



REPUBLIC OF THE PHILIPPINES
City of Gapan
PROVINCE OF NUEVA ECIJA
OFFICE OF THE CITY MAYOR

CERTIFICATE OF COMPLIANCE

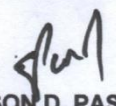
Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **EMERSON D. PASCUAL**, Filipino, of legal age, **City Mayor** of the Local Government Unit of Gapan City, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The Local Government Unit of Gapan City has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

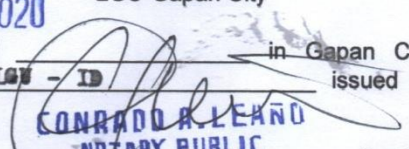
This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 16th of July, 2020 in Gapan City, Nueva Ecija Philippines.


EMERSON D. PASCUAL
City Mayor
LGU-Gapan City

SUBSCRIBED AND SWORN to before me this 16th of July in Gapan City, Nueva Ecija Philippines, with affiant exhibiting to me his 1st - ID issued on January 2019 at Gapan City, Nueva Ecija

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Series of 2020

JUL 20 2020

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NOTARY PUBLIC
NOTARY PUBLIC ADMINISTERING OFFICER
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MCLE COMPLIANCE NO. 11-0112154-
9-2778



REPUBLIC OF THE PHILIPPINES
CITY OF GAPAN
PROVINCE OF NUEVA ECIJA

CITIZEN'S CHARTER
2020 (1st Edition)



I. Mandate

Gapan City ensures the preservation and enrichment of culture, promotion of health and safety, enhance the right of the people to a balance ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order and the convenience of inhabitants.

II. Vision:

Gapan City envisions as an Agri-industrial, tourism-oriented and commercial center in the South of Nueva Ecija with God-fearing, empowered , well-educated, peace loving, disaster and climate resilient and healthy society living in a safe and ecologically sound environment in a vibrant and progressive economy governed by competent, development oriented and unified leaders.

III. Mission:

To become a business center in the south of Nueva Ecija, with modern malls and industrial centers strategically located in the locality; looking after the welfare of its constituents by providing quality services in the holistic growth of the populace through the constant development of humane and professional civil servants imbued with high moral and ethical standards.

IV. Service Pledge:

We, the Local Officials, Department Heads and Employees of the City of Gapan, Province of Nueva Ecija, hereby commit to provide the highest possible quality public services and pledge to achieve what is promised in this Citizens' Charter. Specifically, we will:

- Serve with integrity and accountability
- Be prompt and timely
- Be polite and courteous

- Be consistent in applying the rules
- Demonstrate sensitivity and appropriate behavior and professionalism
- Provide feedback mechanism and act on complaints the soonest

The afore-cited services of all departments of the City of Gapan will at all times be acted promptly by concerned personnel to ensure efficient and effective services for guaranteed citizens' satisfaction. However, if there are circumstances that may impede the smooth flow of services to be rendered to the concerned citizen, an allowable period for extension is hereby permitted through undertaking the hereunder possible mechanisms, to wit:

1. Provision of written notice of the reason for the disapproval and the list of specific requirements which the client failed to submit.
2. Provision of a written notice of the date and time on when the party will return to secure his requested document.
3. Provision of periodic update on status of request to the requesting claimant through phone call or text message to ensure them that their request is not futile and being acted upon.

All applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break shall be attended to.



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OFFICE OF THE CITY MAYOR



1. Issuance of Mayor's Clearance and Certificate of Good Moral Character

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance		Gapan City Police Station		
Barangay Clearance		Barangay		
Court Clearance		Municipal Trial Court (MTC)		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing and Recording of Letter of Request Submitting of Letter of Request along with the required documents to the employee-in-charge.	1.1 The Staff of the Mayor's Office will receive the required documents and check for completeness.	None	1 minute	<i>Office Staff</i> Office of the City Mayor
	1.2 The Staff of the Mayor's Office will prepare the clearance or certification.	None	10 minutes	<i>Office Staff</i> Office of the City Mayor
	1.3 The City Administrator will review and approve the clearance or certification.	None	1 minute	<i>City Administrator</i> Office of the City Administrator
2. Releasing of Clearance. One copy is filed and released.	2. The Staff of the Mayor's Office will release the clearance or certification.	None	1 minute	<i>Office Staff</i> Office of the City Mayor
Total		None	13 minutes	



2. Issuance of Permit on All Advertising and Promotional Activities

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Business Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Requests Submitting of Letter to the Office of the City Mayor, copy furnished the Office of the City Planning, General Services and Engineering Office for the specifications and the site/plan of all the involved projects within the City premises.	1.1 Receive and record the request.	None	1 minute	Office Staff Office of the City Mayor
	1.2 The City Administrator or her authorized representative will approve the permit.	None	1 minute	City Administrator Office of the City Administrator
2. Releasing of Permits Received the Released Copy of Permits for the ff: - A Copy for CPDO. - A Copy for the City Engineering Office. - A Copy for the General Services Office.	2. The Staff of the Mayor's Office will release the permit copy furnished the CPDO, City Engineering Office & the General Services Office	None	1 minute	Office Staff Office of the City Mayor
Total		None	3 minutes	



3. Issuance of Permits for the Conduction of Motorcades, Parades & Processions

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Our clients are groups and other entities who wish to stage shows or concerts, motorcades, parades within the city premises are required to get permits from the City Mayor's Office for the scheduling of the said activities and coordination with the Traffic Management Division, Philippine National Police(PNP), Gapan City Public Market Supervisor and employees and the caretakers of the Gapan City Plaza.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the City Mayor indicating the ff: schedules, parade route plan & purpose of activities.		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing and Recording of Letter of Request	1.1 The employee-in-charge will file and record the Request Letter.	None	1 minute	Office Staff Office of the City Mayor
	1.2 The employee-in-charge will prepare the permit.	None	1 minute	Office Staff Office of the City Mayor
	1.3 The City Administrator will approve the permit.	None	1 minute	City Administrator Office of the City Administrator
2. Releasing of Mayor's Permit	2. The Staff of the Mayor's Office will release the permit and file a copy.	None	1 minute	Office Staff Office of the City Mayor
Total		None	4 minutes	



4. Availing of Public Customer Assistance

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Endorsement: <ul style="list-style-type: none"> • Personal Data Sheet& • Barangay Certification For Recommendation (Job): <ul style="list-style-type: none"> • Personal Data Sheet and Resume • Police Clearance • Past Employment Record • Service Records For Referrals: <ul style="list-style-type: none"> • Request Letter • Barangay Clearance For Financial Assistance (Burial & Medical) <ul style="list-style-type: none"> • Medical Certificate • Death Certificate • Barangay Clearance • Certificate of Indigency (from their respective Barangay Captains) 		Applicant / Client Applicant's / Client's Respective Barangay Applicant / Client Gapan City Police Station Previous Employer Previous Employer Applicant / Client Applicant's / Client's Respective Barangay City Health Office City Civil Registrar Applicant's Respective Barangay Applicant's Respective Barangay Applicant's Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements, along with the request.	1.1 The Staff of the Mayor's Office will receive the request and the required documents and check for completeness.	None	1 minute	Office Staff Office of the City Mayor
	1.2 The Staff of the Mayor's Office will prepare the clearance or certification.	None	4 minutes	Office Staff Office of the City Mayor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 The City Mayor will review and approve the clearance or certification.	None	1 minute	<i>City Mayor</i> Office of the City Mayor
2. Releasing of Mayor's clearance or certification	2. The Staff of the Mayor's Office will release the clearance or certification and file a copy.	None	1 minute	<i>Office Staff</i> Office of the City Mayor
	Total	None	7 minutes	



5. Use of Government Facilities (Gapan City Gym, Gapan City Plaza, Gapan City Auditorium)

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the City Mayor indicating the date, time and purpose of activity.		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of request for scheduling of the activity.	1. The Staff of the Mayor's Office will receive the request.	None	1 minute	Office Staff Office of the City Mayor
	1.1 The Staff of the Mayor's Office will prepare the permit.	None	4 minutes	Office Staff Office of the City Mayor
	1.2 The City Mayor will approve the permit.	None	1 minute	City Mayor Office of the City Mayor
2. Releasing of permit.	2. The Staff of the Mayor's Office will release the permit and file a copy.	None	1 minute	Office Staff Office of the City Mayor
Total		None	7 minutes	



OFFICE OF THE SANGGUNIANG PANLUNGSOD



1. Accreditation of Non-Governmental Organizations (NGOs), Civil Society Organizations (CSOs) and People's Organizations (POs)

Schedule of Availability of Service: Month of August
Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Highly Technical Application
Type of Transaction:	G2C
Who may avail:	Any Duly Organized Group
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application	To be provided by the applicant / client
2. Duly accomplished Application Form for Accreditation	Office of the Sangguniang Panlungsod Secretary
3. Duly approved Board Resolution signifying intention for Accreditation for the purpose of representation in the local special body	To be provided by the applicant / client
4. Certificate of Registration	To be provided by the applicant / client
5. Profile indicating the purpose and objectives of the organization	To be provided by the applicant / client
6. List of current officers and members	To be provided by the applicant / client
7. Original Sworn Statement, issued by the chief executive officer or equivalent officer of the CSO, stating the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No. 2019-72, dated May 22, 2019, and after securing a Certificate of Accreditation from this Sangguniang Panlungsod.	To be provided by the applicant / client



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Minutes of Annual Meetings of the immediately preceding year as certified by the organization's board secretary		To be provided by the applicant / client		
9. Annual Accomplishment Report for the immediately preceding year		To be provided by the applicant / client		
10. Financial Statement of the immediately preceding year signed by the executive officers of the organization, indicating therein other information such as source(s) of funds		To be provided by the applicant / client		
11. For CSOs applying to be members of the Local School or Health Boards, photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in education or health services, as prescribed in Sections 98 and 102 of RA 7160.		To be provided by the applicant / client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of Application to the Office of Sangguniang Panlungsod Secretary and secure Application Form	1. Receive the Letter of Application and provide applicants the official Application Form	None	5 minutes	SP Secretary & Staff Office of the Sangguniang Panlungsod Secretary
2. Submit duly accomplished application form and other essential requirements	2.1 Verify the completeness and authenticity of submitted documents 2.2 Record the documents received	None	5 minutes	SP Secretary & Staff Office of the Sangguniang Panlungsod Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	2.3 Calendar the application for corresponding action by the Sangguniang Panlungsod		5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	2.4 Forward to the concerned SP Committee		2 minutes	<i>Presiding Officer of the Sanggunian</i> Office of the Sangguniang Panlungsod
3. Attend and participate in committee hearings called for by the concerned SP Committee	3.1 Review and Deliberation by the Committee and the Sangguniang Panlungsod for corresponding legislative measures 3.2 If the application is approved, notify the client that the application has been approved and prepare the Certificate of Accreditation to be signed by the Presiding Officer of the Sangguniang Panlungsod	None	5-15 working days within 24 hours	<i>Concerned Committee and SP Members</i> Office of the Sangguniang Panlungsod <i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	Note: If the application is disapproved/denied, issue notice to the client stating therein the reason/s for disapproval/denial of the request for accreditation			
4. Return to the Office upon receipt of notice and get the Certificate of Accreditation	4. Issue the Certificate of Accreditation to the client and record it in a logbook	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	Total	None	14- 21 days	



2. Reclassification of Agricultural Lands Into Residential, Commercial, Industrial or Agro-Industrial Use

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:	Office of the Sangguniang Panlungsod
Classification:	Highly Technical Application
Type of Transaction:	G2C
Who may avail:	Interested Lot Owner/S
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter requesting for land reclassification addressed to the Presiding Officer	To be provided by the applicant / client
2. Request Letter to City Assessor	To be provided by the applicant / client
3. 1 st Endorsement from City Assessor	Office of the City Assessor
4. Inspection Report from City Assessor	Office of the City Assessor
5. Zoning Clearance	City Planning & Development Office
6. Certified True Copy of Transfer Certificate of Title, and/or other documents establishing ownership of the land	Register of Deeds
7. Original Copy of Vicinity Map/Lot Plan	Land Surveyor
8. Original or Certified True Copy of Tax Declaration (Updated)	Office of the City Assessor (Gapan City Hall)
9. Original or Certified True Copy of Tax Payments Certificate (Updated)	Office of the City Treasurer (Gapan City Hall)
10. Barangay Certification / Clearance	Barangay Hall where the property is located
11. Original Copy of Affidavit of Non-Tenancy (Additional requirement from Sangguniang Panlalawigan)	To be provided by the applicant / client
12. Original Copy of Certification from Barangay Chairman for the conduct of public hearing (Additional requirement from Sangguniang Panlalawigan)	Barangay Hall where the property is located



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
13. Original Copy of Certification from the BARC Chairman	Barangay Hall where the property is located
14. Original or Certified True Copy of Barangay Resolution approving the Reclassification <i>(Additional requirement from Sangguniang Panlalawigan)</i>	Barangay Hall where the property is located
14. Original Copy of Certification from NIA that the land is not irrigated or irrigable and/or subject to future irrigation project <i>(Additional requirement from Sangguniang Panlalawigan)</i>	NIA District Office
15. Original Copy of Certification from DAR/MARO that the land is not subject of Voluntary Offer of Sale, Voluntary Land Transfer or Notice of Coverage, and that the reclassification of the property will not prejudice the rights of any agrarian reform beneficiary	Office of the Municipal Agrarian Officer (Gapan City Hall)
15. Original Copy of Certification from DA that includes: a. Total area of existing agricultural lands in Gapan City and that it has not yet exceeded the maximum percentage of 10% of the total agricultural land allowed to be reclassified. b. That such lands are not classified as non-negotiable for conversion or reclassification under AO 20 (1992); & c. That land ceases to be economically feasible and sound for agricultural purposes.	Office of the City Agriculturist (Gapan City Hall)
16. Original Copy of Certification from DENR that the land is not environmentally critical, and that the proposed project or intended use is ecologically safe and sound. <i>(Additional requirement from Sangguniang Panlalawigan)</i>	DENR Regional Office III (San Fernando, Pampanga)
17. Photo of Location	
<i>Note: All abovementioned required documents must be photocopied and compiled into seventeen (17) sets.</i>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit letter of Application to the Office of Sangguniang Panlungsod Secretary attached therewith the the required documents and certifications	1.1 Verify the completeness and authenticity of the submitted documents	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	1.2 Calendar the application for corresponding action by the Sangguniang Panlungsod		5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	1.3 Forward to the concerned SP Committee		2 minutes	Presiding Officer of the Sanggunian Office of the Sangguniang Panlungsod Secretary
2. Attend and participate in committee / public hearings called for by the concerned SP Committee	2.1 Ocular inspection, Committee hearing/s, Public hearing/s, Committee Report to SP Body, and SP deliberations for corresponding legislative measure. - If the application is approved, an ordinance will be enacted reclassifying the subject property		2 weeks or more depending on the length of review and deliberation of Committee and the SP Members as a whole.	<i>Concerned Committee</i> SP Members as a Collegial Body



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>If the application is disapproved/denied, issue notice to the client stating therein the reason/s for disapproval/denial of the application for reclassification</p> <p>2.2 Have the following signed the enacted ordinance:</p> <p>SP Members (optional) SP Secretary SP Presiding Officer</p> <p>2.3 Have the enacted ordinance approved/signed by the City Mayor</p> <p>- If enacted ordinance approved/signed by the City Mayor, inform the client/s to get a copy of the approved ordinance</p>		<p>1 day or more depending on the availability of the signatories</p> <p>1-10 days (unless the enacted ordinance is vetoed by the City Mayor)</p> <p>Within 24 hours</p>	<p><i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary</p> <p><i>City Mayor</i> <i>SP Secretary</i></p> <p><i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	If enacted ordinance disapproved / denied by the City Mayor, inform the client/s thru letter stating therein reason/s.			
3. Return to the Office upon receipt of notice to get a copy of the approved ordinance reclassifying the property applied and have it published in a newspaper of general circulation in the Province of Nueva Ecija	3.1 Issue approved Ordinance to the client and records it in a logbook. Inform the Client to have the Ordinance published, and later furnish the Office of the Sangguniang Panlungsod proof of its publication.		5 minutes	SP Secretary & Staff Office of the Sangguniang Panlungsod Secretary
	3.2 Prepare transmittal to the SanggunianPanlalawigan once proof of publication of the Ordinance is submitted by the client to the Office of the Sangguniang Panlungsod		5 minutes	SP Secretary & Staff Office of the Sangguniang Panlungsod Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>3.3 Transmit the Ordinance to the Sangguniang Panlalawigan for review</p> <p>3.4 Inform the client upon receipt of the result of review made by the Sangguniang Panlalawigan on the Ordinance</p>		1 hour	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	Total	None	21-60 days	



3. Review of Barangay Ordinances

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:		Office of the Sangguniang Panlungsod		
Classification:		Highly Technical Application		
Type of Transaction:		G2G		
Who may avail:		Sangguniang Barangays of Gapan City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) Original Copies of Barangay Ordinance/s subject for review and proof of public hearing/s made before the passage of the Barangay Ordinance		Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Furnish the Office of the Sangguniang Panlungsod two (2) original copies of Barangay ordinance subject for review with proofs of public hearing.	1. Receive and verify the completeness and authenticity of documents submitted	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	1.1 Calendar the subject Ordinance for review		5 minutes	
	1.2 Forward to the concerned SP Committee		2 minutes	<i>Presiding Officer of the Sanggunian</i>
2. Attend and participate in committee hearing called for by the concerned SP Committee	2. Review and Deliberation by the Committee on the subject Barangay Ordinance		1 week or more	<i>Concerned SP Committee</i> Office of the Sangguniang Panlungsod Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>2.1 Committee reports its findings and recommendation to the SP Body</p> <p>-If the SP Body finds the subject ordinance in accordance with law and not in conflict with any existing City Ordinances they will pass a Resolution declaring its validity. Otherwise, they will return the subject Ordinance to the concerned Sangguniang Barangay with their comments and recommendation.</p> <p>2.2 Have the following signed the Resolution passed:</p> <p>SP Members (optional) SP Secretary SP Presiding Officer</p>			<p><i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary</p>
			1 day or more depending on the availability of the signatories	<p><i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Return to the Office upon receipt of notice to get a copy of the approved SP Resolution declaring the validity of the subject Barangay Ordinance	3. Issue the approved Resolution to the client and record it in a logbook	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	Total	None	14-30 days	



4. Receive and Hear Administrative Complaint Against Elective Barangay Officials

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:		Office of the Sangguniang Panlungsod		
Classification:		Highly Technical Application		
Type of Transaction:		G2C		
Who may avail:		Any Person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) original copies of a verified or sworn written complaint against elective barangay official/s		To be provided by the complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit three (3) original copies of a verified or sworn written complaint against elective barangay official/s to the Office of the Sanggunian Secretary, copy furnished the Office of the City Mayor and the City Local Government Operations Officer (CLGOO)	1.1 Receive and verify the completeness and authenticity of documents submitted	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	1.2 Upon receipt of the administrative complaint, the Sangguniang Secretary shall forthwith issue the corresponding summons to the respondent.	None	within 7 days	<i>SP Secretary Office</i> of the Sangguniang Panlungsod Secretary
	1.3 The respondent/s shall be required to submit his/her/their verified answer to the administrative complaint against him/her/them.	None	Within 15 days upon receipt of the notice or summon	<i>SP Secretary Office</i> of the Sangguniang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>1.4 When issues are joined, calendar the Case for corresponding action by the Sanggunian</p> <p>1.5 Forward/refer the Case to the concerned SP Committee who will act as <i>Investigating Authority</i></p>	None	<p>5 minutes</p> <p>2 minutes</p>	<p><i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary</p> <p><i>Presiding Officer of the Sanggunian</i> Office of the Sangguniang Panlungsod Secretary</p>
2. Attend and participate in committee called for by the concerned SP Committee / Investigating Authority	<p>2.1 The <i>Investigating Authority</i> will determine whether there is <i>prima facie</i> case or probable cause to warrant the institution of formal administrative proceedings.</p> <p>2.2 If there exists no <i>prima facie</i> evidence against the respondent, the Sanggunian may <i>motu proprio</i> dismiss the case</p> <p>2.3 If there exists <i>prima facie</i> case, summon the parties to a PRELIMINARY CONFERENCE</p>	None	Within 20 days	<p><i>Concerned SP Committee</i> Office of the Sangguniang Panlungsod</p> <p><i>SP Members as a Collegial body</i> Office of the Sangguniang Panlungsod</p> <p><i>Concerned SP Committee</i> Office of the Sangguniang Panlungsod</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>for an attempt to settle the case. If <u>NO</u> settlement made between parties, the Investigating Authority shall commence its FORMAL INVESTIGATION.</p> <p>2.4 FORMAL INVESTIGATION Conduct of hearing/s</p> <p>2.5 The Investigating Authority submits its written report to the SP Body which contains: <ul style="list-style-type: none"> • Findings and Recommendation • Draft decision / resolution </p> <p>2.6 The SP Body will act on the recommendation of the Investigating Authority.</p>	<p>None</p> <p>None</p>	<p>Within 90 days</p> <p>Within 30 days</p>	<p><i>Concerned SP Committee</i> Office of the Sangguniang Panlungsod</p> <p><i>SP Members as a Collegial body</i> Office of the Sangguniang Panlungsod</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	2.7 Have the following signed the Resolution passed: SP Members (optional) SP Secretary SP Presiding Officer	None	1 day or more depending on the availability of the signatories	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
3. Return to the Office upon receipt of notice to get a copy of the SP decision via Resolution to the Case filed.	3. Issue the approved Resolution to the client and record it in a logbook	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	Total	None	30-180 days	



5. Issuance of Copies of Sangguniang Panlungsod Documents

Schedule of Availability of Service: Monday to Friday
8:00 AM to 5:00 PM (No Noon Break)

Office or Division:		Office of the Sangguniang Panlungsod		
Classification:		Highly Technical Application		
Type of Transaction:		G2C		
Who may avail:		Any Person		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request indicating therein the following information: Name, Address, Document/s needed, Purpose.		<i>Request Form</i> is available at the Office of the Sangguniang Panlungsod Secretary		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Properly accomplish the <i>Request Form</i> and submit/forward it to the Office the Sangguniang Panlungsod Secretary.	1. Check and clarify the details of the client's request. If the document/s requested requires more time to look into the Sanggunian Records, may request the client to come back at a specified date and time to have a copy of the document/s needed (if available)	None	5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
2. Wait while the Records Section searches the document/s requested.	2. Look for the requested document/s. Photocopy the documents if found.		5 minutes or more depending on the nature of the document/s needed	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Receive the documents/s needed (if available)	3. Issue the documents requested and record it in a logbook		5 minutes	<i>SP Secretary & Staff</i> Office of the Sangguniang Panlungsod Secretary
	Total	None	15 minutes – 24 hours	



OFFICE OF THE CITY ACCOUNTANT



1. Pre-Audit of Payroll/Disbursement Voucher for Claims, Remittances, Supplies, Infrastructure Projects and Other Government Transactions

This is to review the required supporting documents to be attached on the vouchers which depends on the nature of the disbursements. The availability and source of funds is also checked before the approval of the disbursement.

Office or Division:		Office of the City Accountant		
Classification:		Complex		
Type of Transaction:		G2B, G2C, G2G		
Who may avail:		Suppliers, Employees and Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pertinent supporting documents in accordance with COA Circular 2012-01, Revised Documentary Requirements for Common Government Transactions		Requesting Office / Clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit disbursement vouchers and its supporting documents.	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	1 minute	<i>Administrative Aide IV</i> Office of the City Accountant
	1.2 Verify as to the existence of appropriation and allotment through approved and duly signed OBR.	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Evaluate the completeness / validity and legality of documents attached, and checked the correctness of mathematical computation.	None	15 minutes	<i>Administrative Aide IV</i> Office of the City Accountant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	1.4 Return the disbursement voucher to the office concerned if it lacks supporting documents / requirements and if there is an error in computation.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
2. Comply the necessary documents and bring back the disbursement voucher to the Office of the City Accountant	2.1 Review of disbursement vouchers with lacking documents and/or concerns needed for compliance.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.2 Assign corresponding voucher number	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.3 Review and sign financial documents.	None	10 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.4 Prepare the transmittal of disbursement vouchers and supporting documents.	None	3 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	2.5 Release and forward disbursement voucher to office of the City Treasurer.	None	3 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	Total	None	46 minutes	



2. Preparation of Accountant's Advice for Check Issued

The Accountant's Advice is the final step in the releasing of check. The Advice indicates the payee's name and amount and the check number. The said document upon approval by the Accountant will be submitted to the Land Bank of the Philippines for recording purposes.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Suppliers & Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed checks		Office of the City Accountant		
2. Disbursement Vouchers with completed supporting documents		Office of the City Accountant		
3. Advice of checks issued		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Office of the City Treasurer forwards the required documents.	1.1 Receive and record approved checks.	None	1 minute	<i>Staff in Charge</i> Office of the City Accountant
	1.2 Prepare Accountant's Advice of Local Check Issued.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Sign the Accountant's Advice.	None	2 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Deliver Accountant's Advice to the Bank.	2. Release validated Accountant's Advice to the City Treasurer's Office with corresponding approved checks.	None	2 minutes	<i>Staff in Charge</i> Office of the City Accountant
TOTAL		None	10 minutes	



3. Issuance of Certificate of Final Tax and Creditable Tax Withheld from Suppliers and Contractors.

Final tax and Creditable Tax are withheld in conformity with the National Internal Revenue Code. The Certificate of Tax withheld is given upon the request of the suppliers / creditors.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Suppliers & Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Identification No. (TIN)		Office of the City Accountant		
2. Photocopy of paid disbursement voucher		Suppliers & Contractors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register in the logbook and state request.	1.1 Prepare the requested document.	None	1 minute	<i>Administrative Aide IV</i> Office of the City Accountant
	1.2 Prepare the requested document.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Sign the certificate of tax withheld.	None	2 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Claim certificate	2. Release the BIR Forms (Forms 2306, 2307)	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
TOTAL		None	10 minutes	



4. Issuance of Certificate of Income Tax Withheld from Employees

Employees income taxes are withheld in conformity with the National Internal Revenue Code. The Certificate of Income Tax withheld is annually given to employees to show proof that the tax due had been paid.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tax Identification No. (TIN)		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register in the logbook and state request.	1.1 Prepare the requested document.	None	1 minute	<i>Administrative Aide IV</i> Office of the City Accountant
	1.2 Prepare the requested document.	None	5 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
	1.3 Sign the certificate of tax withheld.	None	2 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Claim certificate	2. Release the BIR Forms (Forms 2306, 2307)	None	2 minutes	<i>Administrative Aide IV</i> Office of the City Accountant
TOTAL		None	10 minutes	



5. Issuance of Certificate of PhilHealth, Pag-ibig and GSIS Premiums / Certificate of Multi-Purpose and Salary Loans

This certificate is issued upon the request of employees for reconciliation purposes of premiums, loan application, loan renewal and repayment.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PhilHealth No. and MDR		Office of the City Accountant		
2. Pag-ibig No.		Office of the City Accountant		
3. GSIS BP No.		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Make a request for the issuance of certificate.	1.1 Prepare and verify the data of payments from the available records of remittance file.	None	20 minutes	<i>Administrative Assistant III</i> Office of the City Accountant
	1.2 Sign/Approve the certification	None	5 minutes	<i>Acting City Accountant</i> Office of the City Accountant
2. Receive the certificate requested	2. Issue the certification to the requesting employee	None	2 minutes	<i>Administrative Assistant III</i> Office of the City Accountant
TOTAL		None	27 minutes	



6. Facilitate Submission of Barangay Reports.

The Barangay Treasurer shall prepare a Transmittal Letter and submit to the Office of the City Accountant the Barangay Reports with the original copies of the Disbursement Vouchers and Supporting documents for recording in the books of accounts and the preparation of barangay financial statements.

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All Barangays of the LGU		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal Letter		Barangay		
2. Punong Barangay Certification		Barangay		
3. Barangay Reports		Barangay		
4. Disbursement Vouchers with supporting documents		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the Disbursement Vouchers and the supporting documents to the employee-in-charge for evaluation and review.	1.1 Evaluate and review the submitted documents.	None	25minutes	<i>Administrative Assistant I</i> <i>Administrative Assistant III</i> Office of the City Accountant
	1.2 Receive the evaluated and reviewed financial documents and sign the transmittal letter.	None	5 minutes	<i>Acting City Accountant</i> Office of the City Accountant
TOTAL		None	30 minutes	



OFFICE OF THE CITY AGRICULTURIST



1. Assistance on Subsidized Seeds

The City Agriculture Office provides information on the availability and varieties of the Subsidized Certified Seeds. The information may be provided by the Agricultural Technologist (AT) / Agricultural Extension Workers assigned to a particular barangay.

Office or Division:		Office of the City Agriculture		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Farmers / Farm Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be included in the Master list of Farmers.		Office of the City Agriculturist		
2. Enrolled in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceed to the City Agriculturist Office. Client goes to the Agricultural Technologist/ A.E.W.'s and states his/her purpose.	1. Interview about client queries	NONE	2 minutes	<i>Agricultural Technologist/AEW</i> Office of the City Agriculturist
2. Client wait for the confirmation if he/she is qualified	2. The Agricultural Technologist/ A.E.W.'s verifies if Applicant is Included in the Masterlist/RSBSA	NONE	2 minutes	<i>Agricultural Technologist/AEW</i> Office of the City Agriculturist
3. Client sign the required Forms, pay the corresponding amount	3. Collect the Payments and issues a chit.	PHP 700.00	3 minutes	<i>Office Staff</i> Office of the City Treasurer
4. Client will give the Chit to the releasing Officer	4. The releasing Officer will get the chit and release the Certified Seeds	NONE	2 minutes	<i>Releasing Officer</i> Office of the City Agriculturist
TOTAL		PHP 700.00	1 day & 7 minutes	



2. Issuance of Certification for Land

Re-Classification

In accordance with Section 20 of R.A. 7160 The Local Government Code of 1991 as clarified and implemented by Memorandum Circular No.54 Series of 1993, A City or Municipality may through an ordinance passed by the Sanggunian Panlungsod after conducting public hearings for the purpose, authorize the reclassification of agricultural lands and provide for the manner of their utilization or disposition in the following cases; 1) when the land ceases to be economically feasible and sound for agricultural purposes as determined by the Department of Agriculture or 2) where the land shall have substantially greater economic value for residential, commercial or industrial purposes as determined by the Sanggunian concerned:

Provided, that such reclassification shall be limited to the following percentage of the total agricultural land area at the time of the passage of the ordinance.

- a. For component Cities and First to Third Class Municipalities, ten percent (10%)
- b. The Local Government Unit shall, in conformity with existing laws, continue to prepare their respective Comprehensive land use plans enacted through zoning

Land are not classified as non-negotiable for conversion or Reclassification under AO 20 (1992) and the land ceases to be economically feasible and sound for agricultural purposes.

Office or Division:	Office of the City Agriculturist	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All Farmers / Farm Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for reclassification address to Presiding Officer		Office of the Sangguniang Panlungsod
2. Certified true Copy of Transfer Certificate of Title		Office of the Registry of Deeds
3. Original Copy of Affidavit of Non – Tenancy		Office of the DAR/MARO
4. Original Copy of Certification from BARC Chairman		Office of the BARC Chairman
5. Original Copy of Certification from DAR/MARO		Office of the DAR/MARO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Proceed to the City Agriculturist Office. Client goes to the Agricultural Technologist State his/her purpose	1. Interview about client queries	None	2 minutes	<i>Agricultural Technologist</i> Office of the City Agriculturist
2.Submit requirements	2. Verify and inspect submitted documents	None	1 day	<i>Agricultural Technologist</i> Office of the City Agriculturist
3.Client sign the required Forms, pay the corresponding fee	3. Collect the Payments and issues Official Receipt	PHP 110.00	3 minutes	<i>Office Staff</i> Office of the City Treasurer
4. Receive requested certificate	4. The Agricultural Technologist and the City Agriculturist will sign and issue the Certification for Land Re-classification	None	2 minutes	<i>Agricultural Technologist</i> and City Agriculturist Office of the City Agriculturist
	TOTAL	PHP 110.00	1 day & 7 minutes	



3. Accessing Technical Assistance on Crop Production

Agricultural Technologist (AT's) /Agricultural Extension Workers conduct regular field monitoring and inspection in different barangays of the City to answer client queries Regarding; Seed selection, Pest and Disease Management, Irrigation Manangement and Post Harvest Facilities.

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Farmers / Farm Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Must be included in the Master list of Farmers		Office of the City Agriculturist		
2. Enrolled in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceed to the City Agriculturist Office. Client goes to the Agricultural Technologist State his/her purpose	Interview about Client queries	None	2 minutes	<i>Agricultural Technologist / AEW's Officer of the Day</i> Office of the City Agriculturist
2. Sign the Fits Log Book, clearly print name, address and purpose	Provides information and or technical assistance to the client	None	5 minutes	<i>Agricultural Technologist</i> Office of the City Agriculturist
TOTAL		None	7 minutes	



4. Accessing Technical Assistance on Soil Analysis

The City Agriculturist Office (CAO) provides soil analysis service so that the farmers can determine the types of Agricultural Inputs required before planting of any Crops.

Office or Division:		Office of the City Agriculturist		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Farmers / Farm Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Soil samples		Farmers / Farm Owner		
2. Must be included in the Masterlist of Farmers		Office of the City Agriculturist		
3. Enrolled in Registry System for Basic Sectors in Agriculture (RSBSA)		Office of the City Agriculturist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Collect soil sample and air dry them in a clean and ventilated room for 7 days	Verify samples for contamination	None	2 minutes	<i>Agricultural Technologist/AEW's Officer of the Day Office of the City Agriculturist</i>
2. Submit soil samples for analysis	Received the soil samples then label it name of farmer, farm location, crops and area to be planted	None	3 minutes	<i>Agricultural Technologist Office of the City Agriculturist</i>
	The soil Coordinator brings the sample to the Soils Laboratory Science City of Munoz, Nueva Ecija.	None	10 days	<i>Bureau of Soil and Water Management Laboratory</i>
TOTAL		None	10 days & 5 minutes	



OFFICE OF THE CITY ASSESSOR



1. Issuance of Certified Copy of Tax Declaration

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Fill-up request form	1.1 The Assessor's Office Staff will prepare the order of payment and certified copy of document	None	2 minutes	Computer Operator I Office of the City Assessor
	1.2 Duty staff will locate the records and prepare the requested documents.	None	5 minutes	Administrative Aide I Office of the City Assessor
	1.3 Records officer will verify the requested documents.	None	5 minutes	Records Officer IV Office of the City Assessor
	1.4 The City Assessor / Records Officer will check and sign the document	None	5 minutes	City Assessor / Records Officer IV Office of the City Assessor
2. Payment of fees	2. The staff of the office of the Treasurer will received the necessary payment.	PHP 30.00 per certified copy of tax declaration	2 minutes	Local Revenue Collection Officer I Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Releasing of certified copy of documents	3. Office Staff of the Assessor's Office will release the copy of document.	None	1 minute	<i>Administrative Aide I</i> Office of the City Assessor
	TOTAL	PHP 30.00 per certified copy of tax declaration	20 minutes	



2. Transfer of Ownership

Office or Division:	Office of the City Assessor			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Real Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xerox copy of Transfer of Certificate of Title (TCT)		To be provided by the client/owner		
2. Certification Authorizing Registration (CAR)		Bureau of Internal Revenue (BIR)		
3. Real Property Tax Payment / Clearance		Office of the City Treasurer		
4. Transfer Tax Receipt payment		Office of the City Treasurer		
5. Blue print copy of subdivision plan if newly subdivided		From Geodetic Engineer who conducted subdivision survey		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submission of requirements.	1.1 The Assessor's Office Staff will assess the completeness of the required documents	None	5 minutes	<i>Administrative Aide I</i> Office of the City Assessor
	1.2 The Assessor's Office Staff will prepare the order of payment.	None	2 minutes	<i>Administrative Aide I</i> Office of the City Assessor
	1.3 Appraisal and Assessment Section will prepare Field Appraisal & Assessment Sheet (FAAS) and Tax Declaration (TD).	None	15 minutes	<i>Computer Operator I</i> <i>Tax Mapping Aide</i> Office of the City Assessor



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	<p>1.4 The City Assessor will verify the FAAS and TD.</p> <p>1.5 The City Assessor will review and approve the tax declaration.</p>	None	5 minutes	City Assessor Office of the City Assessor
2. Payment of fees	2. The staff of the office of the Treasurer will received the necessary payment.	PHP 50.00 per Tax Declaration	2 minutes	Local Revenue Collection Officer I Office of the City Treasurer
3. Releasing of certified copy of documents	3. Assessor's Office Staff will release the copy of Tax Declaration.	None	1 minute	Administrative Aide I Office of the City Assessor
	TOTAL	PHP 50.00 per Tax Declaration	30 minutes	



3. Issuance of Certification of No Improvement / No Property / Landholding

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All Real Property Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request/Request Form		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Fill up request form	1.1 The Assessor's Office Staff will prepare the order of payment and certification of No Improvement / No property / No record / landholding.	None	2 minutes	<i>Computer Operator I</i> Office of the City Assessor
	1.2 Duty Staff will verify the records and prepare the requested documents.	None	15 minutes	<i>Administrative Aide II</i> Office of the City Assessor
	1.3 Records Officer will verify the requested documents.	None	5 minutes	<i>Records Officer IV</i> Office of the City Assessor <i>City Assessor /</i>
	1.4 City Assessor / Records Officer will check and sign the document.	None	5 minutes	<i>Records Officer IV</i> Office of the City Assessor



4. Tax Mapping

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for the services		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1.Fill up request form	1.1 The Assessor's Office Staff will delivers the request form to the Tax Mapper.	None	2 minutes	<i>Administrative Aide I</i> Office of the City Assessor
	1.2 The Tax Mapper will search the location of the property in the tax map.	None	5 minutes	<i>Tax Mapper I</i> Office of the City Assessor
	1.3Tax Mapper present the tax map to the client and pin point the location of the property			
	TOTAL		7 minutes	



5. Re-assignment / Cancellation of Assessment

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Real Property Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the request	1.1 The Assessor's Office Staff will deliver to the Appraisal and Assessment section.	None	1 minute	<i>Executive Assistant III</i> Office of the City Assessor
	1.2 Appraisal and Assessment Section will conduct site inspection.	None	1 hour (depending on the location)	<i>Watchman I</i> <i>Construction & Maintenance Foreman</i> Office of the City Assessor
	1.3 In-charge staff will prepare inspection report.	None	20 minutes	<i>Tax Mapper I</i> Office of the City Assessor
	1.4 The City Assessor will review and approve the cancellation / re-assignment	None	5 minutes	<i>City Assessor</i> Office of the City Assessor
TOTAL			1 hour & 26 minutes	



6. Segregation / Consolidation of Lots

Office or Division:		Office of the City Assessor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Real Property Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Xerox copy of Title		To be provided by the client		
2. Tax Receipts		Office of the City Treasurer		
3. Approved Subdivision / Consolidation Plan		From Geodetic Engineer who conducted the subdivision survey.		
4. Tax Declaration Fee		Office of the City Treasurer.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit the request	1.1 The Assessor's Office Staff verifies submitted documents.	None	1 minute	Computer Operator I Office of the City Assessor
	1.2 Assessor's Office staff will prepare order of payment.	None	1 minute	Computer Operator I Office of the City Assessor
	1.3 Appraisal and Assessment will prepare the segregated consolidated Title.	None	15 minutes	Bookbinder III Office of the City Assessor
	1.4 Assessor's Office staff will cancel previous Tax Declaration.	None	2 minutes	Administrative Aide III Office of the City Assessor
	1.5 City Assessor will check, sign and approve the newly prepared Tax Declaration.	None	5 minutes	City Assessor Office of the City Assessor
TOTAL			27 minutes	



BUSINESS PERMIT & LICENSE DIVISON, OFFICE OF THE CITY MAYOR



1. Issuance of Business Permit

Office or Division:		Office of Business Permit and Licensing Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Name		DTI, SEC		
Fire Safety Inspection Certificate		Bureau of Fire Protection		
Occupancy Permit		City Engineering Office		
Sanitary/ Health Clearance		City Health Office		
Community Tax Certificate (CEDULA)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment/ Approval	1. Receive the required documents and check for completeness.	Based on type of business on capitalization (new enterprises) annual gross receipts (existing enterprises)	1 minute	Office Staff BPLO Office
2. Payment of Business Tax, Fees and other Charges & Bureau of Fire Protection (fire clearance)	2. Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.	Based on capitalization (new enterprise)	10 minutes	Office Staff Treasurer Office Fire Department
3. After payment proceed to the Business One Stop Shop (BOSS) and	3. Representatives from -- City Planning and Development Office Coordinator (zoning clearance) -- City Engineering (building inspection) -- City Health Officer (sanitary inspection) -- SSS -- Pag-Ibig Will sign the Assessment Form	Individual Health Certificate PHP 80.00/ employee Environmental Inspection Fee PHP 100.00		CPDO Staff Office of the CPDC City Building Officer Office of the City Engineering City Health Officer Office of the City Health



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit Assessment Form/ Billing, along with all requirements, and signed by the following departments in the Business One Stop Shop: -- City Planning and Development Office Coordinator (zoning clearance) -- City Engineering (building inspection) -- City Health Officer (sanitary inspection) -- SSS --Pag-Ibig				
4. Releasing of Business Permit/Business Plate/sticker and	4. The Staff of the BPLO will release the clearance or certification.	Local Share (FireCode) PHP 500.00 – Retailer/ Wholesaler Manufacturer / Service Business Plate/Sticker PHP 120.00 Sanitary Permit PHP 150.00	1 minute	<i>Licensing Officer II</i> BPLO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Scale/Weights & Measures Small Scale Enterprise PHP 30.00 Medium Scale Enterprise PHP 40.00 Large Scale Enterprise PHP 100.00 Gasoline Station per pump PHP 100.00		
	TOTAL	Based on business type & capitalization	12 minutes	



2. Retiring a Business License

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Business Closure			Barangay	
Affidavit of Closure			Enterprises	
Business Plate & Certificate (Current Year If Any)			Enterprises	
2551m/ltr/Quarterly Vat Payment(If Any)			Bureau Of Internal Revenue	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application / Payment Verification	1. Secure Application for Business Retirement Form and submit requirements for retiring a business, while taxpayers' payment history is verified by the staff.	Based on type of business annual gross receipts	10 minute	Office Staff BPLO Office
2. Client Follow-up	2. Follow up status of application and pay taxes due, if any.	None	5 minutes	Office Staff Treasurer's Office
3. Issuance of Certificate	3. The Staff of the BPLO Office will release the clearance or certification.	None	5 minutes	Office Staff BPLO Office
TOTAL			20 minutes	



3. Applying/Renewing a Public Utility Tricycle Franchise

Office or Division:	Office of Business Permit and Licensing Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form for Franchise with approval of TODA President			Toda President	
Photocopy of OR-CR			Land Transportation Office	
Photocopy of Voter's I.D.			COMELEC	
Photocopy of Driver's License			Land Transportation Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form	1. Secure Application form from TRO. Accomplish the form and submit requirements	TAXES AND FEES {NEW} Initial Registration PHP 50.00 Driver's ID PHP 50 .00 Plate Number PHP 100.00 Filing Fee PHP 50.00 Franchise PHP 200.00 Total PHP 450.00	10 minutes	Office Staff BPLO Office
2. Inspection and Verification	2. The Staff of the BPLO Office inspect and verified Motorcycle engine number, chassis number		10 minutes	Office Staff BPLO Office
3. Assessment of Fees and Charges, Approval of MTOP Application	3. The Staff of the BPLO Office prepares the payment assessment	{RENEWAL } Driver's ID PHP25.00 Filing Fee PHP80.00 Sticker PHP50.00 Total PHP155.00	10 minutes	Office Staff BPLO Office
4. Payment	Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.		5minutes	Office Staff Treasurer Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Issuance of MTOP	5. BPLO Officer and staff release Franchise Plate, and Franchise I.D.		5 minutes	Office Staff BPLO Office
	Total		40 minutes	



4. Applying for “Service Only” Sticker for Private Utility Tricycles

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of OR-CR		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and Submit Application Form	1. Secure Application form from TRO. Accomplish the form and submit requirements	Fees and Charges Registration Fee PHP 150.00	10 minutes	Office Staff BPLO Office
2. Inspection and Verification	2. The Staff of the BPLO Office Inspect and verified Motorcycle engine number, chassis number		10 minutes	Office Staff BPLO Office
3. Assessment of Fees and Charges, Approval of Service Only Application	3. The Staff of the BPLO Office prepares the payment assessment		10 minutes	Office Staff BPLO Office
4. Payment	4. Proceed to Window 3 or 4 and pay the taxes and fees appearing in the assessment form.		5 minutes	Office Staff Treasurer Office
5. Issuance of Service Only Sticker	5. BPLO Officer and staff release Service Only Sticker		5 minutes	Office Staff Treasurer Office
Total		₱150.00	40 minutes	



OFFICE OF THE CITY CIVIL REGISTRAR



1. Requesting for Certified True Copy of Birth, Marriage, Death Certificate, and Civil Registry Documents.

Civil Registry documents such as birth, marriage & death certificates may be availed of by securing a certified transcript or photocopy from the Office of the City Civil Registrar.

Office or Division:	Local Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons allowed to request documents (Rule 24 of Adm. Order No.1 series of 1993) a) the concerned person himself/herself or any person authorized by him/her; b) his/her spouse, parents, siblings or guardian or institution legally in-charge of him/her if he/she is a minor; c) the court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the child's parent's or other circumstances surrounding his/her birth, and d) in case of a person's death, the nearest kin e) any authorized person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request of document (birth, marriage & death)				
1. Request slip		Office of the City Civil Registrar		
2. Valid ID of the requester		Client		
3. Payment of Fees		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request slip	1. Verification ➤ Registry Book ➤ Computer Data Base	Birth Certificate- PHP 50.00 /copy	5 minutes 5 minutes	<i>Officer In Charge on Birth Cert.</i> Office of the City Civil Registrar
2. Payment of Fees	2. Preparation / review of documents ➤ Types ➤ Encodes ➤ Print	Marriage Certificate- PHP 50.00 /copy Death Certificate- PHP 50.00 /copy	5 minutes	<i>Officer In Charge on Marriage Cert.</i> Office of the City Civil Registrar <i>Officer In Charge on Death Cert.</i> Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3. Releasing of requested documents	3. Final review/signature to documents		2 minutes	City Civil Registrar Office of the City Civil Registrar
	Total	Based on the requested documents	17 minutes	



2. Registration of Birth, Marriage and Death Certificates.

REPUBLIC ACT No. 3753 mandates the establishment of the civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of person shall be recorded.

Office or Division:	Local Civil Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Persons allowed to request documents (Rule 24 of Adm. Order No.1 series of 1993) f) the concerned person himself/herself or any person authorized by him/her; g) his/her spouse, parents, siblings or guardian or institution legally in-charge of him/her if he/she is a minor; h) the court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the child's parent's or other circumstances surrounding his/her birth, and i) in case of a person's death, the nearest kin j) any authorized person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration of document (birth, marriage and death)				
1.Certificate of Live Birth (COLB)		Office of the City Civil Registrar		
2.Certificate of Marriage (COM)				
3.Certificate of Death (COD)				
4.Payment of Fees		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present document for registration.	1. Examination of Document ➤ Computer Data Base	For: Late Registration Birth Certificate PHP 100.00	5 minutes	<i>Officer In Charge on Birth Cert.</i> Office of the City Civil Registrar
2.Payment of Fees(for late registration)	2. Preparation /Review of Documents ➤ Types ➤ Encodes ➤ Print	Marriage Certificate PHP 100.00	10 minutes	<i>Officer In Charge on Marriage Cert.</i> Office of the City Civil Registrar
		Death Certificate PHP 100.00	5 minutes	<i>Officer In Charge on Death Cert.</i> Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
3.Releasing of registered documents	3. Final Review / Signature to Documents		2 minutes	<i>City Civil Registrar</i> Office of the City Civil Registrar
	Total	Based on the type of registration	17 minutes	



OFFICE OF THE CITY ENGINEER



1. Securing Building Permit

A Building Permit is issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition, or other work activity of a specific project/building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and its Implementing Rules and Regulations and the Local Zoning Ordinance.

Office or Division:	Office of the City Engineer	
Classification:	Standard Building Structure: 1-Storey Building – Complex 2-Storey Building and above – Highly Technical	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Standard Building/Structure:		
1. Permit Forms: <ul style="list-style-type: none"> - Architectural Permit (5 copies), originally signed & sealed by duly Licensed & Registered Architect. - Structural Permit (5 copies), originally signed & sealed by duly Licensed & Registered Civil / Structural Engineer - Electrical Permit (5 copies), originally signed & sealed by duly Licensed & Registered Professional Electrical Engineer - Mechanical Permit (5 copies), originally signed & sealed by duly Licensed & Registered Professional Mechanical Engineer - Sanitary/Plumbing Permit (5 copies), originally signed & sealed by duly Licensed & Registered Sanitary Engineer/Plumbing - Electronic Permit (5 copies), originally signed & sealed by duly Licensed & Registered Professional Electronics & Communication Engineer <p>Note: All permit forms must be filled-up completely and must be signed by the professionals concerned and the building owner/applicant.</p>		Architect Professional Civil Engineer Professional Electrical Engineer Professional Mechanical Engineer Professional Sanitary Engineer/Master Plumber Professional Electronics & Communication Engineer



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. 5 sets of Complete Drawing Plans - Drawn in A3 and/or blueprint paper originally signed & sealed by duly Licensed & Registered Professionals	Concerned Licensed & Registered Professionals
3. Detailed Cost Estimates / Bill of Quantities - 5 copies originally signed & sealed by duly Licensed & Registered Concerned Professional	Concerned Licensed & Registered Professionals
4. Detailed Technical Specifications - 5 copies originally signed & sealed by duly Licensed & Registered Concerned Professional	Concerned Licensed & Registered Professionals
5. Photocopy, with Three (3) Specimen Signatures and One (1) Dry Seal of recent Identification (PRC) and Tax Receipt (PTR) of the Professional/s	Concerned Licensed & Registered Professionals
6. Certified True Copy of Original Certificate of Title/Transfer Certificate of Title - Four (4) Photocopies	Office of the City Assessor
7. Latest Tax Declaration - Four (4) Photocopies	Office of the City Assessor
8. Current Tax Clearance & Receipt	Office of the City Treasurer
9. In Case the applicant is Not the registered owner of lot: - Four (4) copies-Duly notarized copy of the Contract of Lease or Absolute Deed of Sale.	Building Owner
10. Construction logbook with signature/s of the Project-in-Charge Professional/s	Building Owner
11. Clearance / Permit from the Barangay which has the jurisdiction of the proposed project.	Building Owner
12. Photos in three (3) angles/views of the area where the proposed project will be constructed.	Building Owner



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
13. Standard signboard (3feet x 4 feet)		Building Owner		
14. Blue Ring Binder, Legal – 3inches (11"x13.7"x3")		Building Owner		
15. Zoning and Locational Clearance		Office of the City Planning & Development Coordinator		
16. Fire Safety Evaluation Certificate (FSEC)		Bureau of Fire, Gapan City Hall Compound, Brgy. Bayanihan, Gapan City		
17. Construction Safety and Health (COSH) Program		Department of Labor and Employment (DOLE), Palayan City, Nueva Ecija		
18. Additional Requirements: Environmental Compliance Certificate (ECC) for environmentally critical projects		Department of Environmental and Natural Resources(DENR), Pampanga		
19. Standard signboard (3feet x 4 feet)		Building Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure Application Forms	1. Brief the client regarding the requirements	None	15 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
2. Submit Requirements: Submit the duly accomplished application and documents to the staff in charge of receiving	2. Receive the requirements and check their completeness	None	15 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
3. Evaluation and Assessment	3. Evaluates and assesses the submitted plans and pertinent documents for compliance with the requirements of the building code, referral codes, laws and ordinances	None	30 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
4. Receive the assessment and Order Payment	4. Assess Building Fees and Charges, Prepare order of payment	See Table below on Schedule of Fees and	15 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
		Charges		
5. Payment Fees	5. Advice client to proceed to City Treasurer's Office for payment	None	10 minutes	Cashier Office of the City Treasurer
6. Go back to the City Engineer's Office to present the Official Receipt	6.1 Receive the Official Receipt and prepare an endorsement to the Bureau of Fire for the Fire Safety Evaluation Clearance 6.2 Advice the Client to go back to City Engineer's Office after Securing the Fire Safety Evaluation Clearance with all documents attached	None	5 minutes	Building Permit Evaluator Office of the City Engineer
7. Proceed to the Bureau of Fire for Fire Safety Evaluation Clearance with the pertinent documents and plans with the Endorsement letter from the City Engineer's Office	7.1 Bureau of Fire receive the pertinent documents with the endorsement letter 7.2 Evaluate and Inspect the project applied for Fire Safety Evaluation Clearance	Bureau of Fire Fees	5 days	Bureau of Fire Protection Personnel BFP
8. Go back to the City Engineer's Office to present the Official Receipt	8. Receive the Official Receipt and prepare an endorsement to the Bureau of Fire for the Fire Safety Evaluation	None	5 minutes	Building Permit Evaluator Office of the City Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	Clearance and facilitate the signatures of the permit forms.			
9. Processing of Permit Building staff processes the plans and pertinent documents for final approval of the building officials	9. Record the approved building permit and Notification of the client through text messaging to claim the permit	None	5 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
10. Release of Permit Receive the approved permit	10. Release the Building Permit		5 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	TOTAL	See Table Below (Schedule of Fees)	5 days & 3 hours	



SCHEDULE OF FEES AND OTHER CHARGES:

- Construction/addition/renovation/alteration of buildings/structures under Groups and Sub-divisions shall be assessed as follows:

a. Division A-1

Area in square meters	Fee per square meter (in Philippine Peso)
i. Original complete construction up to 20 sq. meters	2.00
ii. Additional/renovation/alteration up to 20 sq. meters regardless of floor area of original construction	2.40
iii. Above 20 – 50 sq. meters	3.40
iv. Above 50 – 100 sq. meters	4.80
v. Above 100 – 150 sq. meters	6.00
vi. Above 150 sq. meters	7.20

b. Division A-2

Area in square meters	Fee per square meter (in Philippine Peso)
i. Original complete construction up to 20 sq. meters	3.00
ii. Additional/renovation/alteration up to 20 sq. meters regardless of floor area of original construction	3.40
iii. Above 20 – 50 sq. meters	5.20
iv. Above 50 – 100 sq. meters	8.00
v. Above 100 – 150 sq. meters	8.00
vi. Above 150 sq. meters	8.40

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

Area in square meters	Fee per square meter (in Philippine Peso)
i. Up to 5,000	23.00
ii. Above 5,000 – 6,000	22.00
iii. Above 6,000 – 7,000	20.50
iv. Above 7,000 – 8,000	19.50
v. Above 8,000 – 9,000	18.00
vi. Above 9,000 – 10,000	17.00
vii. Above 10,000 – 15,000	16.00
viii. Above 15,000 – 20,000	15.00
ix. Above 20,000 – 30,000	14.00
x. Above 30,000	1



d. Divisions C-2/D-1, 2, 3

Area in square meters	Fee per square meter (in Philippine Peso)
i. Up to 5,000	12.00
ii. Above 5,000 – 6,000	11.00
iii. Above 6,000 – 7,000	10.20
iv. Above 7,000 – 8,000	9.60
v. Above 8,000 – 9,000	9.00
vi. Above 9,000 – 10,000	8.40
vii. Above 10,000 – 15,000	7.20
viii. Above 15,000 – 20,000	6.60
ix. Above 20,000 – 30,000	6.00
x. Above 30,000	5.00

e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories(Section 3.a to 3.d)

ELECTRICAL FEES: The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures.

a. Total Connected Load (kVA)

	Fee (in Philippine Peso)
i. 5 kVA or less	200.00
ii. Over 5 – 50 kVA	200.00 + 20.00/kVA
iii. Over 50 – 300 kVA	1,100.00 + 10.00/kVA
iv. Over 300 – 1,500 kVA	3,600.00 + 5.00/kVA
v. Over 1,500 – 6,000 kVA	9,600.00 + 2.50/kVA
vi. Over 6,000 kVA	20,850.00 + 1.25/kVA

b. Total Transformer/Uninterrupted Power Supply (UPS) / Generator Capacity (kVA)

	Fee (in Philippine Peso)
i. 5 kVA or less	40.00
ii. Over 5 – 50 kVA	40.00 + 4.00/kVA
iii. Over 50 – 300 kVA	220.00 + 2.00/kVA
iv. Over 300 – 1,500 kVA	720.00 + 1.00kVA
v. Over 1,500 – 6,000 kVA	1,920.00 + 0.50kVA
vi. Over 6,000 kVA	4,170.00 + 0.25kVA



c. Pole/Attachment Location Plan Permit

	Fee (in Philippine Peso)
i. Power Supply Pole	
ii. Guying Attachment	30.00/attachment

d. Miscellaneous Fees: Electric Meter for union separation, alteration, reconnection or relocation and issuance of Wiring Permit

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
i. Residential	PHP 15.00	PHP 15.00
ii. Commercial/Industrial	PHP 60.00	PHP 36.00
iii. Institutional	PHP 30.00	PHP 12.00

e. Formula for Computation of Fees: The Total Electrical Fees shall be the sum of Sections 4a to 4d of this Rule.

f. Forfeiture of Fees: If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5 – MECHANICAL FEES

a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof	PHP 40.00
ii. Ice Plants, per ton or fraction thereof	PHP 60.00
iii. Packaged/Centralized Air Conditioning Systems: up to 100 tons, per ton	PHP 90.00
iv. Every ton or fraction thereof above 100 tons	PHP 40.00
v. Window type air conditioners, per unit	PHP 60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan	PHP 40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually	



For Evaluation Purposes:

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.1):

- 1.10 kW per ton, for compressors up to 5 tons capacity
- 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity
- 0.97 kW per ton, for compressors above 50 tons capacity

For Ice Making (refer to 5.a.2):

- 3.50 kW per ton, for compressors up to 5 tons capacity
- 3.25 kW per ton, for compressors above 5 tons up to 50 tons capacity
- 3.00 kW per ton, for compressors above 50 tons capacity

For Air Conditioning (refer to 5.a.3):

- 0.90 kW per ton, for compressors 1.20 tons to 5 tons capacity
- 0.80 kW per ton, for compressors above 5 tons up to 50 tons capacity

b. Escalators and Moving Walks, Funiculars and the like:

i. Escalator and moving walk, per linear meter or fraction	PHP 10.00
ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof	PHP 20.00
iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters	PHP 10.00
iv. Funicular, per linear meter or fraction thereof	PHP 200.00
a. Per lineal meter travel	PHP 20.00
v. Cable car, per linear meter or fraction thereof	PHP 40.00
a. Per lineal meter travel	PHP 5.00

c. Elevators, per unit

i. Motor driven dumbwaiters	PHP 600.00
ii. Construction elevators for materials	PHP 2,000.00
iii. Passenger elevators	PHP 5,000.00
iv. Freight elevators	PHP 5,000.00
v. Car elevators	PHP 5,000.00

d. Boilers, per kW

i. Up to 7.50 kW	PHP 500.00
ii. Above 7.50 kW to 22 kW	PHP 700.00
iii. Above 22 kW to 37 kW	PHP 900.00
iv. Above 37 kW to 52 kW	PHP 1,200.00
v. Above 52 kW to 67 kW	PHP 1,400.00
vi. Above 67 kW to 74 kW	PHP 1,600.00
vii. Every kW or fraction thereof above 74 kW	PHP 5.00



Note:

- Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
- Steam from this boiler used to propel any prime-mover is exempted from fees.
- Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.0.70 kW per ton, for compressors above 50 tons capacity Pressurized water heaters, per unit ----- PHP 200.00
- Water sump and sewage pumps for commercial/industrial use, Per kW or fraction thereof----- PHP 60.00
- Automatic fire sprinkler system, per sprinkler head----- PHP 4.00
- Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:
- Every kW up to 50 kW ----- PHP 25.00
- Above 50 kW up to 100 kW ----- PHP 20.00
- Every kW above 100 kW ----- PHP 3.00
- Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet ----- PHP 20.00
- Gas Meter per unit----- PHP 100.00
- Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:
- Up to 50 kW ----- PHP 10.00
- Above 50 kW to 100 kW ----- PHP 12.00
- Every above 100 kW or fraction thereof ----- PHP 3.00
- Pressure Vessels, per cu. Meter or fraction thereof ----- PHP 60.00
- Other Machinery/Equipment for Commercial/Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof ----- PHP 60.00
- Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof ----- PHP 10.00
- Weighing Scale Structure, per ton or fraction thereof----- PHP 50.00

Note: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

PLUMBING FEES

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole UNIT ---- PHP 24.00

b. Every fixture in excess of one unit:

- | | |
|-----------------------------|----------|
| i. Each water closets ----- | PHP 7.00 |
| ii. Each floor drain ----- | PHP 3.00 |
| iii. Each sink ----- | PHP 3.00 |
| iv. Each lavatory ----- | PHP 7.00 |



- v. Each faucet ----- PHP 2.00
vi Each shower head ----- PHP 2.00

c. Special Plumbing Fixtures:

1) Each Slop Sink	PHP 7.00
2) Each urinal	PHP 4.00
3) Each bath tub	PHP 7.00
4) Each grease trap	PHP 7.00
5) Each garage trap	PHP 7.00
6) Each bidet	PHP 4.00
7) Each dental cuspidor	PHP 4.00
8) Each gas-fire water heater	PHP 4.00
9) Each drinking fountain	PHP 2.00
10) Each bar or soda fountain sink	PHP 4.00
11) Each laundry sink	PHP 4.00
12) Each laboratory sink	PHP 4.00
13) Each fixed-type sterilizer	PHP 2.00

d. Each water meter ----- PHP 2.00

- 12 to 25 mm Ø ----- PHP 8.00
- Above 25 mm Ø ----- PHP 10.00

e. Construction of septic tank, applicable in all Groups:

- Up to 5.00 cu. meters of digestion chamber ----- PHP 24.00
- Every cu. Meter or fraction thereof excess of 5.00 cu. Meters -- PHP 7.00

ELECTRONICS FEES

a. Central Office switching, equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching / routing / distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications.	PHP 2.40 per port
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b. Broadcast station for radio and tv for both commercial and training purposes, CATV headed, transmitting/receiving/ relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel / vehicle location.	PHP 1,000.00 per location
c. Automated teller machines ticketing, vending and other types of electronic dispensing machines telephone booths, pay phones, coin changers, location or direction finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus / equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically controlled apparatus or devices, whether located indoors or outdoors.	PHP 10.00 unit
d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected.	PHP 2.40 per outlet
e. Station/terminal/control point/port/central of remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcements/background, music / paging/ conference systems and the like, CATV/MATV/CCTV and off-air television, electronically- controlled conveyance systems, building automation management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected.	PHP 2.40 per termination



f. Studios, auditoriums, theatres, and similar structures for radio and TV broadcast, recording, audio/video reproduction / simulation and similar activities.	PHP 1,000.00 per location
g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission / reception	PHP 1,000.00 per structure
h. Electronic or electrically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc.	PHP 50.00 per unit
i. Poles and attachment: <ul style="list-style-type: none"> o Per Pole (to be paid by pole owner) o Per attachment (to be paid by any entity who attaches to the pole of others) 	PHP 20.00 PHP 20.00
j. Other types or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above.	PHP 50.00 per unit

ACCESSORIES OF THE BUILDING/STRUCTURES FEES

a. All parts of buildings which are open on two (2) or more sides, such as balconies, terraces, lanais, and the like, shall be charged 50% of the rate of the principal building of which they are a part (Sections 3.a to 3.d of this schedule).

b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (₱0.25) per cu. meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.

c. Bank and Records Vaults with interior volume up to 20.00 cum ----- PHP 20.00
 • in excess of 20.00 cu. Meters ----- PHP 8.00

d. Swimming Pools, per cu. Meter or fraction thereof:

i. Group A Residential	PHP 3.00
ii. Commercial/Industrial Groups B,E,E,G	PHP 36.00
iii. Social/Recreational/Institutional Groups C,D,H,I	PHP 24.00



iv. Swimming pools improved from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.		
v. Swimming pool shower rooms/locker rooms:		
(a) Per unit or fraction thereof		PHP 60.00
(b) Residential Group A		PHP 6.00
(c) Group B,E,F,G		PHP 18.00
(d) Group C,D,H		PHP 12.00

- e. Construction of firewalls separate from the building:
- Per sq. meter or fraction thereof ----- PHP 3.00
 - Provided, that the minimum fee shall be ----- PHP 48.00
- f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:

Use of Character/Occupancy	Self-Supporting	Trilon Guyed
i. Single detached dwelling units	PHP 500.00	PHP 150.00
ii. Commercial/Industrial (GROUPS B,E,F,G) up to 10.00 meters in height	PHP 2,400.00	PHP 240.00
a. Every meter or fraction thereof in excess of 10.00 meters	PHP 120.00	PHP 12.00
iii. Education/Recreational/Institutional (GROUPS C,D,H,I) up to 10.00 meters in height	PHP 1,800.00	PHP 120.00
a. Every meter or fraction thereof in excess of 10.00 meters	PHP 120.00	PHP 12.00

- g. Storage Silos, up to 10.00 meters in height ----- PHP 2,400.00
- Every meter or fraction thereof in excess of 10.00 meters ----- PHP 150.00
 - Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e of this schedule
- h. Construction of Smoker stacks and Chimneys for Commercial/Industrial Use Groups B, E, F and G:



i. Smokestacks, up to 10.00 meters in height, measured from the base (a) every meter or fraction thereof in excess of 10.00 meters	PHP 240.00 PHP 12.00
ii. Chimney up to 10.00 meters in height, measured from the base (a) every meter or fraction thereof in excess of 10.00 meters	PHP 48.00 PHP 2.00

- i. Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas ----- PHP 48.00
- j. Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume ----- PHP 12.00
- k. Construction of reinforced concrete or steel tanks or above ground:

GROUPS A and B, up to 2.00 cu. meters	PHP 12.00
i. Every cu. meter or fraction thereof in excess of 2.00 cu. meters	PHP 2.00
ii. For all other than GROUPS A and B, up to 10.00 cu. meters (a) every cu. m. or fraction thereof in excess of 10.00 cu. m.	PHP 480.00 PHP 24.00

- l. Construction of Water and Waste Water Treatment Tanks:
(Including Cisterns, Sedimentation and Chemical Treatment Tanks)
Per cu. meter of volume ----- PHP 7.00

- m. Construction of reinforced concrete or steel tanks for Commercial/Industrial Use:

i. Above ground, up to 10.00 cu. meters Every cu. meter or fraction thereof in excess of 10.00 cu. meters	PHP 480.00 PHP 24.00
ii. Underground, up to 20.00 cu. meters Every cu. meter or fraction thereof in excess of 20.00 cu. meters	PHP 540.00 PHP 24.00



n. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:

i. Underground, per cu. meter or fraction thereof of excavation	PHP 3.00
ii. Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank	PHP 3.00
iii. Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section	

o. Booths, Kiosks, Platforms Stages and the like, per sq.m. or fraction thereof of floor area

i. Construction of permanent type	PHP 10.00
ii. Construction of temporary type	PHP 5.00
iii. Inspection of knock-down temporary type, per unit	PHP 24.00

ACCESSORY FEES

- a. Establishment of Line and Grade all sides fronting or abutting streets, esteros, rivers, and creeks, first 10.00 meters ----- PHP 24.00
 i. Every meter or fraction thereof in excess of 10.00 meters ----- PHP 2.40
- b. Ground Preparation and Excavation Fee
 i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP & EP) for foundation, subject to the verification, inspection and review by the Line and

(a) Inspection and Verification Fee	PHP 200.00
(b) Per cu. meter of excavation	PHP 3.00
(c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit	PHP 50.00
(d) Per cu. meter of excavation for foundation with basement	PHP 4.00
(e) Excavation other than foundation or basement, per cu. meter	PHP 3.00
(f) Encroachment of footings or foundations of buildings / structures to public areas as permitted, per sq.m. or fraction thereof of footing or foundation encroachment.	PHP 250.00

c. Fencing Fees:

i. Made of masonry, metal, concrete up to 1.80 meters in height, per lineal meter or fraction thereof	PHP 3.00
ii. In excess of 1.80 meters in height per lineal meter fraction thereof	PHP 4.00
iii. Made of indigenous materials, barbed, chicken or hog wires, per lineal meter	PHP 2.40



d. Construction of Pavements, up to 20.00 sq. meters -----PHP 24.00

e. In excess of 20 sq. meter or fraction thereof of paved areas intended for commercial / industrial /institutional use, such as parking and sidewalk areas, gasoline stations premises, skating rinks, pelota courts, tennis and basketball courts and the like- PHP 3.00

f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month -----PHP 240.00

i. Every sq. meter or fraction thereof in excess of 20.00 sq. meter ---PHP 12.00

g. Erection of Scaffolding Occupying Public Areas, per calendar month.

i. Up to 10.00 meters in length	PHP 150.00
ii. Every lineal meter or fraction thereof in excess of 10.00 meters	PHP12.00

h. Sign Fees:

i. Erection and anchorage of display surface, up to 4.00 sq. meters -- PHP 120.00 of signboard area

(a) Every sq. meter or fraction thereof in excess of 4.00 sq.m. ----- PHP 24.00

ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	PHP 36.00	PHP 52.00
Illuminated	PHP 24.00	PHP 36.00
Others	PHP 15.00	PHP 24.00
Painted On	PHP 9.60	PHP 18.00

iii. Annual Renewal Fees, per sq. meter or fraction thereof of display surface:

Type of Sign Display	Business Signs	Advertising Signs
Neon	PHP 36.00, min. fee shall be PHP 124.00	PHP 46.00, min. fee shall be PHP 200.00
Illuminated	PHP 18.00, min. fee shall be PHP 72.00	PHP 38.00, min. fee shall be PHP 150.00
Others	PHP 12.00, min. fee shall be PHP 40.00	PHP 20.00, min. fee shall be PHP 110.00
Painted-on	PHP 8.00, min. fee shall be PHP 30.00	PHP 12.00, min. fee shall be PHP 100.00



Repair Fees:

i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meters, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all GROUPS	PHP 5.00
ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures in square meters, such as floorings, ceilings and roofing, shall be assessed in accordance with the following rate, For all GROUPS	PHP 5.00
iii. Repairs on building/structures in all GROUPS costing more than five thousand pesos (₱5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to replace with same or new substitute and labor)	

j. Raising of Building/Structures Fee:

i. Assessment of fees for raising of any building/structures shall be based on the new usable area generated.

ii. The fees to be charged shall be as prescribed under Sections 3.a to 3.e of this schedule, whichever GROUP applies.

k. Demolition/Moving of Building/Structures Fees, per sq. meter of area or dimension involved

i. Building in all GROUPS per sq. meter floor area	PHP 3.00
ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences	PHP 4.00
iii. Structures of up to 10.00 meters in height (a) Every meter of portion thereof in excess of 10.00 meters	PHP 800.00 PHP 50.00
iv. Appendage of up to 3.00 cu. meter/unit (a) Every cu. meter or portion thereof in excess of 3.00 cu.m.	PHP 50.00 PHP 50.00
v. Moving Fee, per sq. meter of area of building/structure to be moved	PHP 3.00



2. Securing Occupancy Permit

Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of a structure. It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.

Office or Division:	Office of the City Engineer	
Classification:	Standard Building Structure: 1-Storey Building – Complex 2-storey building and above - Highly Technical	
Type of Transaction:	G2C, G2G, G2B	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Completion from the Building Officials 1 set of complete Building Plan		- Building Owner or Applicant
2. Certificate of Completion – Mechanical, Electrical, and Sanitary / Plumbing Permits		- Building Owner or Applicant
3. Logbook of Building Construction and Building Inspection Sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the architect or civil engineer		- Building Owner or Applicant
4. Certificate of Final Electrical Inspection 1 copy of Fire Safety Evaluation Clearance		- City Engineer's Office
5. Red Ring Binder, Legal – 3inches (11"x13.7"x3")		- Building Owner or Applicant
6. Final Fire Safety Inspection Report by the Bureau of Fire Protection		- Bureau of Fire Protection



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit requirements for Certificate of Occupancy to the City Engineer's Office (CEO)	1.1 Receive the requirements and check their Completeness.	None	10 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	1.2 If requirements are complete, proceed to:	None		
	1.3 Conduct on-site electrical inspection		60 Minutes	<i>Building Inspector</i> Office of the City Engineer
	1.4 Assess Occupancy Fees and Charges and prepare order of payment	Pursuant to PD-1096 and Local Revenue Code (See Table below)	10 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
2. Receive the assessment and order of payment and proceed to the City Treasurer's Office for payment	2. Inform the client through text messaging for the payment of assessed fees and charges.	None	3 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
3. Go back to the City Engineer's Office to present the Official Receipt	3.1 Receive the Official Receipt and prepare an endorsement to the Bureau of Fire for Fire Safety Inspection Certificate 3.2 Advise the Client to go back to City Engineer's Office after Securing the Fire Safety Inspection Certificate with all Documents attached	None	5 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Proceed to the Bureau of Fire Protection Office for Fire Safety Inspection Certificate with the pertinent documents and plans with the Endorsement letter from the City Engineer's Office	4.1 Bureau of Fire Protection Office receive the pertinent documents with the Endorsement letter 4.2 Evaluate and Inspect the project applied for Fire Safety Inspection Certificate	Bureau of Fire Protection Fees	5 Days	<i>Bureau of Fire Protection Personnel</i> BFP-Gapan City
5. Go back to City Engineer's Office with the pertinent documents attached Fire Safety Inspection Certificate	5.1 Receive and check the pertinent documents attached with Fire Safety Inspection Certificate.	None	5 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	5.2 Conduct on-site electrical inspection of the building.	None	30 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	5.3 Record the permit in the database.	None	5 minutes	<i>Building Inspector</i> Office of the City Engineer
	5.4 Conduct on-site building inspection.	None	60 minutes	<i>Building Official</i> Office of the City Engineer
	5.5 Facilitate the Signature and approval of the Building Official in the certificate of occupancy form.	None	5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	5.6 Facilitate the signature and approval of the Land Use and Zoning Officer in the certificate of occupancy form at the CPDO.	None	1 day	<i>Zoning Officer</i> City Planning & Development Office (CPDO)
	5.7 Facilitate the Signature and approval of the Building Official in the certificate of occupancy form.	None	20 minutes	<i>Building Official</i> Office of the City Engineer
	5.8 Inform the client through text messaging to claim the certificate.	None	3 minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
6. Receive the Approved Certificate of Occupancy	6. Release the Certificate of Occupancy	None	3 Minutes	<i>Building Permit Evaluator</i> Office of the City Engineer
	TOTAL	See Table Below (Schedule of Fees)	6 days and 3 hours	



SCHEDULE OF FEES:

1 – Certificates of Use or Occupancy (Table II.G.1 for Fixed Costing)

a. Division A-1 and A-2 Buildings:

i. Costing up to PHP 150,000.00	PHP 100.00
ii. Costing more than PHP 150,000.00 up to PHP 400,000.00	PHP 200.00
iii. Costing more than PHP ₱400,000.00 up to PHP 850,000.00	PHP 400.00
iv. Costing more than PHP 850,000.00 up to PHP 1,200,000.00	PHP 800.00
v. Every million or portion thereof in excess of PHP 1,200,000.00	PHP 800.00

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

i. Costing up to PHP 150,000.00	PHP 200.00
ii. Costing more than PHP 150,000.00 up to PHP 400,000.00	PHP 400.00
iii. Costing more than PHP ₱400,000.00 up to PHP 850,000.00	PHP 800.00
iv. Costing more than PHP 850,000.00 up to PHP 1,200,000.00	PHP 1,000.00
v. Every million or portion thereof in excess of PHP 1,200,000.00	PHP 1,000.00

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i. Costing up to PHP 150,000.00	PHP 150.00
ii. Costing more than PHP 150,000.00 up to PHP 400,000.00	PHP 250.00
iii. Costing more than PHP ₱400,000.00 up to PHP 850,000.00	PHP 600.00
iv. Costing more than PHP 850,000.00 up to PHP 1,200,000.00	PHP 900.00
v. Every million or portion thereof in excess of PHP 1,200,000.00	PHP 900.00

d. Divisions J-1 Buildings:

i. With floor area up to 20.00 sq. meters	PHP 50.00
ii. With floor area above 20 up to 500 sq. meters	PHP 240.00
iii. With floor area above 500 up to 1,000 sq. meters	PHP 360.00
iv. With floor area above 1,000 up to 5,000 sq. meters	PHP 480.00
v. With floor area above 5,000 up to 10,000 sq. meters	PHP 1,200.00
vi. With floor area above 10,000 sq. meters	PHP 2,400.00

e. Division J-2 Buildings:

- i. Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.
- ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d above.
- iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:

a. First 10.00 meters of height from the ground	PHP 800.00
b. Every meter or fraction thereof in excess of 10.00 meters	PHP 50.00

- f. Change in Use/Occupancy, per sq. meter or fraction thereof of
 area affected ----- PHP 5.00



OFFICE OF THE CITY ENVIRONMENT AND NATURAL RESOURCES



1. Request for Waste Disposal Certificate

Waste Disposal Certificate is issued to business owners who are securing Environmental Compliance Certificate from the DENR as requirement for the operation of their business establishments.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Business Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Business Permit		Business Permit and Licensing Office		
2. Application Form		City Environment and Natural Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements.	1. Verifies the submitted documents.	None	1 minute	<i>City ENRO Staff</i> City Environment and Natural Resources Office
2. Receive payment slip.	2. Issues payment slip for payment	None	2 minutes	<i>City ENRO Staff</i> City Environment and Natural Resources Office
3. Payment of fees.	3. Issue Official Receipt.	PHP 100.00	3 minutes	<i>City Treasurer Staff</i> Office of the City Treasurer
4. Receive requested certificate	4. Issues requested certificate to the client		3 minutes	<i>Designated ENRO</i> City Environment and Natural Resources Office
Total		PHP 100.00	9 minutes	



2. Request for Action Regarding Water, Air or Land Pollution

Proper action is undertaken regarding water, air or land pollution complaints made by the public.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written complaint or filled-p complaint slip endorsed by the Punong Barangay		Barangay Hall where the pollution occurs.		
2. Photo Documentation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complaint and photos.	1. Verifies the submitted documents and log complaint.	None	3 minutes	<i>City ENRO Staff</i> City Environment and Natural Resources Office
2. Complainant narrates details of complaint	2.1 Validates complain	None	2 minutes	<i>Designated ENRO</i> City Environment and Natural Resources Office
	2.2 Approval and releasing of mission order to take action on the complaint.	None	3 minutes	
Total		None	8 minutes	



3. Request for CENRO Endorsement for Tree Cutting / Tree Pruning Permit

CENRO Endorsement is being issued to the public who seeks permit to cut / prune trees inside their real property from the DENR.

Office or Division:		City Environment and Natural Resources Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Public		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request addressed to the City DENR-CENRO, Cabanatuan City		To be provided by the applicant		
2. Copy of land titles or tax declaration of the property where tree is planted.		City Assessor's Office		
3. Picture of tree to be cut or punned / trimmed		To be provided by the applicant		
4. Certificate of no objection from the barangay		Barangay Hall where the tree to be cut or pruned is located.		
5. Inspection report of assigned CENRO staff		City Environment and Natural Resources Office.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and requirements.	1. Verifies the submitted documents.	None	3 minutes	<i>City ENRO Staff</i> City Environment and Natural Resources Office
	2. Preparation of Endorsement.	None	3 minutes	<i>Designated ENRO</i> City Environment and Natural Resources Office
	3. Issuance of Endorsement	None	1 minute	<i>Designated ENRO</i> City Environment and Natural Resources Office
TOTAL			7 minutes	



LOCAL DISASTER RISK REDUCTION MANAGEMENT COUNCIL



1. Emergency Response (24/7 Operation)

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All residents of Gapan City and non-residents needing emergency services within the area of responsibility of Gapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Emergency Call by way of landline, mobile and handheld radiocommunication to Gapan City Emergency hotlines		Within the Area of Responsibility of Gapan City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CDRRM Office any untoward incident and all the details below through any means of communications in the locality What: When: Where:	1. Records all the details of any untoward incidents	None	3-5 minutes	<i>Emergency Responders / CDRRM staff</i> Local Disaster Risk Reduction Management Council
	2. Prepositioning of materials, supplies, equipment and other supplies needed for the response.	None	1 minute	<i>Driver, First Aider, and Responders</i> Local Disaster Risk Reduction Management Council
	3. Proceed to the area of concern. Attend to the reported untoward incident / emergency situation.	None	ASAP	<i>Driver, First Aider, and Responders</i> Local Disaster Risk Reduction Management Council



CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	PERSON RESPONSIBLE
	4. Application of needed services & first aid treatment depending on the severity of the cases. If possible, endorse to agency concern or transfer to the nearest health facilities.	None	ASAP	<i>Driver, First Aider, and Responders</i> Local Disaster Risk Reduction Management Council
	5. Documentation	None	2 minutes	<i>Emergency Responders / CDRMO staff</i> Local Disaster Risk Reduction Management Council
	6. Endorsement to the attending health staff/facility for proper medication/care depending on the nature and extent of the damage from the accident	None	ASAP	<i>First Aider, and Responders</i> Local Disaster Risk Reduction Management Council
	Total	None	ASAP	



2. Capacity Development

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All residents of Gapan City and non-residents needing emergency services within the area of responsibility of Gapan City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written request for Disaster Preparedness and Disaster Prevention/Mitigation services		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	PERSON RESPONSIBLE
1. Submit request letter for the required training, seminar or drills	1. Study the request capacity development such as : Topic – Date – Time – Venue –	None	10-15 minutes	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	2. Coordinate with other partner agencies for the resource speakers or trainers	None	1-2 days	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	4. Coordinate with the requesting party for the confirmation/finalization of the training or seminar	None	20 minutes	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council



CLIENT STEPS	AGENCY ACTIONS	CLIENT STEPS	AGENCY ACTIONS	PERSON RESPONSIBLE
	5. Prepare project proposal or project design of the said training or seminar for the needed supplies, meals & venue	None	1-2 days	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	6. Prepare the needed materials and all the details for the training proper	None	2 minutes	<i>LDRRM Officer / Staff</i> Local Disaster Risk Reduction Management Council
	TOTAL	None	1 day & 33 minutes to 2 days & 39 minutes	



OFFICE OF THE CITY HUMAN RESOURCE MANAGEMENT



1. Pre-Employment (Job Vacancies)

Open to anyone provided that they there is a vacant position and the applicants meet the qualifications & requirements needed for the job vacancies.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Letter to the City Mayor		To be provided by the applicant		
2. Duly accomplished Personal Data Sheet (Form 212) with picture		To be provided by the applicant		
3. Photocopy of supporting documents such as trainings & eligibility.		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application letter and resume specifying the target position together with the requirements.	1.1 Receive the application letter and forward the same to the City Mayor.	None	5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
	1.2 Receive the application from Office of the City Mayor		5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
	1.3 Conduct pre-screening, prepare list of qualified applicants.			
2. Wait for Advice/Notice: Applicants who meet the minimum QS will be advised and called for an interview by the HRMPSB.	2. Applicants who meet the minimum QS will be advised and called for an interview by the HRMPSB.	None	5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
	2.1 HRMPSB Screens & interview the applicants who are qualified for the position.	None	20 minutes	<i>HRMPSB Gapan City Hall</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	2.2 The applicant selected by the HRMPSB will be informed about the selection and will be asked to submit the necessary documents for the appointment.	None	5 minutes	<i>Bookbinder IV Office of the City Human Resource Management</i>
3. If applicant is selected: Submit additional requirements.	3. Receive and review documents submitted	None	10 minutes	<i>Bookbinder IV & HRMO III Office of the City Human Resource Management</i>
	3.1 Prepare and process appointment papers		1 hour	<i>HRMO III Office of the City Human Resource Management</i>
	3.2 Sign appointment papers		1 hour	<i>HRMO III Office of the City Human Resource Management Acting City Accountant Office of the City Accountant Department Head of Office Concerned City Mayor Office of the City Mayor</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
	3.3 Forward appointment to the Civil Service Commission Field Office	None		<i>Bookbinder IV & HRMO III</i> Office of the City Human Resource Management
4. Attend orientation / briefing	4. Conduct orientation / briefing	None	20 minutes	<i>HRMO III</i> Office of the City Human Resource Management
	TOTAL	None	3 hours & 10 minutes	



2. Leave Administration

Office or Division:		City Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		City Hall Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished leave form (CS Form 6) Vacation leave should be applied 5 days before the date of leave		HRMO		
2. Medical and other supporting documents.		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish 3 copies of Leave Form (CS Form 6) and have the respective department head sign for recommending approval of the leave	1. Receive the application for leave, compute the leave credits, record and sign leave application.	None	5 minutes	<i>Bookbinder IV</i> Office of the City Human Resource Management
2. Proceed to the Office of the City Mayor for the approval of leave.	2. Sign for approval of leave.	None	2 minutes	<i>City Mayor</i> Office of the City Mayor
TOTAL		None	7 minutes	



3. Issuance of Service Record & Certificate of Employment

Office or Division:		City Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		City Hall Officials and Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished request form for issuance of Service Record/ Certificate of Employment.	1.1 Receive request and prepare the needed document	None	5 minutes	<i>HRMO Staff</i> Office of the City Human Resource Management
	1.2 Proofread the document.	None	2 minutes	<i>HRMO Staff & HRMO III</i> Office of the City Human Resource Management
2. Receive duly signed Service Record / Certificate of Employment	2. Sign and release the document.	None	1 minute	<i>HRMO III</i> Office of the City Human Resource Management
TOTAL		None	8 minutes	



PUBLIC EMPLOYMENT SERVICE OFFICE



1. Special Program for Employment of Students (SPES)

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume with picture		To be provided by the applicant		
2. Birth Certificate		To be provided by the applicant		
3. Barangay Certificate of Indigency		Applicant's respective Barangay		
4. Certificate of Grades with General Weighing Average		Applicant's School		
5. BIR Certificates of Tax Exemptions		BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the PESO Office.	1.1 Assessment and evaluation of the applicants based on the requirements submitted.	None	5 minutes	<i>PESO Staff</i> Office of the City PESO Manager
	1.2 Interview on the qualified applicants by the PESO Manager or the representative of the agency where they will be assigned. Selected applicants will be asked to report on scheduled date.	None	20 minutes	<i>Acting PESO Manager</i> Office of the City PESO Manager



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Fill-up the registration form	3. Evaluation of registration form	None	10 minutes	<i>PESO Staff</i> Office of the City PESO Manager
4. Signing of contract	4.1 Preparation and signing of contract 4.2 Submission of reports to DOLE	None	10 minutes	<i>Acting PESO Manager</i> Office of the City PESO Manager
	TOTAL	None	45 minutes	



2. Technical Education Skills Development Authority (TESDA) Training Skills

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students and Out of School Youth			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Resume with 2x2 picture				
2. Barangay Clearance				
3. Barangay Certificate of Indigency				
4. Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the client's logbook and submit the requirements.	1.1 Give the log book to the client. Assess and evaluate the applicants based on the requirements submitted.	None	5 minutes	<i>PESO Staff</i> Office of the City PESO Manager
	1.2 Interview on the qualified applicants by the PESO Manager or the representative of the private firm where they will be trained. Selected applicants will be asked to report on scheduled date	None	15 minutes	<i>Trainee's Supervisor</i> TESDA
	1.3 Announce the schedule of training.	None	10 minutes	<i>Trainee's Supervisor</i> TESDA
	TOTAL	None	30 minutes	



3. Special Recruitment Activity (SRA), Local Recruitment Activity (LRA) and Job Fair

Office or Division:		Public Employment Service Office		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Local and Overseas Recruitment Agencies / Companies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter of Intent addressed to the City Mayor thru the PESO Manager		To be provided by the applicant		
2. Job Order		To be provided by the applicant		
3. Business Permit /License		To be provided by the applicant		
4. Company Profile		To be provided by the applicant		
5. Approved Affidavit of undertaking from POEA		To be provided by the applicant		
6. Certificate of SEC Registration		SEC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the client's logbook and submit the requirements.	1.1 Give the log book to the client. Assess and evaluate the completeness of the required documents.	None	5 minutes	<i>PESO Staff & Acting PESO Manager</i> Office of the City PESO Manager
	1.2 Verify the authenticity of the submitted requirements.	None	10 minutes	<i>PESO Staff & Acting PESO Manager</i> Office of the City PESO Manager
	1.3 Preparation of approval letter and schedule of SRA/LRA/Job Fair	None	5 minutes	<i>Acting PESO Manager</i> Office of the City PESO Manager
2. Receive the approval letter	2. Sign and release the approval letter	None	5 minutes	<i>City Mayor</i>
TOTAL		None	25 minutes	



OFFICE OF THE CITY PLANNING & DEVELOPMENT COORDINATOR



1. Issuance of Locational Clearance

Office or Division:	Office of the City Planning & Development Coordinator
Classification:	Simple
Type of Transaction:	G2G/G2C/G2B
Who may avail:	All Enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a zoning clearance upon application for building permit.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for Zoning Clearance, duly notarized	Office of the CPDC
2. Vicinity Map (include major landmarks within 200m radius)	To be provided by the applicant
3. Site Development Plan	To be provided by the applicant
4. Lease Contract (if the place is being rented)	To be provided by the applicant
5. Local ECC (Environmental Compliance Certificate)	City ENRO
6. ECC from DENR-EMB	DENR-EMB
7. Site Clearance from Health Officer	City Health Officer
8. Barangay Resolution	From the Barangay concerned
9. Consent of non-objection from majority of occupants and owners of properties	To be provided by the applicant
10. Engineering Plans	To be provided by the applicant
11. Estimated Cost and Bill of Materials	To be provided by the applicant
12. Authorization of person allowed to follow-up the clearance	To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter together with the requirements.	1.1 The CPDO Staff will assess the completeness of required documents.	None	6 minutes	<i>Office Staff</i> Office of the CPDC
	1.2 The CPDO staff and CPDC will do research, verification and site inspection.	None	1 hour	<i>Office Staff & CPDC</i> Office of the CPDC
	1.3 The CPDO staff will prepare, process and record the Locational Clearance.	None	5 minutes	<i>Office Staff & CPDC</i> Office of the CPDC
2. Payment of Fees.	2.1 The Staff of the Office of the Treasurer will receive the necessary payment.	A. Single Residential: 1. PHP 100,00 and below – PHP 288.00 2. Over PHP 100,000 to PHP 200,000 - PHP 576.00 3. Over PHP 200,000 – PHP 720.00 + 1/10 of 1% in excess of PHP 200,00.00	1 minute	<i>Office Staff</i> Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 The CPDC will approve the Locational Clearance.	B. Apartments/ Townhouse s:	1 minute	CPDC Office of the CPDC
3. Releasing of Locational Clearance	3. The CPDO Staff will release the clearance and file the documents.	1. PHP P500,000 and below – PHP 1,440.00 2. Over PHP 500,000 to PHP 2 Million 3. Over 2 Million – PHP 3,600.00 + (1/10 of 1% of cost in excess of 2 Million regardless of the number of floors) C. Dormitories: 1. PHP 2 Million and below - PHP 3,600.00	1 minute	Office Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>2. Over PHP 2 Million - PHP 3,600.00 + (1/10 of 1% of cost in excess of PHP 2 Million regardless of the number of floors.</p> <p>D. Institutional</p> <p>1. Below PHP 2 Million - PHP 2,880.00</p> <p>2. Over PHP 2 Million - PHP2,880.00 + (1/10 Of 1% of cost in excess of P 2 Million</p> <p>E. Commercial Industrial and Agro – Industrial:</p> <p>1. Below PHP100,000 - PHP1,440.00</p> <p>2. Over PHP100,000 to PHP500,000 - PHP2,160.00</p> <p>3. Over PHP500,000 - PHP2,880.00</p> <p>4. Over PHP 1 Million – PHP 2 Million – PHP 4,320.00</p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>5. Over PHP 2 Million - PHP 7,200.00 + (1/10 of 1% of cost in excess of PHP 2 Million)</p> <p>F. Special Uses / Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)</p> <p>1. Below PHP 2 Million - PHP 7,200.00 + (1/10 of 1 % of cost in excess of PHP 2 Million)</p> <p>2. Over PHP 2 Million - PHP 7,200.00 + (1/10 of 1 % of cost in excess of PHP 2 Million)</p>		
	Total	Based on the type of construction & Bill of Materials	1 hour & 14 minutes	



2. Issuance of Certificate of Site Zoning Classification

Site Zoning Certificate is required in applying for Land Reclassification, Land Conversion, PALC, ECC, LGU Head Endorsement.

Office or Division:	Office of the City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2G/G2C/G2B			
Who may avail:	Land Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to the Zoning Coordinator / City Planning and Development Coordinator.		To be provided by the applicant		
2. Vicinity map including clearly and specifically the exact location of the proposed site and the existing land uses and/or landmarks with a radius of atleast 500 meters duly signed by a geodetic/civil engineer or architect.		To be provided by the applicant		
3. Photocopy of TCT or any proof of ownership, or right over the property, latest tax declaration and latest tax receipt.		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request Letter together with the requirements.	1.1 The CPDO Staff will assess the completeness of required documents.	None	5 minutes	CPDO Staff Office of the CPDC
	1.2 The CPDO staff and CPDC will do research, review and verification.	None	2 hours	CPDO Staff Office of the CPDC
	1.3 The CPDO staff will prepare, process and record the Certificate for Zoning Classification	None	10 minutes	CPDO Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment of Fees.	2. The Staff of the Office of the Treasurer will receive the necessary payment.	PHP 720.00 per hectare	2 minutes	<i>City Treasurer</i> Staff Office of the City Treasurer
3. Applicant receives the Certificate of Site Zoning Classification.	3. The CPDC Staff will approve and issue the Certificate for Site Zoning Classification.	None	1 minute	<i>CPDC</i> Office of the CPDC
	Total	PHP 720.00 per hectare	2 hrs. & 18 minutes	



3. Issuance of Zoning Clearance for Business Permit

Enterprises are required to secure a Zoning Clearance upon application for Business Permit to ensure that the enterprise is allowed in the chosen location as per the City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

Office or Division:	Office of the City Planning & Development Coordinator			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business License Application Form 2. Picture of the establishment (Front view) 3. Vicinity Map 4. TCT 5. Tax Declaration 6. Tax Receipt. 7. Lease Contract (If rented)		Business Permit and License Division To be provided by the applicant To be provided by the applicant To be provided by the applicant Office of the City Assessor Office of the City Treasurer To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CPDO, and present your Business License Application Form	1.1 Receive the application form and assess the completeness of the required documents.	None	10 minutes	CPDO Staff Office of the CPDC
	1.2 Zoning official checks the location of the business against the land use plan.	None	5 minutes	CPDC Office of the CPDC
	1.3 Site Inspection (optional) If site inspection is required, frontline officer refers the same to the	None	1 hour	CPDO Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Zoning Administrator, zoning official or their authorized representative. Site inspection is usually required for new enterprises.			
	1.4 Processing of Documents. CPDO Staff will process and records transaction.	None	5 minutes	CPDO Staff Office of the CPDC
	1.5 The Zoning Administrator approves the clearance; and signs the Business License Application Form.	None	2 minutes	CPDC / Zoning Administrator Office of the CPDC
	Total	None	1 hour & 22 minutes	



4. Securing Data from the City Planning and Development Office

Information about the city and its development plans are available at the CPDO.

Information available includes:

- Socio-Economic Profile
- Land Use Plan
- Economic Development Plan
- Other City Statistics

Office or Division:		Office of the City Planning & Development Coordinator		
Classification:		Simple		
Type of Transaction:		G2C/G2B/G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request 2. Identification Card		To be provided by the applicant To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry. Approach a frontline staff that will refer you to the person in charge of the data being requested.	1.1 Verify Information Availability. Person in charge verifies if information required is available.	None	5 minutes	CPDO Staff Office of the CPDC
	1.2 Access information. If data is available, the client will be requested to wait while the person-in-charge accesses the information. Otherwise, the client will be referred to other probable sources of information.	None	5 minutes	CPDO Staff Office of the CPDC



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review and Verification. Person in charge reviews and verifies the information to be given.	None	5 minutes	CPDO Staff Office of the CPDC
2. Photocopy Documents.	2. If the client needs to photocopy documents, he/she be asked to leave an ID card to the CPDO Staff before he/she can take the documents out of the office.	None	15 minutes	CPDO Staff Office of the CPDC
3. Register in the Logbook. Sign a logbook for record purposes. If documents were photocopied, return the original documents and retrieve your ID card.	3. Retrieve the photocopied documents and release the ID card of the client.	None	2 minute	CPDO Staff Office of the CPDC
TOTAL		None	32 minutes	



5. Securing Development Permit (DP) for Subdivision Project

All subdivision developer are required secure Development Permit (DP) for its subdivision projects

Office or Division:	Office of the City Planning & Development Coordinator
Classification:	Highly Technical
Type of Transaction:	G2B
Who may avail:	Subdivision Developer
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Applicant's letter of application	To be provided by the applicant
2. Documents of ownership and financial	To be provided by the applicant
3. Certified Xerox Copy of the Joint Venture Agreement (JVA), if the project is a joint undertaking between a landowner and a housing developer;	To be provided by the applicant
4. Development plan	To be provided by the applicant
5. Engineering Plans consisting of: <ul style="list-style-type: none"> ➤ Water System Layout Plan ➤ Power Supply System Plan ➤ Drainage and Sewer System Plan ➤ Road System Plan ➤ Site Grading Plan 	To be provided by the applicant
6. List of names of duly licensed professionals	To be provided by the applicant
7. Waste Management Plan, for both solid and liquid waste;	To be provided by the applicant
8. Gapan Water District Certification / Clearance	Gapan City Water District
9. NEECO I comment on the proposed Power Supply System;	NEECO I
10. Certified True Copy of DAR Conversion Order, or DAR Clearance	DAR
11. DENR Environmental Compliance (ECC), or Certificate of Non-Coverage (CNC), whichever is applicable	DENR-EMB
12. Traffic Impact Assessment (TIA), for subdivision projects 30 hectares and above.	To be provided by the applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request together with complete requirements.	1.1 Receive the letter of request and assess the completeness of the required documents.	None	30 minutes	<i>CPDO Staff</i> Office of the CPDC
	1.2 Review and Evaluation. Zoning personnel conducts review, site visits and complete evaluation of application.	None	1 day	<i>CPDO Staff & CPDC</i> Office of the CPDC
	1.3 Submission of consolidated evaluation report to SP/members of Land Use Committee.	None	1 day	<i>CPDC</i> Office of the CPDC
	1.4 Sanggunian Panlungsod Approval	None	Maximum of 10 days	<i>SP Members</i> Office of the Sangguniang Panlungsod
2. Payment of fees.	2. The Staff of the Office of the Treasurer will receive the necessary payment.	Processing Fee – PHP 360.00 per ha. Or a fraction thereof Additional Fee on Floor Area of housing component	2 minutes	<i>City Treasurer Staff</i> Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Release of Development Permit.	3. Issuance of Permit. After SP approval, DP Certificate will be issued to be signed by CPDC and City Mayor.	Inspection Fee - PHP 1,500.00 / ha. regardless of density	2 minutes	CPDC Office of the CPDC
	Total	Based on the land area	12 days & 34 minutes	



OFFICE OF THE CITY HEALTH OFFICER



1. Securing Health/Medical Certificate

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		All employees in Government offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Employment to Government Offices 1. Result of Chest X-ray (original) 2. Result of Complete Blood Count (CBC) 3. Result of Urinalysis 4. Result of Drug Test 5. Result of Fecalysis (for food handlers only) 6. Neuropsychiatric exam 7. Certification Fee		Any laboratory of choice		
For Medical Certificate: 1. Result of Chest X-ray (original)		Any laboratory of choice		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filingup of Medical Certificate forms. Go to the City Health Office (CHO)/City Health Unit (CHU)	1.1Personnel instruct client to pay required certification fee and present Official Receipt. Vitals signs will be done. 1.2Register Client Personnel accomplish certificate form and refers client to the doctor.	PHP 100.00	2-5 minutes	Health Personnel City Health Office
	2. The doctor will then review all laboratory exams.	None	1-5 minute	City Health Officer City Health Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Issuance of Certificate	<p>Doctor examines and assesses the client.</p> <p>If found physically fit, signs the medical certificate.</p> <p>Health or Medical Certificate is issued to client.</p>	None	7-10 minutes	<p>City Health Officer</p> <p>City Health Office</p>
	Total	PHP 100.00	10 to 20 minutes	



2. Issuance of Health Card

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Health cards are issued to operators and employees after physical examination and completion of the necessary laboratory examination results.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For non- food handlers: 1. Chest x-ray, bring plate and original result with one xerox copy. (Result must not be more than one year at the time of application) 2. One piece 1 x 1 picture If renewal, bring old health card		Any Laboratory		
For food handlers: 1. Requirements number 1 to 4 2. Fecalysis/stool exam (result should not be more than 3 months)		Any Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the City Health Office	1.1 Sanitation Inspector/Health Personnel assess completeness of requirements, if applicant have satisfactory laboratory results, will ask applicant to pay the necessary fee.	PHP 80.00	5 minute	Sanitary Inspector Office of the City Health Officer
	1.2 Present Official receipt of Health Card fee		1 minute	Records Officer / Office of the City Treasurer
	1.3 Accomplish Health Card		1 minute	Sanitary Inspector Office of the City Health Officer
	1.4 Register Client's health card control number in the logbook		1 minute	Sanitary Inspector Office of the City Health Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Submit accomplished health card to City Health Officer for Signature	None	1 minute	<i>City Health Officer</i> Office of the City Health Officer
	1.6 Release of Health Card		1 minute	<i>Sanitary Inspector</i> Office of the City Health Officer
	TOTAL	PHP 80.00	10 minutes	



3. Securing Sanitary Permit

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		The City Health Office issues a Sanitary Permit to operate for all business establishments after the actual inspection and completion of other requirements like Health Cards of all employees. All enterprises are required to secure a Sanitary Permit upon application for Business Permit to ensure that the enterprise complies with the City Sanitation Code and other relevant health-related ordinance.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Permit		BPLO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to City Health Office	1. Applicant consults the sanitation personnel and states his/her purpose.	None	1-2 minutes	<i>Sanitary Inspector</i> Office of the City Health Officer
2. Document Review and Assessment	2. The sanitation personnel review the documents. Determines how many workers are employed by the business and present employees' health cards.	None	5 minutes	<i>Sanitary Inspector</i> Office of the City Health Officer
3. Processing	3. Sanitation personnel will process and record the documents and schedule inspection of business establishment.	PHP 150.00	5 minutes	<i>Sanitary Inspector</i> Office of the City Health Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Site Inspection	4. A site inspection visit of the establishment is scheduled to check if they have complied with the Sanitation Code	None	actual	<i>Sanitary Inspector</i> Office of the City Health Officer
5. Approval	5. Frontline personnel submit the documents for signature by the City Health Officer.	None	2 minutes	<i>City Health Officer II</i> Office of the City Health Officer
6. Issuance	6. Issuance of Sanitary Permit to operate business	None	2 minutes	<i>Sanitary Inspector</i> Office of the City Health Officer
TOTAL		PHP 150.00	17 minutes	



4. Signing Unattended Deaths or Home Deaths

Office or Division:		City Health Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Clients or families that need the signature of the doctor for the death certificates of their deceased family member		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring death certificate to City Health Office (CHO)/City Health Unit(CHU)	1.1 Health Personnel checks if death certificate was properly filled-up and signed by informant	PHP 100	3 minutes	<i>Records Officer /</i> Office of the City Treasurer
	1.2 Doctor interviews informant as to cause of death or symptoms that were complained by the deceased before death, then certifies death	None	5-10 minutes	<i>Health Personnel</i> <i>Medical Doctors</i> Office of the City Health Officer
	TOTAL	PHP 100.00	8 to 13 minutes	



5. Request for Medical Check-Up/ Consultation

Office or Division:		City Health Units I,II,III,IV		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Open to all individuals who needs medical check ups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory exam results		Any Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Health/Barangay centers	1. Information/Frontline Desk Patient goes to the information or frontline desk and states chief complaints/illness/general information, retrieve records.	None	3-5 minutes	<i>BHWs MidwifeAides City Health Units I,II,III,IV</i>
2. Patient tells the staff of what services she/he wants	2.1 Assessment Vital Signs Consultation (Laboratory if needed)	None	10-15 minutes	<i>Health Personnel.- Nurses, Midwives, Rural Health Physician Med Tech. City Health Units I,II,III,IV</i>
	2.2 Pharmacy provides medicine		3 minutes	<i>Dispensing Officer Office of the City Health Officer</i>
TOTAL		None	16 to 23 minutes	



6. Request for Dental Services (Check-Up/Consultation)

Office or Division:		City Health Unit I		
Classification:		Simple		
Type of Transaction:		Consultation checkup for patient with dental problems		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to dental clinic patient goes to the frontline Personnel of the Dental Services And state his/her purpose	1.1 City Health Personnel gets the vital sign.	None	3 minutes	<i>Midwife or BHW</i> City Health Unit I
	1.2 Recording Data		2 minutes	<i>Dental Aide</i> City Health Unit I
	1.3 Dental Care Treatment or Extraction Releasing of Patient	None	10-15 minutes	<i>Dentist</i> City Health Unit I
	1.4 Pharmacy provide medicines	None	3 minutes	<i>Dispensing Officer</i> City Health Office
	TOTAL	None	18 to 23 minutes	



OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT



1. Availing of Assistance in Crisis Situation

The City Social Welfare and Development Office (CSWDO) provides emergency financial assistance or referrals for free service to individuals and families who are in extremely difficult situations and have inadequate resources.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Burial Assistance-Photocopy of relative's Death Certificate/Barangay Certification and funeral contract		Barangay Funeral Parlor (where the family rendered the services)		
Food and Transportation Assistance-Police blotter, in case client is a victim of pickpockets		Police Station		
Medical Assistance-Doctor's Prescription/Certificate of Confinement/Statement of Account		Hospital (where the patient was admitted)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration - register your name on the logbook	1. The CSWD staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Answer interviews.	2.1 CSWDO Staff will interview the client.	None	2 minutes	Office Staff CSWD Office
	2.2. CSWDO staff prepares a Certificate of Eligibility, the social worker will assess your needs and sign the certificate of eligibility	None	2 minutes	Office Staff CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. The social worker refers you to the following for free service a. medicines - City Health Unit b. Funeral Parlor - burial assistance c. Transport Companies - transportation assistance d. Hospital bill	None	5 minutes	Office Staff CSWD Office
	2.4. CSWD Staff will prepare the voucher	None	5 minutes	Office Staff CSWD Office
	2.5. CSWD Staff will process the signature of the voucher.	None	1 day	Office Staff CSWD Office
3. Wait for the release of the voucher.	3. The CSWD Officer will give it to the client.	None	1 minute	OIC-CSWD Officer CSWD Office
	TOTAL	None	1 day & 16 minutes	



2. Securing a Social Case Study Report

The Philippine Charity Sweepstakes Office (PCSO) and other government hospitals and NGO which provides indigents with laboratory and surgical assistance.

Before a beneficiary can avail of this assistance, he/ she is required to secure a Social Case Study Report From the CSWDO.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate/Medical Abstract		Hospital		
Barangay Indigency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration and Interview - Register your name on the logbook and your purpose.	1.1 CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
	1.2 The Social Worker will interview to get the pertinent information	None	5 minutes	CSWD Officer CSWD Office
2. Home Visit - Home visit follows, if necessary.	2. CSWD Staff may require the client to draw a sketch of their residence for home visit, if necessary.	None	30 minutes	Office Staff CSWD Office CSWD Officer CSWD Office
3. Wait for the Preparation of Social Case Study Report	3. CSWD Staff will prepare the Social Case Study Report.	None	5 minutes	Office Staff CSWD Office
4. Wait for the Approval and Release of Report	4. CSWDO chief approves report. You are then, given your copy.	None	2 minutes	Office Staff CSWD Office
TOTAL		None	43 minutes	



3. Availing of Physical Restoration Assistance

This program is intended for person with disability.

It provides assistive devices that will enable Physically-handicapped persons to integrate into the mainstream of community life.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification from the doctor or attending Physician.		Doctor/Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Assessment and Interview	1. A CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Home Visit - Home visit follows, if necessary.	2. Social Worker conduct home visit to further determine PWD needs.	None	Maximum of 2 hours	Office Staff CSWD Office CSWD Officer CSWD Office
3. Wait for the Processing of the Documents	3 Social Worker prepares and process all documents required for the provision of the gadget or device needed.	None	1 hour	CSWD Officer CSWD Office
4. Wait for the Signing of Documents for the procurement of gadget if not available at the office.	4. Social Worker signs the documents.	None	2 minutes	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Wait for at least 5 days.	5. PWD's are advised to wait at least one week for the procurement of the case it is not available at present.	None	5 days	CSWD Officer CSWD Office
5. Wait for Home Visit	6. Social Worker conducts constant follow-up and home visit to update requested assistance. If gadget is available. PWD automatically avail the assistive devise.	None	30 minutes	Office Staff CSWD Officer CSWD Office
	TOTAL	None	5 days & 3 hours & 33 minutes	



4. Promoting Welfare of Socially Disadvantaged Women

The City Social Welfare and Development Office (CSWDO) answers disadvantaged women's need for the prevention and eradication of exploitation, domestic violence and all forms of abuse against women.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		<ul style="list-style-type: none"> -battered women -rape victims -victims of sexual abuse -victims of involuntary prostitution -maltreated women -women who are emotionally-disturbed 		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification from the doctor or attending Physician.			Doctor/Attending Physician	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose.	1. A CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Answer the Interview	2. The Social Worker will interview to get the pertinent information.	None	10-15 minutes	CSWD Officer CSWD Office
3. Wait for the Assessment of the Social Worker regarding the case.	3. The Social Worker will then take action according to the Case such as: -rescue victims -counseling - assistance in - securing medico-legal services and reporting to the Philippine National Police for police blotter	None	1 hour	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	-assistance in filing case -referral to other service agencies for temporary shelter and custodial care -financial assistance			
4. Wait for Home Visit	4. A CSWD Staff may require the client to draw a sketch of their residence for home visit, if necessary.	None	30 minutes	CSWD Officer CSWD Office
	TOTAL	None	1 hour & 41 minutes to 1 hour & 56 minutes	



5. Availing of Care and Protection for Children Under Difficult Circumstances

The City Social Welfare and Development Office (CSWDO) assist children and youth whose basic needs have been victims of any form of child abuse.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		<ul style="list-style-type: none"> -street children -abandoned and neglected children -physically-abused children -sexually-abused children -victims of rape, incest and acts of lasciviousness -emotionally-abused children 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose.	1. A CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Answer the Interview	2. The Social Worker will interview to get the pertinent information.	None	10-15 minutes	CSWD Officer CSWD Office
3. Wait for the Assessment of the Social Worker regarding the case.	3. The Social Worker will then take action according to the Case such as: -rescue victims -counseling - assistance in - securing medico-legal services and reporting to the Philippine National Police for police blotter -assistance in filing case	None	1 hour	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	-referral to other service agencies for temporary shelter and custodial care -family reconciliation			
4. Wait for Home Visit	4. A CSWD Staff may require the client to draw a sketch of their residence for home visit, if necessary.	None	30 minutes	CSWD Officer CSWD Office
	TOTAL	None	1 hour & 41 minutes to 1 hour & 56 minutes	



6. Availing of Disaster Relief Assistance

The City Social Welfare and Development Office (CSWDO) pro-actively provide assistance to individuals and families who are victims of natural or man-made calamities such as typhoons, floods and fire.

* SERVICE COVERAGE

CSWDO disaster relief assistance covers:

- distribution of relief goods
- delivery of free food commodities to evacuation centers
- provision of limited housing materials for families whose homes have been totally damaged
- counseling for individuals and families who have been emotionally and psychologically depressed by disaster
- financial assistance (Emergency Shelter Assistance)

The office also facilitates the provision of financial assistance from government offices (e.g. Department of Social Welfare and Development, Office of Civil Defense) and other agencies to the families of disaster casualties.

Office or Division:		City Social Welfare and Development Office		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Victims of Fire		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay or Police Blotter or Certification from the Bureau of Fire		Barangay/Police Station/Bureau of Fire		
Barangay Certification of Residency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration Register your name on the logbook and your purpose.	1. A CSWD Staff will assist the client.	None	1 minute	Office Staff CSWD Office
2. Answer the Interview	2.1 The Social Worker will interview to get the pertinent information.	None	10-15 minutes	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. CSWDO staff prepares a Certificate of Eligibility, the social worker will assess your needs and sign the certificate of eligibility	None	1 minute	CSWD Officer CSWD Office
	2.3. The social worker refers you to the following for free service a. medicines - City Health Unit b. Funeral Parlor - burial assistance c. Transport Companies - transportation assistance d. Hospital bill	None	5 minutes	Office Staff CSWD Office
	2.4. a CSWD Staff will prepare the voucher	None	10 minutes	Office Staff CSWD Office
	2.5. A CSWD Staff will process the signature of the voucher	None	3 days	Office Staff CSWD Office
3. Wait for the release of voucher.	3. The CSWD Officer will give it to the client.	None	1 minute	CSWD Officer CSWD Office
	TOTAL	None	3 days & 28 minutes to 3 days & 43 minutes	



7. Securing a Certificate of Indigency

A Certificate of Indigency is required by the Public Attorney's Office (PAO) before it can accept program beneficiaries. The PAO, an office run by the Department of Justice (DOJ), provides free legal assistance to indigents. Required by the (City Registrar's Office) to Provide free filing fee for the correction of clerical errors on birth certificates and marriage certificates.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification of Residency		Barangay		
Certification of Non-Ownership of Real Property		City Assessor's Office		
Certificate as a Non-tax Filer		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1. A CSWD Staff will assist the client and check the requirements.	None	1 minute	Office Staff CSWD Office
2. Wait for the preparation of Certificates.	2. CSWD Staff will prepare the Certificate of Indigency in 2 copies.	None	3 minutes	Office Staff CSWD Office
3. Wait for the approval and release of the Certificate.	3 Social Worker approves/signs the Certificate of Indigency. Client receives the copy.	None	2 minutes	CSWD Officer CSWD Office
4. Affix your signature in the Log Book after you get your copy.	4. A CSWD Staff will release and log the Certificate in the Log Book.	None	2 minutes	Office Staff CSWD Office
TOTAL		None	8 minutes	



8. Provision of Pre Marriage Counselling

Pre - Marital and Family Planning Counselling. In compliance with Executive Order 209, article 16 Family Code of the Philippines, City ordinance 3167, Series of 1974, and Pres. Decree 965, state that all would be couples are required to undergo Pre-Marital and Family Planning Counselling for the issuance of their marriage license from the City Civil Registrar Office after the ten (10) days publication period. Would be couples cannot married without the certificate that they have undergone counselling.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application of Marriage License		Office of the Local Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. With your partner, proceed to the CSWD Office for registration and Pre-Marriage Counseling Office at the City Health Office.	1. A CSWD Staff will assist the client	None	5 minutes	Office Staff CSWD Office Office Staff City Health Office
2. Submit to Family Planning Counseling and Assessment	2. The Staff will start the Counseling Session.	None	2 – 3 hours	Office Staff CSWD Office Office Staff City Health Office
3. After the counseling session, receive the Pre-Marriage Counseling Certificate and sign in the logbook.	3. The Social Worker approves/signs the Certificate of Pre-Marriage Counseling. Client receives the copy.	None	2 minutes	CSWD Officer CSWD Office
TOTAL		None	2 hours & 7 minutes to 3hours & 7 minutes	



9. Availing of Assistance on RA 8972 known as Solo Parents Welfare Act of 2000

SOLO PARENT any individual (women) who falls under any of the following categories.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	<p>A woman who gives birth as a result of rape or crimes against chastity. Parents left solo or alone with the responsibility of parenthood.</p> <ul style="list-style-type: none"> • due to death of spouse • while the spouse is detained or is serving for a criminal conviction for at least 1 year • due to physical and/ or mental incapacity of spouse as certified by a public medical practitioner • due to legal separation or de facto separation from spouse as long as he / she is entrusted with the custody of the children • due to declaration of nullity or annulment of marriage as decreed by court as long as she/he is entrusted with the custody of the children • due to abandonment of spouse for at least one (1) year • unmarried mother/father who has preferred to keep and rear her/his children instead of having other care for them or give them up to a welfare institutions 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Office of the Local Civil Registry		
Barangay Certification		Barangay		
Court Order		Department of Justice		
Medical Certificate		Hospital		
2 pcs. 1x1 Picture		Photo Studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Application Form	1. A CSWD Staff will assist the client	None	5 minutes	Office Staff CSWD Office
2. Submit the requirements.	2. A CSWD staff will review the presented requirements.	None	2 minutes	Office Staff CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Answer the interview.	3. The Social Worker will interview the client to get the pertinent information if ever there is a need for Social Case Study Report.	None	5 minutes	CSWD Officer CSWD Office
4. Wait for the preparation of the Social Case Study Report.	4. A CSWD Staff will prepare the Social Case Study Report.	None	5 minutes	Office Staff CSWD Office
5. Wait for the release of the Solo Parent's Identification Card.	5. A CSWD staff will make the Solo Parent's Identification Card.	None	15 minutes	Office Staff CSWD Office
6. After getting the Solo Parent's Identification Card, sign in the Log Book.	6.A CSWD staff will assist the client.	None	1 minute	Office Staff CSWD Office
	TOTAL	None	33 minutes	



10. Availing of Assistance for Minor Travelling Abroad

This program is intended for minor children (0-17 years old) travelling outside the country.

Office or Division:	City Social Welfare and Development Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Minors travelling abroad unaccompanied by both parents 0-17 year old
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly notarized affidavit of consent from parents/ guardian authorizing a particular person to accompany the child in his/her travel abroad 2 pcs. Xerox copy	Public/Private Attorney's Office
Birth Certificate on Security paper (SECPA) of the minor: Authenticated from PSA 2 pcs. Xerox copy	Philippine Statistics Authority
Certified copy of Marriage Certificate of minor's parents if appropriate 2 pcs. Xerox copy	Philippine Statistics Authority
Notarized affidavit of support from sponsoring person who will shoulder the travelling expenses of minor 2 pcs. Xerox Copy	If the sponsor is in abroad- Philippine Embassy of the Country they are in. If the sponsor is in the Philippines- Private Attorney's Office
Certified copy of any (1) evidence to show financial capability of sponsor such as: 1. Certificate of Employment 2. Latest income tax return 3. Bank statement 4. Pay slip 5. Business License 2 pcs. Xerox Copy	1. From the employer 2. Bureau of Internal Revenue 3. Bank 4. From the Company 5. Business Permit Licensing Office
2 pcs. Photocopy of passport and Visa accompanying of person	To be provided by the applicant
4 Passport size picture of minor	To be provided by the applicant
Duly notarized affidavit of consent from parents/ guardian authorizing a particular person to accompany the child in his/her travel abroad 2 pcs. Xerox copy	Public/Private Attorney's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents	1. A CSWD Staff will review and check the presented documents.	None	5 minutes	Office Staff CSWD Office
2. Answer the interview.	2. The Social Worker will interview the client to get the pertinent information.	None	5 minutes	CSWD Officer CSWD Office
4. Wait for the preparation of the Assessment Report.	4. A CSWD Staff will prepare the Assessment Report.	None	5 minutes	Office Staff CSWD Office
5. Pay for the Assessment Report.	5. Collect the payment for the Assessment Report.	PHP 100.00	2 minutes	Office Staff City Treasurer's Office
6. Wait for the release of the Assessment Report, sign in the Log Book.	6.A CSWD staff will assist the client.	None	1 minute	Office Staff CSWD Office
TOTAL		PHP 100.00	18 minutes	



11. Availing of Assistance for Senior Citizens

The office of Senior Citizens Affair provides Senior Citizens Identification Card to afford the benefits under RA 9257, 20% discount on medicine and 5% of prime commodities.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All residents of Gapan City reaching the age of 60 years old and above		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Philippine Statistics Authority/Office of the Local Civil Registry		
Baptismal Certificate		Parish Church		
Marriage Certificate		Philippine Statistics Authority/Office of the Local Civil Registry		
Barangay Certification		Barangay		
Picture (2) 1x1 and 2x2 latest picture		To be provided by the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up OSCA Registry Form (Application Form)	1. A OSCA Staff will assist the client	None	3 minutes	Office Staff Office of the Senior Citizens Affairs
2. Submit the requirements.	2. OSCA Staff will check the requirements.	None	1 minute	Office Staff Office of the Senior Citizens Affairs
3. Wait for the preparation of the Senior Citizens ID.	3. A OSCA Staff will take the application form to the IT Department to make the Senior Citizens ID.	None	20 minutes	Office Staff Office of the Senior Citizens Affairs Office Staff IT Department
4. Wait for the release of the Senior Citizens ID.	4. A OSCA staff will assist the client.	None	1 minute	Office Staff Office of the Senior Citizens Affairs



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Wait for the issuance of Booklet of Medicine and Prime Commodities (Purchase Booklet of D. T. I. and D. A.)	5. A OSCA staff will issue the Booklet of Medicine and Prime Commodities (Purchase Booklet of D. T. I. and D. A.)	None	1 minute	Office Staff Office of the Senior Citizens Affairs
6. Sign in the Log Book.	6. A OSCA Staff will assist the client.	None	1 minute	Office Staff Office of the Senior Citizens Affairs
	TOTAL	None	27 minutes	



12. Availing of Self Employment Assistance (SEA)

The City Social Welfare and Development Office (CSWDO) provide additional capital to individuals and families who are income are very low.

Office or Division:		City Social Welfare and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Resident of Gapan with very low income Have a small business Have a good moral character Have no pending case		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
With an existing business e.g. Sari Sari Store, Carinderia and Rolling Store				
Barangay Clearance			Barangay	
Barangay Certification			Barangay	
Police Clearance			Police Station	
Project Proposal			To be provided by the client	
1 pc. Picture together with his/her project			To be provided by the client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Self Employment Assistance Application Form	1. A CSWD Staff will assist the client	None	2 minutes	Office Staff CSWD Office
2. Answer the interview and submit the requirements.	2. A CSWD Staff will conduct the interview and check the requirements.	None	10 minutes	Office Staff CSWD Office
3. Listen to the orientation of the service.	3. A CSWD Staff will orient the client about the service.	None	15 minutes	Office Staff CSWD Office
4. Prepare for the Home Visit.	4. The Social Worker will conduct a Home Visit for validation.	None	30 minutes	CSWD Officer CSWD Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Wait for the preparation of the Assessment Report.	5.1 A CSWD staff will prepare the Assessment Report.	None	5 minutes	Office Staff CSWD Office
	5.2 The Social Worker will review and approve the Certificate of Eligibility	None	5 minutes	CSWD Officer CSWD Office
6. Wait for the release of the voucher.	6.1 A CSWD Staff will prepare the voucher and other supporting documents.	None	1 minute	Office Staff CSWD Office
	6.2 A CSWD Staff will process the approval and signature of the voucher.	None	5 minutes	Office Staff CSWD Office
	6.3 The processing and signature of the voucher will be passed on to the ff. offices: City Budget Officer City Accountant City Treasurer City Mayor	None	10 minutes	Office Staff CSWD Office
	6.4 Release to the client	None	3 days	Office Staff CSWD Office
	TOTAL	None	3 days, 1 hour & 23 minutes	



OFFICE OF THE CITY TREASURER



1. Payment of Transfer Taxes

TRANSFER TAXES are paid for transactions involving transfer of ownership of real property. The tax should be paid within 60 days from the date of execution of the deed as regards sale, barter, donation or any mode of transferring ownership; or from the date of the decedent's death, in case of transfer by succession

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Real Property Tax Declaration		Office of the City Assessor		
Transfer of Certificate of Title		Office of the City Assessor		
Deed of Sale, Donation, Exchange, Judicial Settlement, Affidavit of Consolidation		Office of the City Assessor		
Current Year Real Property Tax Payment (Official Receipt)		Office of the City Treasurer		
Real Property Tax (RPT) Clearance or any applicable documents proving transfer of property ownership		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents to the assigned personnel at the Assessor's Office.	1. Verifies the required documents & assesses the tax due.	None	8 minutes	<i>Records Officer IV</i> Office of the City Assessor
2. Pay the assessed tax due to the assigned collector at the Office of the City Treasurer (Window 3 or 4)	2. Issue Official Receipt to the client.	50% of 1% of the total consideration or fair market value, whichever is higher and 30 pesos for certification fee.	1 minute	<i>Local Revenue Collection Officer I</i> Office of the City Treasurer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit photocopy of the required documents to the City Treasurer	3. Receives and approves the Transfer tax Certification.	None	2 minutes	<i>Acting City Treasurer</i> Office of the City Treasurer
	TOTAL	Depends on the fair market value of the property	11 minutes	



2. Payment of Real Property Tax

OWNERS of land and building have to pay Real Property Tax (RPT) annually. Real property tax payments are made at the Land Tax Division of the City Treasurer's Office. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given for prompt and advance payments.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Latest Real Property Tax Payment (Official Receipt)		Office of the City Treasurer		
2. Notice of Assessment and Tax Bills (NTAB) or Real Property Tax Order of Payment (RPTOP)		Office of the City Assessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents copy of latest O.R. or Notice of Assessment and Tax Bills (NTAB) to the Land Tax Division at the City Treasurer's Office.	1.1 Verifies the correctness of the NTAB or RPT O.R. and checks the latest payment.	None	3 minutes per ARP/TD	<i>Administrative Aide I</i> <i>Watchman I</i> Office of the City Treasurer
	1.2. Computes the tax due.	None	2 minutes per ARP/TD	<i>Administrative Aide I</i> Office of the City Treasurer
2 Present the tax bill to the collector and pay the taxes due	1. Issue Official Receipt to the client.	Based on the assessed value of real property.	4 minutes per receipt depends on the ARP/TD	<i>Administrative Aide IV</i> <i>(Bookbinder II)</i> Office of the City Treasurer
	TOTAL	Based on the assessed value of real property.	9 minutes per ARP/TD	



3. Real Property Tax Certification of Payment

A certificate of Real Property Tax payments is required in certain transactions (e.g. securing a business permit) to prove that taxes on RPT have been paid and updated.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Current Real Property Tax Payment (OR)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Land Tax Division of the City Treasurer's Office.	1. Verifies the completeness of payment	None	2 minutes per ARP/TD	<i>Administrative Aide I</i> <i>Watchman I</i> Office of the City Treasurer
2. Pay Certification Fee at Windows 3 or 4.	2. Issue Official Receipt to the client.	PHP 50.00 per certification	1 minute	<i>Local Revenue Collection Officer I</i> <i>Administrative Aide I</i> Office of the City Treasurer
3. Present the Official Receipt to the assigned personnel.	3.1 Prepare Certification of Full Payment.	None	3 minutes per ARP/TD	<i>Administrative Aide I</i> Office of the City Treasurer
	3.2 Approves Certification	None	1 minute	<i>Acting City Treasurer</i> Office of the City Treasurer
	3.3 Issue certificate to the taxpayer.	None	1 minute	<i>Administrative Aide I</i> Office of the City Treasurer
	TOTAL	PHP 50.00 per certification	8 minutes per ARP/TD	



4. Business Permit

The Business Permit and Licensing Office take charge of the assessment of Business Tax, fees and charges for the business tax and other miscellaneous fees & charges due to the City Government (including Franchise Tax & Motorized Operators Permit Fees).

A certificate of Real Property Tax payments is required in certain transactions (e.g. securing a business permit) to prove that taxes on RPT have been paid and updated.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW BUSINESS: <ol style="list-style-type: none"> 1. DTI (Single Prop.) or SEC Reg. (Corp.) 2. Barangay Business Clearance 3. SSS Clearance 4. Environmental Compliance Certificate 5. BFP Clearances and Certificates 6. Philhealth 		DTI Barangay (where the Business is located) SSS CPDO Bureau of Fire Philhealth		
RENEWAL OF BUSINESS PERMIT: <ol style="list-style-type: none"> 1. Previous Year's Business Permit Assessment / Billing 2. Income Tax Return/Audited Financial Statement 3. SSS Clearance 4. Fire Inspection 5. Philhealth 6. Barangay Business Clearance 7. Pag-ibig Clearance 		BPLO BIR SSS Bureau of Fire Philhealth Barangay (where the Business is located) PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the duly Accomplished and Assessed Application Form (BPLO) and completely signed by authorized signatories at Business One Stop Shop to the assigned personnel at CTO.	1. Computes amount due for CTC and issue Official Receipt of the same.	Based on the gross receipts or earnings derived from business during the preceding year.	3 minutes	<i>Records Officer I Revenue Collection Clerk II Office of the City Treasurer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the tax due for the Business Permit to the assigned collector (Windows 3 or 4)	2. Accepts payment and issue Official Receipt.	Based on the assessment of gross taxable receipts or capital investment for newly established business.	1 minute	<i>Local Revenue Collection Officer I</i> <i>Administrative Aide I</i> Office of the City Treasurer
3. Present Official Receipt to the Frontline Personnel (BPLO)	3. Issue Mayor's Permit and Business Plate to the client.	None	1 minute	<i>BPLO Personnel</i> Office of the City Business Permit and Licensing Officer
	TOTAL	<i>Based on the assessment of gross taxable receipts or capital investment for newly established business.</i>	5 minutes	



5. Fees and Charges

All Regulatory Fees, Charges and other Impositions are paid to the assigned collector at the City Treasurer's Office. Order of Payments are prepared by other offices and then presented to the collector for payment. (e.g. Birth Cert., Building Permit, Zoning Fees, Tax Declaration, etc.)

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		From the Office Department concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Order of Payment and pay the fees to the assigned collector at the Payment Counter (Windows 3 or 4) of the City Treasurer's Office.	1. Accepts payment and issue Official Receipt	Based on the fees and charges to be paid	2 minutes	<i>Local Revenue Collection Officer I Administrative Aide I Office of the City Treasurer</i>
2. Proceed to the Office you first transacted for the completion of your purpose				
	TOTAL	Based on the fees and charges to be paid	2 minutes	



6. Community Tax Certificate

A Community Tax Certificate (CTC) is required for an individual or Corporation.

Office or Division:		Office of the City Treasurer		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment		From the Office/Department concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Treasurer's Office (Windows 1 or 2) and fill up the data sheet provided at the counter to expedite the preparation of the CTC.	1. The assigned collector will determine the tax due for the year and will write all the data to the BIR Form 0016 bearing the CTC No. and issues same upon payment.	<ul style="list-style-type: none"> • Based on the salaries or gross receipt or earnings derived from exercise of profession or pursuit of any occupation. • Based on the gross receipts or earnings derived from business during the preceding year. 	4 minutes	<i>Records Officer I Revenue Collection Clerk II</i> Office of the City Treasurer
2. Affix signature or thumbmark.				
	TOTAL	<ul style="list-style-type: none"> • Based on the salaries or gross receipt or earnings derived from exercise of profession or pursuit of any occupation. 	2 minutes	



OFFICE OF THE CITY GENERAL SERVICES OFFICER



1. Procurement of Office Supplies / Spare Parts / Motor Oil / Other Supplies

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (P.R.) 3 copies		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request to the Office of the GSO	1.1 Review contents, recording & P.R. No. assignment	None	5 minutes	<i>Acting City GSO & Office Staff</i> Office of the City General Services Officer
	1.2 Canvassing Preparation of Canvass, Canvassing of items/services	None	15 minutes	<i>Acting City GSO & Office Staff</i> Office of the City General Services Officer
	1.3 Opening of Canvass: Preparation of Award and other attachments (voucher, award, purchase order, acceptance and inspection report, waste material report (if applicable))	None	10 minutes	<i>Bids and Awards Committee</i>
	1.4 Recording & releasing of Approved Purchase Order / Advance PO	None	3 minutes	<i>Administrative Aide III</i> Office of the City General Services Officer
TOTAL		None	33 minutes	



2. Procurement of Government Vehicles / Equipment / Other Supplies > 50,000.00 and < 600,000.00

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (P.R.) 3 copies		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Purchase Request to the Office of the GSO	1.1 Review contents, recording & P.R. No. assignment	None	5 minutes	<i>Acting City GSO & Office Staff</i> Office of the City General Services Officer
	1.2 Posting of Purchase Request to PhilGEPS	None	5 minutes/ 3 days (maturity time for posting)	<i>Bids and Awards Committee Secretariat</i>
	1.3 Opening of Canvass: Preparation of Award and other attachments (voucher, award, purchase order, acceptance and inspection report, waste material report (if applicable))	None	10 minutes	<i>Bids and Awards Committee</i>
	1.4 Recording & releasing of Approved Purchase Order / Advance PO	None	3 minutes	<i>Administrative Aide III</i> Office of the City General Services Officer
TOTAL		None	23 minutes	



3. Securing of Property Clearance

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request form		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Property Clearance to the GSO	1.1 Printing of Accountabilities	None	5 minutes	<i>Administrative Assistant</i> Office of the City General Services Officer
	1.2 Assessment of Item: Preparation of Transfer / Reissuance of ARE/ICS	None	12 minutes	<i>Acting City GSO Administrative Assistant</i> Office of the City General Services Officer
	1.3 Approval / Signing of Property clearance and transfer / reissuance of ARE/ICS	None	3 minutes	<i>Acting City GSO Administrative Assistant</i> Office of the City General Services Officer
	TOTAL	None	20 minutes	



4. Releasing of Property Return Slip (PRS) / Inventory and Inspection of Unserviceable Equipment

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Equipment/Items to be returned		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return item to the GSO	1.1 Assess items to be returned	None	20 minutes	<i>Administrative Assistant</i> Office of the City General Services Officer
	1.2 Preparation of PRS & I&I	None	12 minutes	<i>Administrative Assistant</i> Office of the City General Services Officer
	1.3 Review contents and Approval of PRS & I&I	None	3 minutes	<i>Acting City GSO</i> Office of the City General Services Officer
TOTAL		None	35 minutes	



5. Request for Emission Testing

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Emission Testing to the GSO	1.1 Inform offices for Emission testing two days prior to testing.	None	5 minutes	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	1.2 Assist service vehicle drivers for emission testing	None	2 days	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	1.3 Secure emission testing certification. Release emission testing result and processing for payment	None	5 minutes	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
TOTAL		None	2 days & 10 minutes	



6. Processing of Repairs and Maintenance of Vehicle

Office or Division:		Office of the City General Services Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		LGU-Gapan City Departments & National Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request for Repair		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter request for repair to the GSO	1.1 Check contents of letter request for approval.	None	10 minutes	<i>Administrative Aide III</i> Office of the City General Services Officer
	1.2 Approval of Letter Request	None	3 minutes	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	1.3 Send the Vehicle for maintenance/ repair	None	1 day	<i>Administrative Assistant</i> <i>Administrative Aide III</i> Office of the City General Services Officer
	TOTAL	None	1 day & 13 minutes	



GAPAN CITY COLLEGE



1. Enrollment for Freshmen

Office or Division:		Gapan City College		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Incoming College Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) 2x2 ID Picture		To be provided by the applicant		
Barangay Clearance		Barangay		
PSA Birth Certificate		Philippine Statistics Authority		
Good Moral Character		Last High School attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to designated area for submission and screening of credentials.	1.1 The Staff of the Registrar's Office will receive the required documents and check for completeness.	None	2 minutes	<i>Office Staff</i> Office of the College Registrar
	1.2 The Staff of the Registrar's Office will prepare the Registration and Enrollment form.	None	5 minutes	<i>Office Staff</i> Office of the College Registrar
2. Filling up of Enrollment and Registration form.	2. The Staff of the Registrar's office will receive and check the completeness of the documents.	None	10 minutes	<i>Enrolling Students/</i> <i>Office Staff</i> Office of the College Registrar
3. Proceed to the College Registrar for advising, scheduling and Sectioning.	3. The College Registrar will give the schedule, section and adviser of the students.	None	2 minutes	<i>College Registrar</i> Office of the College Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Proceed to the Office of the VPAA for interview and Final validation.	4.The Vice President for Academic Affairs will conduct interview and Final Validation.	None	5 minutes	<i>Vice President for Academic Affairs</i> Office of the Vice President for Academic Affairs
	TOTAL	None	24 minutes	



2. Enrollment for Old College Students and Transferee

Office or Division:		Gapan City College, Office of the Registrar		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Old College Students and Transferee		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Class Cards (Old College Students)		Last Semester Attended		
Two (2) 2x2 ID Picture (for Transferee)		To be provided by the student		
Barangay Clearance (for Transferee)		Barangay		
PSA Birth Certificate (for Transferee)		Philippine Statistics Authority		
Honorable Dismissal (for Transferee)		Last School Attended		
Official Transcript of Records (for Transferee)		Last School Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to designated area for submission and screening of credentials.	1.1 The Staff of the Registrar's Office will receive the required documents and check for completeness.	None	2 minutes	Office Staff Office of the College Registrar
	1.2 The Staff of the Registrar's Office will prepare the Registration and Enrollment form.	None	5 minutes	Office Staff Office of the College Registrar
2. Filling up of Enrollment and Registration form.	2. The Staff of the Registrar's office will receive and check the completeness of the documents.	None	10 minutes	Enrolling Students/ Office Staff Office of the College Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the College Registrar for advising, scheduling and Sectioning.	3. The College Registrar will give the schedule, section and adviser of the students.	None	2 minutes	<i>College Registrar</i> Office of the College Registrar
4. Proceed to the Office of the VPAA for interview and Final validation.	4. The Vice President for Academic Affairs will conduct interview and Final Validation.	None	5 minutes	<i>Vice President for Academic Affairs</i> Office of the Vice President for Academic Affairs
TOTAL		None	24 minutes	



3. Requesting for Documents

Office or Division:		Gapan City College, Office of the Registrar		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Our clients are students and other entities who want to request their Official Transcript of Records, Honorable Dismissal, duplication of submitted documents like PSA Birth Certificate, Form 137 and the like.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request addressed to the College Interim President and copy furnish for the College Registrar				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing and Recording of Letter Request	1.1 The employee in charge will file and record the Request Letter.	None	2 minutes	Office Staff Office of the College Registrar
	1.2 The employee in charge will prepare the document requested.	None	5-7 working days	Office Staff Office of the College Registrar
2. Releasing of requested documents.	2. The Staff of the Office of the Registrar will release the document requested and file a copy.	None	1 minute	Office Staff Office of the City Mayor
	TOTAL	None	5 days & 3 minutes to 7 days & 3 minutes	



NUEVA ECIJA UNIVERSITY OF SCIENCE & TECHNOLOGY GAPAN CITY ACADEMIC EXTENSION CAMPUS



1. Enrollment of Students

Office or Division:		Nueva Ecija University of Science & Technology (GAEC)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All NEUST GAEC Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Enrollment Form		NEUST Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Enrollment: Submission of Form along with required documents to the employee-in-charge.	1.1 Registrar's Office will receive the documents and check for its completeness.	None	1 minute	<i>Office Faculty</i> NEUST GAEC
	1.2 The staff of the NEUST GAEC Registrar's Office will validate the forms.	None	10 minutes	<i>Office Staff</i> NEUST GAEC
	1.3 The Campus Administrator will review and approve the enrollment form.	None	1 minute	<i>Campus Administrator</i> NEUST GAEC
2. Releasing of student's copy of enrollment form.	2. The Staff of the NEUST Registrar's Office will release the student's copy.	None	1 minute	<i>Office Staff</i> NEUST GAEC
TOTAL		None	13 minutes	



2. Issuance of Official Transcript of Records

Office or Division:		Nueva Ecija University of Science & Technology (GAEC)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All NEUST GAEC Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TOR Request Form		NEUST Registrar's Office		
2. 2x2 Picture		NEUST Registrar's Office		
3. Clearance Form		NEUST Registrar's Office		
4. Official Receipt		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Request: Submitting of Form to the Office staff of NEUST GAEC Registrar's Office	1.1 Receive and record the request 1.2 The Office Staff will attach the 2x2 Picture to the form.	None	2 minutes	<i>Office Faculty</i> NEUST GAEC
2. Clearance form will be given by the Office Staff of NEUST GAEC Registrar's Office	2. The Staff of the City Accounting Office will verify the account of the student.	None	2 minutes	<i>Office Staff</i> Office of the City Accounting
3. Students will proceed to payment	3.1 The staff of the City Treasurer's Office will receive the payment of student.	PHP 150.00 per page	1 minute	<i>Office Staff</i> Office of the City Treasurer
	3.2 Releasing of the document	None	1 minute	<i>Office Faculty</i> NEUST GAEC
TOTAL		PHP 150.00 per page of TOR	6 minutes	



3. Issuance of Certifications

Office or Division:		Nueva Ecija University of Science & Technology (GAEC)		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		All NEUST GAEC Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Multi-Purpose Request Form		NEUST GAEC Campus Administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the request form to the Office of the Campus Administrator	1.1 Receive and record the request	None	1 minute	Office Staff NEUST GAEC Office of the Campus Administrator
	1.2 The in charge employee will print the requested certificate.	None	5 minutes	Office Staff NEUST GAEC Office of the Campus Administrator
	1.3 The Campus Administrator will sign the certificate.	None	1 minute	Campus Administrator NEUST GAEC Office of the Campus Administrator
	1.4 Release of certificate	None	1 minute	Office Staff NEUST GAEC Office of the Campus Administrator
TOTAL		None	8 minutes	



OFFICE OF THE CITY BUDGET OFFICER



1. Processing of Obligation Request (OBR)

Ensure Fiscal sustainability, effective resource allocation and efficient government operation across PPAs

Office or Division:		Office of the City Budget Officer		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Employees, LGU Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LCE approved Purchase Request.		City GSO, Mayor's Office		
2. OBR shall be prepared in three copies to be distributed as follows: <i>Original – to be attached to the DV</i> <i>Duplicate – Budget Unit</i> <i>Triplicate – Accounting Unit</i>		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Disbursement Voucher to the receiving clerk.	1. Check the completeness of ALOBS and record it in the logbook.	None	5 minutes	<i>Receiving Clerk</i> Office of the City Budget Officer
2. Transfer ALOBS to encoding personnel	Verify and check the existence of appropriation for each expenditure to its respective account / fund then forward ALOBS to the City Budget Officer	None	5 minutes	<i>Encoding Clerk</i> Office of the City Budget Officer <i>Recording Clerk</i> Office of the City Budget Officer <i>City Budget Officer</i> Office of the City Budget Officer
3. Receive the obligated OBR and sign in the logbook.	3. Release / return ALOBS to concerned person / personnel	None	2 minutes	<i>Recording Clerk</i> Office of the City Budget Officer
TOTAL		None	12 minutes	



2. Preliminary Review of Barangay Budget

Ensure compliance of barangays with the budgeting rules and regulations.

Office or Division:		Office of the City Budget Officer		
Classification:		Complex		
Type of Transaction:		G2G		
Who may avail:		Employees, LGU Departments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Message		City Budget Office		
2. Appropriation Ordinance		City Budget Office		
3. Budget Form 1,2,3,4,5,6,7 & 8		City Budget Office		
4. Approved Annual Investment Plan		City Budget Office		
5. Procurement Plans (ASPP, AEPP Form 001)		City Budget Office		
6. Gender and Development		City Budget Office		
7. Barangay Development Plan		City Treasurer's Office		
8. SK budget approved TFYD Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approves Annual Barangay Budget	1. Check the completeness of submitted approved Annual Barangay Budget	None	5 days	<i>Receiving Clerk</i> Office of the City Budget Officer
2. Endorsement to the Sangguniang Panlungsod for favorable review.	2. Transmitted to the Sangguniang Panlungsod the approved Annual Barangay Budget	None	10 minutes	<i>City Budget Officer</i> Office of the City Budget Officer
	TOTAL	None	5 days & minutes	



MARKET MANAGEMENT DIVISION



1. Payment of Market Rentals

All registered stallholders are required to pay their monthly rentals in the City Treasurer's Office on or before the end of every month as stated in their Lease Agreement. Stallholders are encouraged to proceed to the Market's Office for the assessment of their accounts. Billing Notices will be given to every stockholder a week before the deadline period. Failure of payment on or before the due date forestalled a surcharged of 25% of the total rent due plus interest upon the unpaid amount at a rate of 14% per annum from the date until the charge is fully paid.

Office or Division:		Market Management Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Public market stall holders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt from previous monthly payment		Stall holders		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Records Section for the Market Occupant Record verification and update of monthly rental	1. Verify and update occupant's monthly rental	None	5 minutes	<i>Records Officer I</i> Office of the City Treasurer
2. Proceed to the collection section for computations, payment & issuance of Official Receipt.	2. Receive payment and issue Official Receipt	<i>Based on Market Code</i>	5 minutes	<i>Data Controller III</i> Office of the City Treasurer
3. Return to the Records Section for the posting of payments	3. Posting of payments	None	3 minutes	<i>Data Controller III</i> Office of the City Treasurer
TOTAL		<i>Based on Market Code</i>	12 minutes	



2. Payment of Electric Bills

All registered stallholders are required to pay their Electric Bills on or before every tenth (10th) day of the month. Billing notice will be given to every stall holder a week before the said deadline period. Failure of payment will have a surcharged of 3% of the total amount due.

Office or Division:		Market Management Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Public market stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt from previous monthly payment		Stallholders		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the Records Section for the electric bill records verification and update of monthly electric bill payment	1. Verify and update occupant's electric bill	None	5 minutes	<i>Records Officer I</i> Office of the City Treasurer
2. Proceed to the collection section for computations, payment & issuance of Official Receipt.	2. Receive payment and issue Official Receipt	<i>Based on electric consumption</i>	5 minutes	<i>Data Controller III</i> Office of the City Treasurer
3. Return to the Records Section for the posting of payments	3. Posting of payments	None	3 minutes	<i>Data Controller III</i> Office of the City Treasurer
TOTAL		<i>Based on electric consumption</i>	12 minutes	



3. Vendors and Stall Owners Assistance Service

All sentiments, requests and suggestions of vendors and stallholders are always welcome in the Market Office Assistance Desk. We will see to it that all cases will be solved as soon as possible.

Office or Division:		Market Management Division		
Classification:		Simple		
Type of Transaction:		G2B		
Who may avail:		Public market stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Market Office. Present sentiment, request or suggestions.	1.1 Provide Assistance.	None	5 minutes	<i>Market Supervisor</i> Market Management Division
	1.2 Analyze and provide a solution every sentiment. Come up with a concrete solution for the benefit and welfare of every parties concerned.	None	15 minutes	<i>Market Supervisor</i> Market Management Division
	TOTAL	None	20 minutes	



OFFICE OF THE CITY VETERINARIAN



1. Accessing Veterinary Services

The City Veterinary Office provides veterinary services for livestock, poultry and small/companion animals- dogs and cats in particular. Veterinary services cover consultation, vaccination and deworming (such as: Antirabies vaccine, New Castle Disease vaccine Hog Cholera Vaccine and etc.), treatment and animal disease monitoring and surveillance.

Clients may bring their livestock , poultry and small/companion animals directly to the CVO for treatment; or request that services be scheduled for the area.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Household; companion/small animal owners; backyard raiser/farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for services.	1.1 Go directly to the CVO, bringing along your livestock/pet for treatment. OR 1.2 Request that services be scheduled for your area.	None	15 minutes	<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
2. Interview/ assessment	2.1 Veterinarian takes the animal's medical history, conducts medical examination, does tentative diagnosis, and request for owner information	None	Scheduled services: Next day Walk-In Clients: 30 minutes Urgent Request: (e.g. calving) Immediate	<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>

			Response	
3. Treatment	3.1. Veterinarian treats the animal, provides you with relevant information and prescribes medicine for home medication, if any. Whenever available, veterinary supplies are provided by the CVO. Otherwise, you will have to secure these on your own expense.	None		<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
	TOTAL	None	Walk-In Client: 45 minutes Schedule Service next day and/or 1-2 days	



2. Veterinary Health Certificate and Shipping Permit

The City Veterinary Office provides veterinary services for livestock, poultry and small/companion animals- dogs and cats in particular. Veterinary Health Certificates are issued to certify that the animals to be transported live do not have any communicable diseases. These are also required for pet dogs/cats before they can be shipped to other areas.

Livestock Shipping Permits, along with Health Certificates, are required from shippers before cattle, carabao, swine, poultry and other livestock can be transported outside the city.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Barangay Clearance			Client's Respective Barangay	
2. License as Shipper (for Livestock)			Office of the City Veterinarian	
3. Certificate of Ownership or Transfer (Cattle/Carabao)			Client's Respective Barangay and/or Office of the City Veterinarian	
4. Vaccination records			Office of the City Veterinarian	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification/permit Bring the animal(s) to the CVO and request for issuance of the certificate/permit. For livestock, especially large cattle, you may request that the certifying officer visit the animal at the shippers pooling and loading area	1.1 Check the completeness of the submitted requirements	None	5 minutes	<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian
	1.2 Inspection. Veterinarian/ L.I. inspects the animal(s) and ensures that they do not have any communicable disease.	None	1 day	<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian
	1.3 Preparation of certification Veterinarian prepares and approves the	None	5 minutes	<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian

	<p>certification /permit and attaches the requirements above.</p> <p>The certificate/permit should be presented by the shipper at the checkpoints located along the highways leading to the livestock's destination</p>			
	TOTAL	None	1 day & 10 minutes	



3. Death Certificate

Death Certificates for livestock are needed by crop and livestock insurance companies before they can process claims of indemnity.

Office or Division:		Office of the City Veterinarian		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance		Client's Respective Barangay		
2. Picture of the animal		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificate Report to the CVO the death of the livestock and request for the issuance of death certificate.	1.1 Inspection and photographic evidence The Livestock Inspector will go with you to the area where the dead livestock is being held. He validates the cause of death.	None	25 minutes May vary depending on travel time	<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian
	1.2 Preparation of certification. Veterinarian prepares a Necropsy Report. The City Veterinarian certifies this.	None	1 day	<i>Veterinarian I / Acting City Veterinarian</i> Office of the City Veterinarian



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Submission to insurance company. Submit the report/certification along with the requirements above, to your livestock insurance company.</p> <p>The livestock insurance company re-validates the cause of death and processes your insurance claim.</p>	None	1 day	<p><i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i></p>
	TOTAL	None	2 days & 25 minutes	



4. Slaughtering Services of Livestock and Issuance of Meat Inspection Certificate

Livestock to be sold in the Local Market are to be slaughtered in the Gapan City Abattoir. Livestock raisers have to bring the animals for observation before they are slaughtered.

Office or Division:		Office of the City Veterinarian		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Meat Vendor		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Veterinary Health Certificate			Office of the City Veterinarian	
2. Negative ASF laboratory result			Office of the City Veterinarian	
3. Shipping Permit			Office of the City Veterinarian	
4. Barangay Clearance in case of large Animals and/or Certificate of Ownership or Transfer (Cattle/Carabao)			Client's Respective Barangay and/or Office of the City Veterinarian	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure ASF negative lab. Result from the farm.	1. Submit to the laboratory blood sample.	None	10 minutes	<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
2. Get veterinary health certificate from the veterinarian	2. Issue veterinary health certificate	Depends on the Laboratory	10 minutes	<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
3. Secure animal shipping permit from CVO / PVO / RFO-3	3. Issue shipping permit	None	10 minutes	<i>CVO / PVO / RFO-3</i>
4. Registration of Livestock.	4. Register at the guard on duty	None	5 minutes	<i>Guard on duty</i>
5. Ante Mortem Inspection and Presentation of Documents.	5.1. Present documents and livestock for ante-mortem inspection.	None	10 minutes	<i>Meat Inspector on duty/ Adm. Aide of Abattoir</i>

	<p>5.2. Abattoir personnel place the livestock in a holding pen for further observation and animal Surveillance</p> <p>5.3. Guard on duty prepares a job order and schedule of slaughtering</p>		<p>10 minutes</p> <p>5 minutes</p>	<p><i>Meat Inspector on duty/ Adm. Aide of Abattoir</i></p> <p><i>Revenue Collector of Abattoir/ Adm. Aide of Abattoir</i></p>
6. Butchering of livestock	<p>Butchering of livestock:</p> <ul style="list-style-type: none"> • Hogs • Carabaos/ Cattle/Horse 		<p>50 minutes 1 hour and 30 minutes</p>	<i>Assigned Butchers</i>
7. Post mortem Inspection and Branding	<p>7.1. Meat is inspected for possible diseases for post mortem inspection and branding</p> <p>Afterwards meat is branded to show that the livestock was slaughtered at the abattoir.</p> <p>7.2. Weighing and Assessment of Fees Meat is weighed, meat weigher issues a Gate Pass showing the amount to be paid by the client.</p>		<p>5 minutes</p> <p>15 minutes</p>	<p><i>Meat Inspector on duty/ Adm. Aide of Abattoir</i></p> <p><i>Assigned Butchers and/or Meat Inspector on duty/ Adm. Aide of Abattoir</i></p>
8. Issuance of Fees and Meat Inspection Certificate	8.1. Meat Inspector issues certificate of inspection upon		5 minutes	<i>Meat Inspector on duty/Adm. Aide of Abattoir</i>

	issuance of fees and Meat Inspection Certificate			
9. Payment of Fees and Egress of Abattoir	<p>9.1. Show the Gate Pass to the collectors and pay the required fees, you will be issued an official receipt</p> <p>9.2. Guard on duty will get your Gate Pass and inspect the required fees of the official receipt. Guard on duty will get your Gate Pass and you will be allowed to bring slaughtered livestock out of the abattoir.</p>	<p>Slaughter fee:</p> <ul style="list-style-type: none"> Fattener: PHP 100.00 Sow: PHP 150.00 Cattle: PHP 280.00 Carabao: PHP 280.00 	<p>5 minutes</p> <p>5 minutes</p>	<p><i>Assigned Collectors</i></p> <p><i>Guard On Duty</i></p>
	TOTAL		2 hours and 42 minutes to 3 hours	



5. Animal Branding Registration

Along with large ruminants registration are required from livestock raisers before cattle, carabao and horse can be registered.

Office or Division:		Office of the City Veterinarian		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Farmer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate		Office of the City Veterinarian		
2. Negative ASF laboratory result		Office of the City Veterinarian		
3. Shipping Permit		Office of the City Veterinarian		
4. Barangay Clearance in case of large animals		Barangay concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for brand name registration	1. Secure sample of brand name	None	10 minutes	<i>Livestock Inspector</i> Office of the City Veterinarian
2. Pay the necessary service fee. Proceed to Treasurer's Office	2. Receive payment.	PHP 205.00	2 minutes	<i>Records Officer /</i> Office of the City Treasurer
3. Bring O.R. to Livestock Inspector	3.1 Record copies of brand name	None	5 minutes	<i>Livestock Inspector</i> Office of the City Veterinarian
	3.2 Livestock Technician process the application	None	5 minutes	<i>Livestock Inspector</i> Office of the City Veterinarian
4. Go back the following day to claim registration	4. Release copy of brand name.	None	10 minutes	<i>CPO / PVO /</i> <i>RFO-3</i>
TOTAL		PHP 205.00	32 minutes	



6. Quarantine Checkpoint

Office or Division:		Office of the City Veterinarian		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate		Office of the City Veterinarian		
2. Shipping Permit		Office of the City Veterinarian		
3. COMI		Office of the City Veterinarian		
4. MIC		Office of the City Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Farmer request for farm inspection.	1.1 Inspection	None	10 minutes	<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
	1.2 Issue VHC	None	5 minutes	<i>Veterinarian I / Acting City Veterinarian Office of the City Veterinarian</i>
2. Secure negative AI or ASF Lab. Result	2. Issue Certificate	None	5 days	<i>Laboratory</i>
3. Apply for shipping permit.	3. Issue shipping permit	None	1 day	<i>PVO and RFO-3</i>
TOTAL		None	6 days & 15 minutes	



7. Mass Anti-Rabies Vaccination

To provide veterinary services such as Mass Vaccination of Antirabies vaccine (annually) to every barangay of Gapan City

Office or Division:		Office of the City Veterinarian		
Classification:		Complex		
Type of Transaction:		G2C		
Who may avail:		Household; companion/small animal owners; backyard raiser/farmers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register to the CVO.	1. Animal registration.	None	7 days per barangay	<i>Veterinarian I / Acting City Veterinarian and City Veterinary Staff Office of the City Veterinarian</i>
	TOTAL	None	7 days per Barangay	