes / hd	Veterinarian in charge / deputized meat inspector
4. Wait for the meat inspection certificate to be issued	Issuance of meat inspection certificate	None	5 minutes /hd	Veterinarian in charge / deputized meat inspector

11. ANIMAL APPREHENSION AND IMPOUNDING ACTIVITIES

The City Veterinary Office is the prime agency to implement the program of impounding and sheltering of all stray animals apprehended for security and order of the entire city.

I. CATCHING / APPREHENSION OPEARTION

Office	Animal Shelter Operation Division
Classification	Simple
Type of Transaction	
Who may avail	Pet animal owner at large
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Notice of apprehension to barangay	Special operation officer IV
2. Announcement of Barangay	Barangay workers



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Notice of catching stray Dog and Cat will be served to all Barangays through their respective barangay captains or his/her duly representative for at least one day prior to actual operation	The city vet office through special operation officer will issue the notice of catching operation	None	30-60 minutes depends as the distance of the barangay	Special operation officers IV or his deputized representative
2. The barangays upon receipt of notice of apprehension shall inform their constituents prior to actual catching operation for the keeping of their stray animals to avoid impounding of their animals	Only those animal found at large at the time of actual operation shall be apprehended by the stray animals apprehender accompanied by the barangay officials and workers.	None	At least 4 hours per barangay	All designated and trained catching personnel together with the barangay officials and workers
3. Owners of apprehended animals may check the list of animals apprehended in the barangay record book and acknowledgment receipt issued by dog pound personnel, indicating Date, Place, Time and identity of their animals	Barangay personnel shall show and present to the owners all the information regarding all apprehended animals	None	10-20 minutes	Barangay



II. IMPOUNDMENT

Office	Animal Shelter Operation Division			
Classification	Simple			
Type of Transaction				
Who may avail	Pet animal owner at large			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Place Animal Apprehended 2.Time 3.Number of Animals apprehended		Dog apprehended team leader		
4.Duplicate copy of apprehended animals noted by barangay officials 5.other information		Dog apprehended team leader		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. All apprehended and impounded animals under custody of animal shelter / pounding facility can be check and verified through record officer by the pet owns.	Dog pound personnel will present the record and the animals to the clients for identification and verification	None	20-30 minutes	Dog pound personnel
2. Interested owners to redeem their impounded animals upon identify their pet must pay the charge to the City Treasurer office	As prescribe in the 016-2015 City Ord. the record officer will assess the amount to be paid by the redeemers	None	10-15 minutes	Record officer
3. All animals impounded may be verified by the owners to check the actual situation of their animals inside the facility	Dog pound personnel must allow the visitor and present the status of the animals to the clients while inside the facility	None	10-20 minute	Dog pound personnel



	prior to redemption			
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III. CARE TAKING OF IMPOUNDED ANIMALS

The City Veterinary Office is responsible to take care of all animals inside the facility provided them a comfortable place and treat them properly.

Office	Animal Shelter Operation Division			
Classification	Simple			
Type of Transaction				
Who may avail	All Impounded Animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Number of Animals impounded a. Dogs _____ others _____ b. Cats _____		Record officer and animals caretaker		
2.Sizes Small Medium Dogs _____ Dogs _____ Cats _____ Cats _____ Large Dog _____ Cat _____		Record Officer and animal caretaker		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Feeding	1.Animal feeding capacity intake	None	3 minutes	Staff of the animal shelter facility
2.Drinking	2.Clean potable water	None	3 minutes per animals	
3.Cleaning and disinfection	3.Daily cleaning and disinfection	None	2-3 hours per day	Stall often animals shelter facility
4.Security	4.satisfy was of animals are provided	None	24 hours per day daily	Staff of the animal shelter facility

IV. Releasing of Animals

Impounded animals may be released to the owners upon payment of time and penalties to the city treasurer office and the payment will be used for program augmentation.

Office	Animal Shelter Operation Division
Classification	Simple



Type of Transaction				
Who may avail		Owner of the impounded animals		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement and proof that he/she is the real Owner of amount and justified and signed over his/her printed name		Forms provided by the staff of animals shelter facility		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. Secure the certification of impoundment	1. The record officer upon determining the rightful owner will issue certificate of impoundment and assesse the amount to be paid	None	10-15 minutes	The record officer of animal shelter facility
2. Upon securing the certificate of impoundment the owner will go to ad pay penalties to C.T.O	2. The Record officer and the animal caretaker will released the animals / upon receiving the official receipt of payment	200/ animal plus 50 / day of staying	10-15 minutes of transacts	The record officer and the animal caretaker will released the animals

V. DISPOSITION OF IMPOUNDED ANIMALS

Impounding animals failure to redeemed shall be disposed off accordingly. by adoption or euthanasia and burying. After five days of impoundment.

Office		Animal Shelter Operation Division		
Classification		Simple		
Type of Transaction		Adoption		
Who may avail		Qualified and certified responsible pet owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Certificate of good health status of animals to be adopted		Issued by license veterinarian of City Vet Office		
2.adoftor must present certificate of responsible pet owners		Certification issued my respective brgy. Captains where the adaptors belong.		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. The adopter must present the certificate of	1. The staff of the facility will show all the	None	30-60 minutes	Staff of the animal shelter



responsible pet owner to the record officer of the facility.	available animals may be offered for adoption to be observed and selected by the adaptor.			facility headed by record officer
2. Upon choosing the animal he/she preferred to adopt he/she will signed the adoption papers	2. The record officer will provide the contract form and upon signing by the adaptor and approved by the special operation officer IV or his deputy the animal will be automatically awarded	None	20-30 minutes	Record Officer with the approval of special operation officer IV
3. Euthanasia animals that are not adopted and failure to redeem after 5 days of impounded	The City Veterinary Office with the authority of the BAI shall designate the executing license veterinarian to euthanasia the animal after 5 days of non-redeeming and non-adaptors	None	15-30 minute	Deputized license veterinarian by BAI
4. Burying all animals undergone euthanasia shall be buried inside the condemnation fit of the facility	Staff of the facility will put inside the dead body of the animal inside the condemnation fit	None	30-60 minute	Staff of facility

VI. Courtesy and Coordination to the Barangay Officials

Barangay officials and workers are essential part of the program. 50% of the success of the activity is rely on them courtesy and coordination with harmonious relationship to them is very important to have their full cooperation to succeed the program.



Office	Animal Shelter Operation Division			
Classification	Simple			
Type of Transaction	Courtesy and coordination			
Who may avail	Barangay officials, workers and constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Killed of courtesy		C. Veterinarian / Special Operation Officer IV		
2.Documents of program to be implemented		Special operation officer IV and staffs		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.The barangay official shall entertain, accommodate the City Vet Personnel and participate in the meeting, discussion for the better understanding in the program	The City Veterinarian or the special operation officer IV will visit the concern barangay for the courtesy and coordinates the program to be implemented for better understanding and mechanics of implementation	None	30-60 per barangay	City Vet Personnel thru special operation officer IV

VII. Retrieving of Apprehended Dogs and Cats from the Barangay Temporary Shelter Facility from the Barangay

The barangay has the authority and responsible to apprehend and impound the stray animals in their jurisdiction and held for two days and they upon release within the said period provided the owner pay the penalties to the City Treasurer Office. Then after two days impoundment the animals will be retrieve to the city animal shelter facility to complete the five days impoundment.

Office	Animal Shelter Operation Division			
Classification	Simple			
Type of Transaction				
Who may avail	All Animals Solely impounded by the barangays for two days period			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animals that are solely apprehended and impounded by the barangay for two days not redeemed		Barangay officials certificates on the animal impounded stating the bank information		



2. Acknowledgement receipt issued by the team leader of the operation stating basic information		The team leader of the dog pound operation		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1. The barangay pound keeper shall make a notice about their impounded animals and request for the retrieval of the said animals to the dog pound center	1. The staffs of the facility shall immediately response to retrieve the animals from the concern barangays to bring in the dog pound center	None	1 hour or more depend on the distance	Staff of the dog pound center

VIII. Sharing of Income from Fines and Penalties Collected.

Barangays is entitled to 50 % share from any collection and 50% also goes to city treasurer. However, 100% of collection goes to barangays who solely impounded the animals redeem and paid by the owner prior to the lapse of the two days period of the impoundment in the barangay.

Office	Animal Shelter Operation Division			
Classification	Simple			
Type of Transaction	Sharing of income with the City Income			
Who may avail	Barangay who solely impounded the record			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Record of animals when the animal apprehended solely by the barangay		Barangay official		
Checklist of animals		Barangay official		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Barangay treasurer shall make a report to the city treasurers office all the animals they apprehended and impounded as the basis for	Barangay Treasurer shall a report to the city treasurer office for the assessment of sharing	None	100 1 hour	Barangay treasurer and city treasurer staff



50% 50% sharing Indicate also if animals were solely impounded by the barangay to get 100% sharing				
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Provisions of Technical Assistance

The office of the City Veterinary has the responsibility to provide technical assistance to the barangay primarily to the installation of temporary shelter facility in accordance to the prescribe designed of the bureau of animal.

Office	City Veterinary Office /Animal Shelter Operation Division			
Classification	Simple			
Type of Transaction				
Who may avail	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Barangay show interest to the program		Head of the operation division		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
1.Request the assistant of the City Vet Office	The City Vet Office will Coordinate work from home them	None	One day per barangay	The head and staff of the animal shelter facility



**SOCIAL SERVICES OFFICE
CITY ECONOMIC ENTERPRISE AND PUBLIC
UTILITIES MANAGEMENT OFFICE**



1. Entrance for Public Market

Consumers upon entering our Public Market for each four entry points shall go through the process of contact tracing and public safety health protocols.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QR Code 2. Vaccination Card		1. MyCabanatuan City Website https://cabanatuancity.gov.ph:2020/#/ 2. Vaccination Operation Center		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
CONSUMERS				
1. Present acquired QR code	1. Scan the QR code	None	15 Seconds	Clearing Officer
2. Present Vaccination card	2. Check the Vaccination Card	None	15 Seconds	Clearing Officer
3. Show wrist or forehead for checking	3. Scan body temperature	None	15 Seconds	Clearing Officer
4. Hold out hands	4. Spray alcohol for sanitizing	None	15 Seconds	Clearing Officer
TOTAL		None	1 Minute	

2. Regular Roving

We have a regular roving of Clearing Officers going around the Public Market to ensure safety and contain the spread of Covid-19.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City Consumers and Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Face masks				



CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
CONSUMERS AND VENDORS				
1. Observe the proper way to wear mask and social distancing	1.1 Keep the orderliness of the Market Vendors	None		CEEPUMO
	1.2 Strict Implementation of wearing face mask and social distancing	None		CEEPUMO
TOTAL		None		

3. Issuance of Market Clearance

Market Clearance is issued to public market vendors upon request for specific purposes.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Public Market Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
VENDORS				
1. Request for clearance	1. Verification of vendor status if permanent or sidewalk. Checking of delinquency records.	None	3 Minutes	Cecile Daluz – DEMO I
2. Payment for the clearance	2. Processing of payment	₱100.00	3 Minutes	Illuminada Daracanan - Revenue Collection Clerk II – CTO Field
3. Wait at the seat provided for vendors	3.1 Issuance of Clearance		3 Minutes	Cecile Daluz – DEMO I



	3.2 CEEPUM Officer signs the clearance		30 Seconds	Ronnie N. Punzal – CEEPUM Officer
4. Receive the certificate	4. Release the clearance		30 Seconds	Maximina Quejada – Market Inspector I
TOTAL		₱100.00	10 Minutes	

4. Issuance of Market Certificate

Market Certificate is issued to public market vendors upon request for specific purposes, usually for renewal of business license.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Public Market Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photo copy of latest Business License 2. DTI 3. Identification Card		1. BLIPO		
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
VENDORS				
1. Request for market certificate and provide requirements	1. Check and verify requirements		2 Minutes	Maximina Quejada – Market Inspector I
2. Payment for the certificate	2. Processing of payment	₱100.00	3 Minutes	Illuminada Daracanan - Revenue Collection Clerk II – CTO Field
3. Wait at the seat provided for vendors	3. Issuance of Certification (CTO must be present)		4 Minutes	Cecile Daluz – DEMO I
	4. CEEPUM Officer signs the certificate		1 Minute	Ronnie N. Punzal – CEEPUM Officer



4. Receive the certificate	5. Release the certificate		1 Minute	Maximina Quejada – Market Inspector I
TOTAL		₱100.00	15 Minutes	

5. Calibration of Weighing Scales

Calibrations for weighing scales are done to prevent over pricing of goods and to ensure fair selling of vendors.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Public Market Vendors and Private Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
PUBLIC MARKET VENDORS & PRIVATE ESTABLISHMENTS				
1. Request for Calibration	1. Process request for calibration	NONE	2 Minutes	Maximina Quejada – Market Inspector I
2. May present the weighing scale or request for site visit	2. Testing the weighing scale	NONE	3 Minutes	Alex Geronimo - Market Supervisor IV
3. Payment for the calibration	3. Processing of payment	₱50.00 ₱100.00 ₱200.00 ₱250.00	3 Minutes	Illuminada Daracana - Revenue Collection Clerk II – <i>CTO Field</i>
	4.1 Issuance of Sticker		1 Minute	Cecile Daluz – DEMO I
	4.2 CEEPUM Officer signs the certificate		30 Seconds	Alex Geronimo - Market Supervisor IV
4. Receive the Sticker for the calibration	5. Award the sticker		30 Seconds	Herbert De Jesus - Utility Foreman
TOTAL			10 Minutes	

*According to the Revised Revenue Code of the City of Cabanatuan Article J. Section 4.J.03 Imposition of Fees.



6. Complaint Against Illegal Vending

CEEPUM Office assists with the solving of consumers complaints to provide an ideal public market.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Public Market Consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Consumers				
1. Report complaint to Admin staff	1. Take note of the complaint given	None		Maximina Quejada – Market Inspector I
	2. File the complaint	None		Cecile Daluz – DEMO I
	3. Inspect and assess of said complaint	None		Herbert De Jesus (Utility Foreman) / Clearing Officers
	4. Apprehension if found reasonable	None		Herbert De Jesus (Utility Foreman), Clearing Officers, CBPLIPO Staff, PNP Personnel
	5. Resolve Complaint	None		Alex Geronimo - Market Supervisor IV
TOTAL				

7. Monitoring of Cash Ticket Collections

CEEPUM Office assists with the monitoring of ticket collections issued by the CTO's field office.

Office	City Economic Enterprise and Public Utilities Management Office
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Classification				
Type of Transaction				
Who may avail				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
Consumers				
	1. Compilation of weekly collection reports	None		Market Inspectors - Romulo Reyes, Maximina Quejada, Basaliza s. Hipolito, Jose Leonardo
	2. Inspection of collection reports			Evelyn G. Garcia – Market Supervisor
	3. Submission of Inspected reports			Evelyn G. Garcia – Market Supervisor
TOTAL				

8. Permits for Product Sampling

Permits for product sampling is issued upon request to anyone who wishes to promote their products.

Office	City Economic Enterprise and Public Utilities Management Office			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Cabanatuan City Community			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONNEL RESPONSIBLE
CABANATUAN CITY COMMUNITY				
1. Present letter of intent to Market Supervisor	1. Review letter	None	3 Minutes	Alex Geronimo - Market Supervisor IV
2. Wait at the seat provided for clients	2. Review and Approval of	None	3 Minutes	Ronnie N. Punzal –



	CEEPUM Officer			CEEPUM Officer
	3. Inspection of available space for promotion		20 Minutes	Herbert De Jesus - Utility Foreman
3. Payment for the certificate	4. Payment of the prescribed fees	20.00/sq.m. per day	3 Minutes	Illuminada Daracanan - Revenue Collection Clerk II – <i>CTO Field</i>
	5. CEEPUM Officer signs the request		30 Seconds	Alex Geronimo - Market Supervisor IV
4. Receive the Certificate	6. Release the certificate		30 Seconds	Maximina Quejada – Market Inspector I
TOTAL			30 Minutes	

***According to the Revised Revenue Code of the City of Cabanatuan Article J. Section 4.F.01 Imposition of Fees.**



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Submit filled-up Feedback Form/Client Compliment Form and drop Form at the designated suggestion box at the Public Assistance and Complaint Desk located at the lobby of the City Hall
How the feedback is processed	CHRMO collects daily the Form from the suggestion box and indorse to the Office of the City Mayor the significant feedback. The Office of the City Mayor will transmit to the concerned offices the gathered feedback for appropriate action
How complaints are processes	CHRMO will submit the complaint form found at the suggestion box to the Office of the City Mayor. Concerns can also be relayed through txt message via Mobile No. 09178133247
How complaints are processed	CHRMO will indorse the complaint to the Office of the City Mayor and will also inform the personnel about the complaint against him/her. A meeting will be scheduled between the complainant and the personnel and decide on whether to file a case or resolve the issue and move for amicable settlement. For case filing, the case will be referred to the Office for Legal Affairs by the Office of the City Mayor For amicable settlement, the case will be declared closed upon accomplishment of the Complaint Settlement Agreement form.
Contact Information	Office of the City Mayor +63 919 081 3749 cabanatuan.lgu@gmail.com
Contact Information of ARTA, PCC and CCB	Anti-Red Tape Authority (ARTA) complaints@arta.gov.ph 8-478-5093 Presidential Complaint Center (PCC) pcc@malacanang.gov.ph 8888



	<p>Contact Center ng Bayan (CCB) email@contactcenterngbayan.gov.ph +63 908 881 6565</p>
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VII. LIST OF OFFICES

Office	Address	Contact Information
Administrative Services		
City General Services Office	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9887
City Human Resource Management Office	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 3135 Hrmo.lgucabcity@gmail.com
City Information and Tourism Office	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9862
Office for City Legal Affairs	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 0213
Office of the City Mayor	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 3749
Sangguniang Panlungsod	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 3730
Finance Offices		
Office of the City Accountant	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 3215
Office of the City Assessor	1 st Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9867
City Budget Office	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 1400



City Business Licensing and Investment Promotion Office	1 st Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9869
Office of the City Treasurer	1 st Floor, City Hall, Kapitan Pepe Subd., Phase II, Cabanatuan City, 3100	0919 089 9849 044 464 7696
City Economic Enterprise and Public Utilities Management Office	CEEMPUMO Bldg., Sanciango St., Barangay Supermarket, Cabanatuan City, 3100	0919 081 2785 ceepumocab@gmail.com
Planning and Engineering Services		
Cabanatuan City Environment and Natural Resources Office	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 4509
Office of the City Engineer	CEO Bldg., City Hall Compound, Kapitan Pepe Subd, Phase II, Cabanatuan City, 3100	0919 081 3694
Office of the City Building Official	1 st Floor, City Hall, Kapitan Pepe Subd., Phase II, Cabanatuan City, 3100	
City Motor Pool Office	City Motorpool Office Bldg., City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 3218 044 803 3513
City Planning and Development Office	2 nd Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 3219
Social Services		
City Agriculture Office	CALMO Bldg., City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9925
Community Affairs Office	1 st Floor, City Hall, Kapitan Pepe Subd.	0919 081 3983



	Phase II, Cabanatuan City, 3100	
City Civil Registry Office	1 st Floor, City Hall, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 4548 044 456 6920
City Risk Reduction and Management Office	CDRRMO Bldg., City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City 3100	0917 851 1320 0908881101 044 940 0161
City Health Office	City Health Office Bldg., City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City 3100	<p>Main office 0919 081 1348 044 463 5900</p> <p>CHC 1 Mayapyap Sur 0919 081 3119</p> <p>CHC 2 San Josef Norte 0919 081 2976 044 960 1613</p> <p>CHC 4 Mabini Homesite 0919 081 1344 044 951 5699</p> <p>CHC 5 General Luna 0919 081 1535</p> <p>CHC 6 Caalibangbangan 0919 081 1485 044 958 2094</p> <p>CHC 7 H. Concepcion 0919 081 2983 044 803 1079</p> <p>CESU 0919 081 0167 0919 081 1508</p>



City Livelihood and Cooperatives Development Office	CLCDO Bldg, City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9875
MVG Cabanatuan City General Hospital	Maharlika High Way, Cabanatuan City, 3100	0919 089 9880 044 958 9774
Public Employment Services Office	PESO Bldg., City Hall Compound, Kapitan Pepe Subdivision Phase II, Cabanatuan City, 3100	0919 081 1300
City Social Welfare and Development Office	CSWDO Bldg., City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 081 1345 0919 081 0246 – Educ/Medical & Burial Assistance 0919 081 0234 – Psycho – social Intervention Unit
City Veterinary Office	CVO Bldg., City Hall Compound, Kapitan Pepe Subd. Phase II, Cabanatuan City, 3100	0919 089 9906