



CITY GOVERNMENT OF TAGAYTAY

CITIZEN'S CHARTER 2022



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AGENCY PROFILE

I. **Mandate:**

Tagaytay City was created on June 21, 1938, by Commonwealth Act 338. The City of Tagaytay is a tourism destination for local and foreign visitors located at the highest point of Cavite.

II. **Vision:**

A haven upholding the virtues of a character city, governed by competent leaders, and empowered, peaceful and resilient community, enjoying a progressive economy, balanced and sustainable environment.

III. **Mission:**

We shall expand and improve our infrastructure thereby securing a dynamic, safe, peaceful, and healthy environment conducive for retirement, learning, sports and religious activities and healthy tourism experience.

We shall strive for service excellence through continuous learning on service improvement with emphasis on positive qualities to serve our people and leave a legacy that our family and community will be proud of.

We shall encourage the participation of our stakeholders in crafting and implementing plans, programs, and activities to better address the needs of our people.

We shall be fully dedicated to the preservation and further enrichment of our environment

We shall strive for excellence in all that we do driven by strength and good character and seek to be competitive with the best in the world.

We shall promote excellence in health, sustainable quality



education, safe and peaceful community, and empowered sectors of the community.

We shall continue to strive to develop measures towards an economically and financially stable community less dependent but rather supportive of the objectives of the city government



IV. Service Pledge:

Service Vision:

Towards accessible, community –based quality customer-oriented service delivery system by honest, competent, accommodating, and diligent Tagaytay City Government service providers.

Service Values:

Consistent with the mandates of the Constitution of the Republic of the Philippines, and the provisions of the 1991 Local Government Code, and for the realization of the common service vision of the city specifically in ensuring excellent service to the public, the city of Tagaytay firmly adheres to the following service values:

- **Empowerment of customers through**
 - Listening to customer’s opinions and personal belief
 - Accepting and respecting customer’s individuality having unique character regardless of economic status in society
 - Giving due consideration for the satisfaction of the customers
 - Valuing basic rights of customers
- **Openness**
 - Upholding transparency in the bureaucracy
 - Being open to customer’s suggestions/comments/criticisms
 - Accepting constructive criticisms
 - Being responsive to innovations
- **Teamwork**
 - Believing that success depends on teamwork and hard work; teamwork gets things done fast and sure; there is a sense of involvement and responsibility for the attainment of the common good.
- **Quality**



- Maintaining good rapport with customers
- Providing service with courtesy, effectiveness, and efficiency
- Being responsible and accountable
- Believing in professionalism in various fields of expertise
- **Responsiveness**
 - Being responsive and sensitive to the needs of co-workers and customers
- **Innovativeness**
 - Being resourceful in serving customers
 - Being open to possible innovations in improving service delivery systems
- **Punctuality**
 - Being able to deliver services fast and within the pledged time



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OFFICE OF THE CITY MAYOR

(INTERNAL AND EXTERNAL)



1. PREPARATION AND ISSUANCE CERTIFICATIONS, ENDORSEMENTS AND RECOMMENDATIONS

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C Government to Citizen		
WHO MAY AVAIL OF THE SERVICE		DIFFENT		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> • Barangay Certification/Clearance • Personal letter stating the purpose of the request. • Other supporting documents, if necessary. 		WHERE TO SECURE: Barangay Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements	1. Check documents presented	None	1 minute	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks
2. Receive instruction for claiming the requested document as to time and date	2.1 Process and prepare the requested document for signature of the City Mayor	None	1-2 days	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks



	2.2 Release/Issue requested document			Analus Mendoza Executive Assistant Marlyn Monilla Records Officer Jovie Manguinao Records Officer
TOTAL		None	2 days, 2 minutes	



2. RECEIVING AND RESPONDING TO INCOMING DOCUMENTS (LETTER REQUEST, PROPOSAL, COMPLAINTS, ETC.)

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple - Complex - Highly Technical		
TYPE OF TRANSACTION		G2C Government to Citizen G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> • Incoming Documents received from client personally hand- carried, e-mailed or via mail/courier • Communication must have detailed contact information for feedback • Other supporting documents and attachments when stated 		WHERE TO SECURE: Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send document	1.1 Check completeness of document 1.2 Stamp and receive document indicating date/time, follow- up contact number and reference number	None	1 minute 1 minute 1-3 minutes	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks



	1.3 Prepare for review		3-5 minutes	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks
	1.4 Initial review and classify complexity of the document		1 day	Casual Clerks
	1.5 Final review, comment and action by the City Mayor		5 minutes	Analuz Mendoza Executive Assistant
	1.6 Transmit documents to concerned office/unit			Hon. Agnes Tolentino City Mayor
				Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks
2. Follow-up and receive feedback	2.1 Instruct client of the final instruction and comment and as to where the	None	3 minutes	Regine Peji Christian Marasigan Charmaine Vida



	document was transmitted or endorsed			Ma. Dorina Grace M. Gonzales <i>Casual Clerks</i>
TOTAL		None	1 day, 20 minutes	



3. SOLEMNIZATION OF MARRIAGE (CIVIL WEDDING CEREMONY)

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C Government to Citizen		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> Marriage License issued by the Local Civil Registrar 		WHERE TO SECURE: Office of the Local Civil Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirement	1.1 Verify authenticity of document submitted	None	5 minutes	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks
	1.2 Schedule Date of Wedding Ceremony		1 minute	
2. Return on the date of Wedding Ceremony	2.1 Solemnize wedding ceremony	None	1 hour	Hon. Agnes Tolentino City Mayor
TOTAL		None	1 hour, 6 minutes	



4. SCHEDULING OF APPOINTMENTS WITH THE CITY MAYOR

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G Government to Government G2B Government to Business Entity G2C Government to Client		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> Letter of Request for an Appointment 		WHERE TO SECURE: Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of request stating the intention for an appointment	1.1 Receive and have the letter reviewed by authorized personnel	None	5 minutes	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks
	1.2 When approved, schedule/set the meeting		1 minute	
	1.3 Inform requestor and confirm details of the appointment		5 minutes	Analus Mendoza Executive Assitant
2. Return at the Office of the Mayor for the scheduled meeting	2.1 Prepare necessary documents	None	10 minutes	Analus Mendoza Executive Assitant
	2.2 Inform concerned personnel or department/unit		5 minutes	



	to be present in the meeting			
TOTAL		None	2 hrs., 26 mins	



5. ISSUANCE OF AUTHORITY TO TRAVEL

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Government Officials and Employees, Barangay Officials		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> Duly signed and accomplished Clearance Approved Leave of Absence Letter of Invitation, for official business Letter of Intent, for vacation/leisure purposes 		HRMO HRMO Inviting Agency Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements	1.1 Check and verify completeness of submitted documents 1.2 Prepare Authority to Travel for signature of the City Mayor	None	5 minutes 1 day	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks Analus Mendoza Executive Assistant Marlyn Monilla Records Officer Jovie Manguinao Records Officer



2. Return at the Office of the Mayor and receive Authority to Travel	2.1 Inform client 2.2 Hand-over signed Authority to Travel	None	1 minute 1 minute	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks
TOTAL		None	1 day, 7 mins	



6. RECEIVING AND RELEASING OF DOCUMENTS FOR SIGNATURE OF THE CITY MAYOR

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		All Departments and Units of the Local Government		
CHECKLIST OF REQUIREMENTS: • Document/s to be signed by the City Mayor		WHERE TO SECURE: Concerned Department or Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send document/s to be signed by the City Mayor	1.1 Receive and verify completeness document/s 1.2 Prepare documents for signature of the City Mayor	None	5 minutes 1 day	Regine Peji Christian Marasigan Charmaine Vida Ma. Dorina Grace M. Gonzales Casual Clerks Analus Mendoza Executive Assistant Marlyn Monilla Records Officer Jovie Manguinao Records Officer
2. Return at the Office of the Mayor and receive signed document/s	2.1 Inform concerned office 2.2 Release signed document/s	None	1 minute 1 minute	Regine Peji Christian Marasigan Charmaine Vida



				Ma. Dorina Grace M. Gonzales <i>Casual Clerks</i>
TOTAL		None	1 day, 7 mins	

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) (EXTERNAL SERVICE)



1. SECURING LOCAL EMPLOYMENT REFERRALS (For Applicants)

The Public Employment Service of the City Government of Tagaytay facilitates for Job applicants for placement in the different public establishments within the city through the issuance of job referrals.

OFFICE /DIVISION		PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		APPLICANTS		
CHECKLIST OF REQUIREMENTS: 1. Curriculum vitae/Resume with 2x2 recent picture 2. Transcript of records or graduation certificate (Form 138, for high school graduate) 3. Training certificates, if available 4. Employment certificate, if available		WHERE TO SECURE: 1. From the applicants 2. From school where the applicants were graduated 3. From previous employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant's submit the required documents to the PESO personnel/staff	Personnel/PESO staff receives Curriculum Vitae/Resume of applicants	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
2. Applicants choose 1 or 2 positions from the current job vacancies posted on the PESO bulletin board.	PESO staff verifies qualifications of chosen positions of applicants	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III



3. Applicant's qualifications are checked against the required qualifications of the vacancy he/she wishes to apply for. In cases of qualifications, mismatch, the applicant is advised to check other vacancies where his/her qualifications may find match.	PESO Staff prepares and print the referral/endorsement letter	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
4. Employers themselves may also visit the PESO office can browse on the resume/curriculum vitae of applicants deposited therein		Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
5. After issuance of the referral letter, applicant's may proceed to the establishments where		Not applicable	10 minutes	HR Department of establishment where



<p>he/she is being endorsed.</p> <p>Applicant's leave a copy their resume/curriculum vitae at the PESO staff/personnel for inclusion in the office data base.</p>				<p>the referral was made</p>
<p>6. Job vacancies posted at the PESO Office are updated every two (2) weeks. Coordination with establishments/employers are also done to check whether the vacancies have already been filled out.</p>		<p>Not applicable</p>	<p>10 minutes</p>	<p>Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III</p>
<p>TOTAL</p>			<p>40 MINUTES</p>	



2. POSTING JOB VACANCIES FROM COMPANIES/ESTABLISHMENTS

The Tagaytay City PESO assists employers by maintaining a database of applicants from where employers may initially choose potential employees.

OFFICE /DIVISION		PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		APPLICANTS		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> • Name and address of the person to whom the referral letter will be addressed • Contact number/Company's telephone number company • Brief description of the company/Nature of business (if possible, please provide a copy of the company's profile or brochure) • Job vacancies/Positions • Number of persons to be hired • Nature of job/Area of assignments • Qualification requirements of applicants • List of necessary papers to be submitted by applicants 		WHERE TO SECURE: <ol style="list-style-type: none"> 1. Employer 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PERSON RESPONSIBLE
1. Employer calls or visits the office and provides the required information. The job vacancies are then, included in the list of vacancies.	Personnel/PESO staff assists the employer regarding their companies job vacancies.	Not applicabl e	5 minute s	Maria Luisa F. Agustin Jojit A Manimtim <i>Administrativ e Aide III</i>



Copies of this list are distributed to different barangays and schools in Tagaytay City.				Alma A. Malabanan PESO
2. PESO staff look the database and try to find applicants who match the standards use by the employer. Applicants who meet the employer's criteria, are referred to the employer. Applicants bring with them a PESO referral letter and other pertinent documents.	PESO staff verifies qualifications of chosen positions of applicants.	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
3. Employers themselves may also visit the PESO Office can browse on the resume/curriculum vitae of applicants	PESO Staff will assist the employer in browsing applicants resume/curriculum vitae.	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III



deposited therein.				
4. Employers may also request the assistance of the PESO to conduct jobs fair. A letter of request shall be forwarded by the employer stating the proposed date of the jobs fair, the vacancies that shall be opened, the qualifications for each vacancy, etc. The letter shall be endorsed by the PESO to the City Administrators Office for approval. Upon approval, the employer shall be notified of the approved request. Arrangements as to the time and venue of the jobs fair shall likewise be coordinated.	PESO Staff will received the documents requesting for the conduct of jobs fair and local recruitment activity on the said date.	Not applicable	5 minutes	<p>Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III</p> <p>ALMA A. MALABANAN PESO</p>



5. Employers are encouraged give the PESO a report of applicants considered/list of applicants placed.	PESO staff received the report on placement of applicants and submit it to DOLE for monthly accomplishment report.	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A. Manimtim Administrative Aide III Alma A. Malabanan PESO
TOTAL			25 minutes	



3. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

The Special Program for Employment of Students is mandated under Republic Act No. 9547. It is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or during Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

OFFICE /DIVISION	PUBLIC EMPLOYMENT SERVICE OFFICE
CLASSIFICATION	Complex/Highly Technical
TYPE OF TRANSACTION	G2G Government to Government G2C Government to Citizen
WHO MAY AVAIL OF THE SERVICE	Jobseekers Students / Out-of School Youth (OSY) <ul style="list-style-type: none"> • 15 but not more than 30 years of age • Enrolled during the present school year/term immediately preceding the summer vacation, or an out-of-school youth who intends to continue his/her education • Combined net income after tax of parents, including his/her own, if any, does not exceed the regional poverty threshold • Students must have obtained a passing general weighted average (GWA) OSY must be certified by the Social Welfare and Development Office (SWDO)
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> • Duly filled-up Registration Form with ID pictures 	WHERE TO SECURE: From Student Applicant



<ul style="list-style-type: none"> Any of the following to attest to the application's age: <ul style="list-style-type: none"> a.) Birth Certificate b.) Baptismal Certificate Any of the following to attest to the applicant's passing grade: <ul style="list-style-type: none"> a.) Form 138 or Certification from the school as proof that he or she is currently enrolled and with an average grade of 85 and above b.) Certified true copy of the student's class card from where the passing grade could be determined Any of the following to attest to the applicant's family income: <ul style="list-style-type: none"> a.) Latest Income Tax Return of the parents/guardian b.) Bureau of Internal Revenue (BIR) Certification that parents are not filing Income Tax Returns <ul style="list-style-type: none"> Barangay Certification / Affidavit of Indigency Voter's ID 		<p>From PSA From PSA</p> <p>From school/college/university</p> <p>From school/college/university</p> <p>Parent of student/Bureau of Internal Revenue (BIR)</p> <p>Parent of student/Bureau of Internal Revenue (BIR)</p> <p>From Barangay Captain Commission on Election (Comelec) Office</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Registration Forms Ask for copies of Registration Form and fill it with	Give copy of Registration Form to applicants	None	10 minutes	Edralyn B. Ocampo Administrative Assistant II



complete and correct information. Submit the Registration Form, with 1"x1" pictures, not later than the specified date in the letter sent to the barangay captains. Requirements will be evaluated upon submission of applicants.	Received the Registration Form from applicant Evaluate the submitted Registration Form	None None	5 minutes 5 minutes	
2. Assessment of Manpower Requirements Offices/Departments within the City Government are asked whether they are in need of additional manpower or if there might be some duties in the office that might be delegated to student applicants.		None		Edralyn B. Ocampo Administrative Assistant II
3. Evaluation Applicants are asked to come back on a scheduled date.		None		EDRALYN B. OCAMPO Administrative Assistant II



Students who qualify are contacted by phone.				
<p>4. SPES Orientation</p> <p>Applicants attend a SPES Orientation for information on the details and guidelines of the program.</p>		None		<p>Edralyn B. Ocampo Administrative Assistant II Alma A. Malabanan Peso Manager</p>
<p>5. Work Assignment</p> <p>Applicants included in the master list or line-up are then endorsed to the department/ office where he/she will be assigned.</p> <p>SPES participants proceed to the assigned office/department.</p> <p>PESO staff monitors whether the participants of the SPES Program have all been given their office assignments and whether the student Beneficiary has reported to</p>		<p>None</p> <p>None</p> <p>None</p>		<p>EDRALYN B. OCAMPO Administrative Assistant II ALMA A. MALABANAN PESO MANAGER</p>



his/her assigned post.				
<p>6. Signing of SPES Contract</p> <p>Applicants signs the Employment Contract and SPES Certification.</p>	PESO staff prepares SPES Contract for signing of eligible students	None		<p>Edralyn B. Ocampo</p> <p>Administrative Assistant II</p>
<p>7. Signing of Termination Report</p> <p>At the end of the specified work period, the student reports to the PESO for signing of a Termination Report.</p>		None		<p>Edralyn B. Ocampo</p> <p>Administrative Assistant II</p>
<p>8. Payroll Preparation and Processing</p> <p>SPES grantees shall submit their duly filled up and signed Daily Time Record (DTR) and Accomplishment Report to the PESO staff who in turn will prepare payroll and process same for payment of 60% counterpart wages.</p>		<p>None</p> <p>None</p>		<p>Edralyn B. Ocampo</p> <p>Administrative Assistant II</p>



SPES requirements together with the reports are submitted to the Department of Labor and Employment (DOLE) Field Office for further evaluation and processing of 40% of the SPES payroll. DOLE Field Office advises PESO when the 40% component of salary of the students is already available.				
TOTAL			20 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE (HRMO) (INTERNAL SERVICES)



1. EMPLOYEES HIRING AND APPOINTMENT

All vacant positions are open for application to Filipino Citizens provided that they meet the qualification of the vacant positions required, of good moral character and a resident of the City of Tagaytay. Vacant positions are posted on the CSC Job Portal.

OFFICE /DIVISION	HUMAN RESOURCE MANAGEMENT OFFICE
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2G Government to Government G2C Government to Citizen
WHO MAY AVAIL OF THE SERVICE	City Government Employees – Permanent, Co-Terminus, Casual, job Contracts, Interested Individuals
CHECKLIST OF REQUIREMENTS: 1. Application Letter Addressed to the City Mayor specifying the position applied for and the office where the vacancy is; 2. Scholastic Record/Academic record duly authenticated by authorized Personnel; 3. Original copy of the authenticated certificate of eligibility/Report of Rating/Valid Professional License; 4. NBI Clearance 5. Medical Certificate (CS Form No. 211, Revised 2018); 6. Photocopy of Training and Seminars attended; if necessary; 7. Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017), must be notarized; 8. Certificate of Live Birth;	WHERE TO SECURE: CSC/PRC/SC/LTO NBI Issued by a licensed government physician Downloadable at CSC website PSA/LCR PSA/LCR From applicant's former office



9. Marriage Contract/Certificate 10. Clearance from money, property and work-related accountabilities (CS Form No. 7, Revised 2018) 11. Other supporting documents, if necessary.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refer to the HRMO Bulletin Board of Vacant Positions located at the City Hall Lobby and CSC Job Portal	Publication and Posting of vacant positions in HRMO Bulletin Board and CSC Job Portal	None	1 day	Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO
2. Submit application letter specifying the position applied for, together with the requirements to the Human Resource Management Office (HRMO). Interested and qualified applicants may also opt to submit via e-mail at hrmo_tagaytay@yahoo.com the scanned copy of their application together	1. Received application; conduct preliminary screening and interview. Assessment and evaluation to be conducted by the concerned department.	None		Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO



with the other requirements.				
	1. Ensure that the Personal Data Sheet is filled-up properly and completely with recent photo, thumb mark and signature.	None	Depends on the number of applicants received	Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO
3. Hiring of Successful applicants	Preparation of Appointment and other supporting documents.	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO
	Submission and evaluation of requirements and other documents	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO
	Submission of appointment to the Local Chief Executive for signature	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO



	Submission of signed appointments at the Civil Service Commission	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Alma A. Malabanan HRMO
TOTAL			2 weeks	



2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD

OFFICE /DIVISION		HUMAN RESOURCE MANAGEMENT OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G GOVERNMENT TO GOVERNMENT		
WHO MAY AVAIL OF THE SERVICE		City Government Employees – Permanent, Co-Terminous, Casual, Contract of Service either currently employed, separated and retired.		
CHECKLIST OF REQUIREMENTS: 1. Request from the clients.		WHERE TO SECURE: 1. Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for documents needed (certificate of employment , service records and others)	Preparation and printing of documents.	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
	Signing of documents	Not applicable	2 minutes	Alma A. Malabanan HRMO



	Releasing of documents	Not applicable	1 minute	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
Prepared memoranda, office order, etc	Printing of documents.	Not applicable	5 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
	Review and initials of documents.	Not applicable	2 minutes	Alma A. Malabanan HRMO
	Endorsement to Mayor's Office/City Administrator's Office for signature	Not applicable	2 minutes	Maria Luisa F. Agustin Jojit A Manimtim Administrative Aide III
TOTAL			17 minutes	



3. FILING AN APPLICATION FOR LEAVE

Employees occur leave credits each month, and such credits may be used by the employee when the need to temporarily leave work arises, either due to the illness or personal circumstances.

Actual leaves are deducted from their leave credits, if an employee's period goes beyond the occurred credits, he/she will not be entitled to pay for the excess leave. Application for vacation leave must be filed at least five (5) days before the leave, for sick leave, the application must be filed immediately after an employee returns to work.

OFFICE /DIVISION	HUMAN RESOURCE MANAGEMENT OFFICE
CLASSIFICATION	complex
TYPE OF TRANSACTION	G2G
WHO MAY AVAIL OF THE SERVICE	City Government Employees
CHECKLIST OF REQUIREMENTS: Employees submit the application for leave for together with the requirements listed below: 1. Leave Application Vacation and Special leave privilege 5 days before their leave of absence with signature of authorized officer 2. Sick leave need *Medical cert. for 5days above 3. Paternity leave * Marriage contract (if Available) 4. Maternity leave * birth certificate * Cert. last salary received	WHERE TO SECURE: 1. Human Resource Management Office 2. respective offices of the applicant



<ul style="list-style-type: none"> * money and property clearance * approved leave <p>5. Terminal leave processing</p> <ul style="list-style-type: none"> * Application for leave * Money and property clearance * Xerox appointment * Sal N * Notice of salary adjustment * Last salary received * fiscal clearance * Computation for TLB * cert. of leave credits * GSIS Clearance * Death cert. (for deceased employee) * marriage contract * Xerox Leave cards * Transferred ARE <p>3.</p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee filed an application for leave of absence with signature of their corresponding	1. Received the application for leave & checks whether the supporting documents are correct.	N/A	3 minutes upon receipt	Cristina M. Igno Administrative Aide III



Authorized officials 2. Employee submits the application for leave form together with the above listed below:	2. compute the occurred leave credits, after which the application and process		15 mins.	Cristina M. Igno Administrative Aide III
	3.1 After the computation of leave credits is accomplished The application for leave is forwarded to the City Human Resource Mgt. Officer who approves the computation on the application for leave.		3 mins.	Alma A. Malabanan Human Resource Mgt. Office
	3.2 After the application has been approved by the HRMO			Engr. Gregorio M. Monreal



	<p>the application for leave forward to the office of the City administrator for approval as local authorized representative.</p> <p>4. Approved application for leave are returned to the HRMO after the approval of the City Administrator ,</p> <p>5. Retains one copy of the approved leave for record purposes & the employee claims the other two(2) copies.</p>			<p>City Administrator (Authorized Representative)</p> <p>Cristina M. Igno Administrative Aide III</p>
TOTAL			21 minutes	



4. PREPARATION OF EMPLOYEES PAYROLL

OFFICE /DIVISION		HUMAN RESOURCE MANAGEMENT OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL OF THE SERVICE		City Government Employees		
CHECKLIST OF REQUIREMENTS: 1. Pag ibig (MPL) application form 2. Photocopy of 2 valid id's 3. Photocopy of ATM card (Landbank/Pag ibig loyalty card & balance inquiry.		WHERE TO SECURE: 1. HRMO & Pag ibig office 2. From the employee/applicant availing of loan 3. From the employee/applicant availing of loan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up of MPL form	1.1 Receiving and evaluation of documents submitted.	Not applicable	1 day	Lorena Maestrecampo Admin Asst V
	1.2 Signing of documents		10 minutes	Alma A. Malabanan HRMO
2.Request for payroll	2.1 Prepares, encodes monthly deduction of regular and casual/jobcon payroll.	Not applicable		LORENA MAESTRECAMPO Admin Asst V Maricel Payad Admin Aide I



	2.2 Distributes printed payroll to respective offices for signature of department head.			LORENA MAESTRECAMPO <i>Admin Asst V</i> Maricel Payad <i>Admin Aide I</i>
TOTAL			1 day, 10 minutes	



5. SECURE INSURANCE SERVICE FOR CITY GOVERNMENT EMPLOYEES

OFFICE /DIVISION		HUMAN RESOURCE MANAGEMENT OFFICE		
CLASSIFICATION		COMPLEX		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL OF THE SERVICE		GSIS members		
CHECKLIST OF REQUIREMENTS: 1. Duly accomplished Application Forms for Membership, Retirement, Cash Surrender Value, Maturity, Separation, Survivorship, Death Benefit, Funeral Benefit 2. Service Record 3. Certification of Leave of Absence without Pay 4. Declaration of Pendency/Non Pendency Case 5. Affidavit of Surviving Legal Heirs/Surviving Spouse Guardianship Form 6. Supporting documents such as PSA Birth Certificate, Death Certificate, Marriage Contract, Certificate of No Marriage(Cenomar) 7. 2 Valid Government Identification Card (Zerox)		WHERE TO SECURE: 1. Application forms are provided by the GSIS 2. Supporting papers will be provided by the applicant and the Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Secure Application forms for Membership/Maturity Retirement/Separation/Cash Surrender Value/	1. Receives application form from GSIS Members	Not Applicable	5 minutes upon receipt	Lydia C, Gutierrez Admin Officer V



<p>Survivorship/Death Benefit/ Funeral</p> <p>2.Applicants will fill up the form and submit to the processor.</p> <p>3.Attached the required supporting papers for each claims.</p>	<p>2. Check all Application forms and its supporting documents .</p> <p>3. Prepares Service Record and Certification of Leave of Absence without pay.</p> <p>4. Prepares transmittal List.</p> <p>5. Submit all required documents to GSIS</p>	Not Applicable	5 minutes upon receipt	Applicants Lydia C Gutierrez Admin Officer V
		Not Applicable	10 minutes upon receipt	Lydia C. Gutierrez Admin Officer V
		Not Applicable	5 minutes	Lydia C Gutierrez Admin Officer V
		Not Applicable		Lydia C. Gutierrez Admin Officer V
	TOTAL		25 minutes	



6. PHILHEALTH REGISTRATION

OFFICE /DIVISION		HUMAN RESOURCE MANAGEMENT OFFICE		
CLASSIFICATION		COMPLEX		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL OF THE SERVICE		All City Government Employees Member of Phil health		
CHECKLIST OF REQUIREMENTS: 1. Duly accomplished Phil health Member Registration Form 2. Supporting documents such as Birth certificate, Marriage Contract and Birth certificate of Children below 21 years old 3. 1 x 1 ID Picture 4. Report of Employee-Members Form		WHERE TO SECURE: 1. Application Form provided by Phil health to be issued by HR 2. Supporting documents provided by the applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up application Form for Membership	1. Received application form for membership	Not Applicable	5 minutes	Lydia Gutierrez Admin Officer V
2. Attached supporting documents such as Birth certificate, and	2. Check application forms and supporting papers if	Not Applicable	5 minutes	Lydia Gutierrez Admin Officer V



Marriage contract (if Married) and Birth certificate of dependent children's	already completed	Not Applicable	5 minutes	Lydia Gutierrez Admin Officer V
3. Attached 1 x 1 ID Picture of applicant	3. Prepare Report of Employee-Members Form to be signed by the employer	Not Applicable	10 minutes	Lydia Gutierrez Admin Officer V
4. Attached Report of Employee-Members Form	4. Submit the accomplished document to Phil health	Not Applicable	5 minutes	Lydia C Gutierrez Admin Officer V
5. For availment of benefits, fill up CSF application form (Claim Signature Form) and CF-1 (Claim Form I)		Not Applicable		Lydia Gutierrez Admin Officer V
6. Attached Member Data Record (MDR) and Certification of Premium payments				
TOTAL			25 minutes	



CITY ACCOUNTING OFFICE

(INTERNAL SERVICES)



1. RECEIVING, JOURNALIZATION, CERTIFYING OBLIGATION AND REVIEWING THE SUPPORTING DOCUMENTS OF EVERY DISBURSEMENT VOUCHER OF ALL FUNDS

All disbursements to be released by the City should be certified by this office as to completeness and propriety of supporting documents, previous cash advance liquidated and existence of funds held in trust.

OFFICE /DIVISION		CITY ACCOUNTING OFFICE		
CLASSIFICATION		COMPLEX		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL OF THE SERVICE		GOVERNMENT OFFICES OF THE CITY		
CHECKLIST OF REQUIREMENTS: 1. List of supporting documents given to different offices as required by COA.		WHERE TO SECURE: 1. City Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Disbursement Voucher together with the supporting documents to Accounting Office.	1. Attach accounting slip to every disbursement voucher received from different offices and record to incoming logbook	None	10 minutes	Joy Siman
	2. Compute corresponding gross deductions and prepare the accounting	None	10 Minutes	Nora Mendoza Ginalyn Marasigan Editha Manalo Nora Mendoza Rhealyn Amon



2. Receive copy of Disbursement Voucher and supporting.	journal entry per disbursement voucher and sign		15 Minutes	Mia Pauleen Mawak
	3. Record the corresponding voucher transaction as to obligation		5 minutes	Jayvee De Villa
	4. Check / Evaluate the supporting documents per disbursement voucher	None	5 minutes	Rosemarie V. Lerio
	5. Accounting head finally checks and sign Box B of disbursement voucher form	None		Maribel Romilla
	6. Record and release the Disbursement Voucher form together with the attached documents	None		
TOTAL			55 minutes	



CITY BUDGET OFFICE

(INTERNAL SERVICES)



1. PROCESSING OF FINANCIAL TRANSACTION

Processing of Voucher, Purchase Request, Payroll and other claims of different offices

OFFICE /DIVISION		CITY BUDGET OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		DIFFENT OFFICES		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE: 1. Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Vouchers, PR, Payrolls and other claims with corresponding Obligations Requests Slips recorded numbered. a. General Fund b. Local School Board	1.Obligations Request recorded and numbered upon receipts	Not Applicable	2 minutes	Necy M. Borja- Administrative Assistant I Melissa Q. Penafiel Administrative Aide III
	2. Obligation Request recorded after verification of proper allocation.		5 minutes	Guillerma B. Penales Administrative Assistant II Marissa Montenegro Administrative Aide I Belen B. Martinez



2. For request for Realignment	3.Obligation Request signed after verification of proper allocation - vouchers, PR, Payroll, and other claims.	Not Applicable		Administrative Assistant I Necy M. Borja Administrative Assistant I Evelyn C. Tanedo Administrative Aide III Pamela Felcidario Casual Employee Melissa Q. Penafiel Administrative Aide III
	1. Approved Vouchers, PRs, Payrolls and other claims delivered to concern offices.		3 minutes	Merle B. Hernando Administrative Officer V
	2. Submit for Request for Realignment of fund and verified of the nature of transaction requested for realignment.		6 minutes	Pamela Felcidario Casual Employee



3. Gas Issuance	3. Request for Realignment approved after verification of the nature of transaction expense requested for realignment.	Not Applicable	5 minutes	Necy M. Borja Administrative Assistant I Evelyn C. Tanedo Administrative Aide III Pamela Felcidario Casual Employee Melissa Q. Penafiel Administrative Aide III
	2. Gas slip issued to requesting office after verification of actual allocation of all offices and school		2 minutes	Merle B. Hernando Administrative Officer V
			2 minutes	Marissa Montenegro Administrative Aide I Melissa Q. Penafiel Administrative Aide III
TOTAL		Not applicable	25 minutes	



CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE

(EXTERNAL SERVICES)



1. ISSUANCE OF GARBAGE COLLECTION CONTRACT

The City Environment and Natural Resources Office provide Solid waste disposal system or environmental management system and services of facilities related to general hygiene and sanitation

OFFICE /DIVISION		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B – Government to Business		
WHO MAY AVAIL OF THE SERVICE		Business Establishments		
CHECKLIST OF REQUIREMENTS: 1.Business Permit		WHERE TO SECURE: 1.Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook	1. Give the Logbook to the client	None	1 minute	Marieta Ambion, Ederlyn Flores CENRO Staff
2. Present Business permit	2. Release the Contract for signing for payment	None	2minutes	Marieta Ambion, Ederlyn Flores CENRO Staff
3. Fill up and sign the agreement under the terms and conditions	3.Recieve a copy of garbage contract signed by both parties	None	5 minutes	Marieta Ambion, Ederlyn Flores CENRO Staff Oscar B. Laurenciana CENR Officer
		300.00	10 minutes	Legal Office
4. Notarize the contract		Depends on the agreed amount by both parties	5 minutes	Office of the City Treasurer



to Legal Office 5. Pay the amount given for initial operation of Garbage collection contract				
TOTAL		300 + (Depends on agreed contract amount)	23 minutes	



2. DISINFECTION OF FACILITIES

This service serves as part of the health measures against COVID-19 pandemic.

OFFICE /DIVISION		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G- Government to Government		
WHO MAY AVAIL OF THE SERVICE		Government Facilities		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1.Request Letter		1.Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for disinfection 2. Guide/ accompany the inspection team to the site	1. Receive and validate request	None	5minutes	Marieta Ambion, Ederlyn Flores
	2. Review completeness of information, receive, record, and report to Immediate Supervisor	None	10minutes	Marieta Ambion, CENRO Staff Ederlyn Flores CENRO Staff Oscar B. Laurenciana CENR Officer
	3. Schedule and Implementation of instructions	None	Depends on the location/area	Oscar B. Laurenciana CENR Officer
	4. Deployment of Disinfection Team	None	1 hour	CENRO Personnel
TOTAL		None	1hour and 20 minutes	



3. GREENING AND CLEAN UP OF PARKS AND FACILITIES

This type of service includes trimming of trees, grass cutting, cleanliness and development of parks within the city

OFFICE /DIVISION		CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G- Government to Government		
WHO MAY AVAIL OF THE SERVICE		Property Owners, Government Facilities		
CHECKLIST OF REQUIREMENTS: 1.None		WHERE TO SECURE: 1.None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit order from City Administrator's Office	1.Recieve order from Admin Office	None	1 minute	Marieta Ambion, Ederlyn Flores CENRO Staff
	2.Endorse to immediate supervisor	None	5 minutes	Oscar B. Laurenciana CENR Officer
	3.Actual Implementation of Instructions	None	depends on the status of the area or situation	CENRO Personnel
TOTAL		None	depends on the status of the area or situation	



TAGAYTAY CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE (EXTERNAL SERVICES)



1. OPERATION CENTER AND RESCUE/EMERGENCY MEDICAL SERVICE

OFFICE/DIVISION:		TAGAYTAY CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE		
CLASSIFICATION:		Highly Technical		
TYPE OF TRANSACTION:		G2C		
WHO MAY AVAIL OF THE SERVICE:		ANY PERSON NEEDING EMERGENCY RESPONSE		
CHECKLIST OF REQUIREMENTS: None		WHERE TO SECURE: N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Clients request for RESCUE EMS operation (through Phone, Radio<walk-In)	CDRRMO Dispatch EMS team to the scene		2 minutes	Duty officer of the day
	CDRRMO coordinate with other concerned agencies		2 minutes	Assigned Rescue EMS Team
	Wait for the Rescue EMS Team to arrive at the scene		3-5 minutes	Assigned Rescue Ems Team
	Team conducts Basic First Aid, CPR and other Emergency Medical Services		3 minutes	Assigned Rescue Ems Team
	Rescue EMS Team transport casualties to the coordinated		05 minutes	Assigned Rescue Ems Team



	hospitals/concerned agencies.			
	TOTAL		15 minutes	



2. TRAININGS AND SEMINARS ON DISASTER RISK REDUCTION MANAGEMENT

OFFICE/DIVISION:		TAGAYTAY CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE		
CLASSIFICATION:		Complex		
TYPE OF TRANSACTION:		G2C, G2G		
WHO MAY AVAIL OF THE SERVICE:		Barangay Official, Business Establishments, Schools, etc...		
CHECKLIST OF REQUIREMENTS: 1. Approved Request Letter from the Mayors Office		WHERE TO SECURE: 1. Mayors Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients submits written request to the Office of the City Mayor				
Clients receive Approved request			10 minutes	
Clients proceed to CDRRMO Operation for scheduling	Schedule and inform concerned personnel		3 minutes	Duty Officer of the Day
Clients verify availability of schedule	Confirmation of Schedule and inform concerned personnel to proceed to the venue during the agreed schedule		2 minutes	Duty Officer of the Day



TOTAL		15 Minutes	
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3. WEATHER MONITORING AND ADVISORY AND TRAFFIC SITUATIONS

OFFICE/DIVISION:		TAGAYTAY CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE		
CLASSIFICATION:		Highly technical		
TYPE OF TRANSACTION:		G2G, G2C		
WHO MAY AVAIL OF THE SERVICE:		Any person needing Weather Advisory/General Public		
CHECKLIST OF REQUIREMENTS: None		WHERE TO SECURE: N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients request for Weather Advisory and Traffic Situations	CDRRMO provide accurate advisory		2 minutes	Duty Officer of the Day
	Releasing of Advisory		3 Minutes	Duty Officer of the Day
	Daily Weather Monitoring		5 minutes	Duty Officer of the day
TOTAL			10 Minutes	



CITY ADMINISTRATOR'S OFFICE

(INTERNAL SERVICES)



1. SECURING A BUILDING PERMIT

A requirement to Application in securing Building Permit

OFFICE /DIVISION		CITY ADMINISTRATOR'S OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Property/Company Owners		
CHECKLIST OF REQUIREMENTS: 1. Signed Application for Building Permit		WHERE TO SECURE: 1. City Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the filled up Building Permit Form	Review and assess	None	5 minutes	Josefa Ferma Admin Asst III Aireen Alcazar Job Contract
Wait for the signature of the City Administrator	Sign the Building Permit	None	5 minutes	ENGR. GREGORIO M. MONREAL City Administrator
Receive the signed Building Permit	Release the signed Building Permit	None	5 minutes	Josefa Ferma Admin Asst III Aireen Alcazar Job Contract
TOTAL			6 minutes	



2. ISSUANCE OF SPECIAL PERMIT

Special Permits for Fireworks Display, Setting up of Booths, Activities

OFFICE /DIVISION		CITY ADMINISTRATOR'S OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL OF THE SERVICE		Owners of Business Establishments,		
CHECKLIST OF REQUIREMENTS: 1. Approved letter request 2. Fireworks Display Clearance 3. OR of Payment for Special Permit Fees		WHERE TO SECURE: 1. Mayor's Office/City Administrator's Office 2. Fire Department 3. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present approved letter of request for Special permit	Check for completion of requirements	None	5 minutes	Adoracion Flavier Admin Asst V Jonna Dimapilis Clerk 3
Wait for the instruction of the City Administrator	Refer to Cashier for payment of Special permit fee	None	5 minutes	Engr. Gregorio M. Monreal City Administrator
Present Original Receipt for payment of Special permit fee	Prepare Special Permit	None	5 minutes	Adoracion Flavier Admin Asst V Jonna Dimapilis Clerk 3 Aireen Alcazar Job Contract
Wait for the signed Special permit	Sign the Special Permit	None	5 minutes	Engr. Gregorio M. Monreal City Administrator



Receive the signed Special permit	Release the signed Special permit	None	5 minutes	Adoracion Flavier Admin Asst V Jonna Dimapilis Clerk 3 Aireen Alcazar Job Contract
TOTAL			25 minutes	



3. SECURING A LAND DISPUTE CLEARANCE

A requirement in Application in securing Building Permit

OFFICE /DIVISION		CITY ADMINISTRATOR'S OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Property/Company Owners		
CHECKLIST OF REQUIREMENTS: 1. Signed Application for Fencing Permit		WHERE TO SECURE: 1. City Planning and Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the signed Land Dispute Clearance Form	Review and assess	None	5 minutes	Josefa Ferma Admin Asst III Aireen Alcazar Job Contract
Wait for the signature of the City Administrator	Sign the Land Dispute Clearance	None	5 minutes	Engr. Gregorio M. Monreal City Administrator
Receive the signed Land Dispute Clearance	Release the signed Land Dispute Clearance	None	5 minutes	Josefa Ferma Admin Asst III Aireen Alcazar Job Contract
TOTAL			15 minutes	



ASSESSOR'S OFFICE

(EXTERNAL SERVICES)



1. TRANSFER OF OWNERSHIP OF TAX DECLARATION

The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner.

OFFICE/DIVISION	ASSESSOR'S OFFICE (ADMINISTRATIVE DIVISION)
CLASSIFICATION	COMPLEX
TYPE OF TRANSACTION	GTC
WHO MAY AVAIL OF THE SERVICE	Tax payers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker
CHECKLIST OF REQUIREMENTS <ol style="list-style-type: none"> 1. C.T.C. of Deed of Conveyance <ul style="list-style-type: none"> ✓ Deed of Absolute Sale ✓ Deed of Donation ✓ Extra-Judicial Settlement of Estate ✓ Affidavit of Consolidation 2. C.T.C. of New Title 3. C.T.C. of Old Title 4. C.T.C. of Certification Authorizing Registration <ul style="list-style-type: none"> ✓ Capital Gain Tax ✓ Donors Tax ✓ Estate Tax 5. Transfer Tax 6. Tax Clearance 7. Processing Fee 8. Other requirements : S.P.A. (if it is included on the documents) / Secretary Certificate (for corporation) 	WHERE TO SECURE <ol style="list-style-type: none"> 1. Registry of Deeds – Tagaytay 2. Registry of Deeds - Tagaytay 3. Registry of Deeds - Tagaytay 4. Registry of Deeds - Tagaytay 5. Registry of Deeds – Tagaytay / Land Tax Office 6. Land Tax Office 7. Land Tax Office 8. Registry of Deeds - Tagaytay



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Examine the submitted documents/ requirements		10 minutes	Annabelle F. Caraan Paola Grace P. Cosa Gloria P. Penales Rumer M. Bayot Rosenda P. Creus George B. Bayhon
2. Clients pay corresponding fee	City Treasurers Office (Land Tax Division)	Processing Fee Php 50.00 /tax declaration	5 minutes	City Treasurers Office (Land Tax Division)
	Preparation of Tax Declaration (For encoding and printing of newly transferred Tax Declaration)		15 minutes	Annabelle F. Caraan Rumer M. Bayot Ofelia G. Angcaya
	Approved Tax Declaration		2 minutes	Engr. Gregorio M. Monreal City Assessor
3. Receives copy Tax Declaration	Releases of Tax Declaration		5 minutes	Annabelle F. Caraan Paola Grace P. Cosa



	and Notice of Assessment			Gloria P. Penales Rumer M. Bayot Rosenda P. Creus George B. Bayhon
TOTAL		Php 50/tax dec	37 minutes	



2. DECLARATION OF NEWLY CONSTRUCTED BUILDINGS AND OTHER IMPROVEMENTS (MACHINERIES)

The Owner's Copy of a tax declaration is issued upon declaration of new building or improvement and machinery.

OFFICE/DIVISION	ASSESSOR'S OFFICE (ADMINISTRATIVE & ASSESSMENT DIVISION)
CLASSIFICATION	HIGHLY COMPLEX
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL OF THE SERVICE	Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker
CHECKLIST OF REQUIREMENTS For Buildings: <ol style="list-style-type: none"> 1. Building Plan 2. Building Permit 3. Construction Estimate / Bill of Materials 4. Certificate of Occupancy / Certificate of Completion 5. Sworn Statement For Machineries <ol style="list-style-type: none"> 1. Sales Invoice 2. Cost of Auxiliaries and/or Optional Accessories 3. Freight from source to the site 4. Installation which includes controls and wirings electrical and mechanical (connections millwrights work and foundation) 5. Sworn Statement 	WHERE TO SECURE <ul style="list-style-type: none"> • Engineering Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Examine the submitted documents/ requirements		5 minutes	George B. Bayhon Abner M. Anacay
2. Submits duly accomplished Sworn Statement	Conduct an Ocular Inspection for improvements of property.		1 – 2 hours per property	George B. Bayhon Abner M. Anacay
3. Clients pay corresponding fee	City Treasurers Office (Land Tax Division)	Processing Fee Php 50.00 /tax declaration	1 minute	City Treasurers Office (Land Tax Division)
	Prepares Field Appraisal & Assessment Sheets (FAAS) for improvements		5 minutes	Abner M. Anacay
	Prepares FAAS as to appraisal and assessment in accordance with the Approved Schedule of		5 minutes	George G. Bayhon



	Market Value (SMV)			
	Review and recommended for approval of prepared FAAS		5 minutes	Abner M. Anacay Engr. Gregorio M. Monreal City Assessor
	Prepare tax declaration (For encoding and printing of newly Tax Declaration)		15 minutes	Annabelle F. Caraan Rumer M. Bayot Ofelia g. Angcaya
	Approved Tax Declaration		2 minutes	Engr. Gregorio M. Monreal City Assessor
4. Receives copy Tax Declaration	Releases of Tax Declaration and Notice of Assessment		5 minutes	Annabelle F. Caraan Paola Grace P. Cosa Gloria P. Penales Rumer M. Bayot Rosenda P. Creus George B. Bayhon
TOTAL		Php 50/ tax dec	1 hour, 43 minutes	



3. SUBDIVISION AND/OR CONSOLIDATION OF TAX DECLARATION

The Owner's Copy of a tax declaration is issued upon subdivision and/or consolidation of tax declaration

OFFICE/DIVISION		ASSESSOR'S OFFICE (ASSESSMENT AND TAX MAPPING DIVISION)		
CLASSIFICATION		HIGHLY COMPLEX		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Tax payers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
CHECKLIST OF REQUIREMENTS <ol style="list-style-type: none"> 1. Letter Request 2. Approved Subdivision/Consolidation Plan 3. Technical Description 4. C.T.C. of New Title (if titled property) 5. C.T.C. of Old Title 6. Sketch Plan in case of portion sale without titled 		WHERE TO SECURE <ul style="list-style-type: none"> • DENR – Los Baños • DENR – Los Baños • Registry of Deeds Tagaytay • Registry of Deeds Tagaytay 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Examine the submitted documents/ requirements		10 minutes	Annabelle F. Caraan Paola Grace P. Cosa Gloria P. Penales Rumer M. Bayot



				Rosenda P. Creus George B. Bayhon
2. Clients pay corresponding fee	City Treasurers Office (Land Tax Division)	Processing Fee Php 50.00 /tax declaration	5 minutes	City Treasurers Office (Land Tax Division)
	For approval subdivision/consolidation		5 minutes	Engr. Gregorio M. Monreal City Assessor
	Prepares Field Appraisal & Assessment Sheets (FAAS) as to land sketch, area & boundaries.		1 – 2 days	Gloria P. Penales
	Prepares FAAS as to appraisal and assessment in accordance with the Approved Schedule of Market Value (SMV)		1 day	George G. Bayhon
	Review and recommended for approval		20 minutes	Abner M. Anacay



	of prepared FAAS			Engr. Gregorio M. Monreal City Assessor
	Prepare tax declaration of the subdivided/ consolidated parcels for encoding on the RPTA System		20 minutes	Annabelle F. Caraan Rumer M. Bayot Ofelia g. Angcaya
	Approved Tax Declaration		5 minutes	Engr. Gregorio M. Monreal City Assessor
3. Receives copy Tax Declaration	Releases C.T.C. of Tax Declaration/ Tax		5 minutes	Annabelle F. Caraan Paola Grace P. Cosa Gloria P. Penales Rumer M. Bayot Rosenda P. Creus George B. Bayhon
TOTAL		Php 50/ Tax dec	1 to 2 days	



4. TRACEBACK/TRACEUP OF TAX DECLARATION AND OTHER SUPPORTING DOCUMENTS

The City Assessor's Office provides Certified True Copy of Tax Declaration, and supporting documents upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons other legal purposes.

OFFICE/DIVISION		ASSESSOR'S OFFICE (RECORD'S DIVISION)		
CLASSIFICATION		HIGHLY COMPLEX		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Tax payers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
CHECKLIST OF REQUIREMENTS <ol style="list-style-type: none"> 1. Authorization Letter in case of the requester is not the declared owner 2. ID of the owner 3. ID of the requester 4. Filled out for request 		WHERE TO SECURE <ul style="list-style-type: none"> • City Assessor's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form	Validates and received request Verifies property being requested		5 minutes	Sonia Torres Marissa Marinduque
2. Clients pay corresponding fee	City Treasurers Office (Land	Php 50.00 /tax declaration and other	5 minutes	City Treasurers Office (Land Tax Division)



	Tax Division)	supporting documents		
	Preparation of Traceback / Traceup of Tax Declaration and other supporting documents		1 to 2 weeks	Sonia Torres Marissa Marinduque
	Approved tax declaration and other supporting documents for signing		10 minutes	Gloria P. Penales Engr. GREGORIO M. MONREAL City Assessor
3. Presents corresponding O.R.	Logs the request, records the O.R. number		1 minute	Sonia Torres Marissa Marinduque
4. Receives copy of C.T.C. of Tax Declaration and other supporting documents	Releases C.T.C. of Tax Declaration and other supporting documents		1 minute	-do-
TOTAL		Php 50.00	1 - 2 days	



5. SECURING CERTIFIED TRUE COPY OF TAX DECLARATION, TAX MAPS AND OTHER CERTIFICATIONS (No Improvement, Aggregate Land Holding, No Property).

The City Assessor's Office provides Certified True Copy of Tax Declaration, Tax Maps and other certification including (No Improvement, Aggregate Land Holding, No Property) upon the request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR and many other legal purposes.

OFFICE/DIVISION		ASSESSOR'S OFFICE (ADMINISTRATIVE AND TAX MAPPING DIVISION)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Tax payers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
CHECKLIST OF REQUIREMENTS <ol style="list-style-type: none"> 1. Authorization Letter in case of the requester is not the declared owner 2. ID of the owner 3. ID of the requester 4. Filled out for request 		WHERE TO SECURE <ul style="list-style-type: none"> • From the Declared Owner • From the Office of the City Assessor 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request Form	Validates and received request Verifies property being requested		5 minutes 5 minutes	For CTC Tax Declaration and Other Certification Annabelle F. Caraan Paola Grace P. Cosa



	<p>Issued order of payment</p> <p>Prepares C.T.C. of Tax Declaration /Tax map and other certification</p>			<p>For Tax Mapping</p> <p>Gloria P. Penales Rumer M. Bayot Rosenda P. Creus</p>
2. Clients pay corresponding fee	City Treasurers Office (Land Tax Division)	<p>Php 50.00 /tax declaration and other certification</p> <p>Php 50.00 /tax map</p>	5 minutes	City Treasurers Office (Land Tax Division)
3. Presents corresponding O.R.	Logs the request, records the O.R. number		1 minute	<p>For CTC Tax Declaration and Other Certification</p> <p>Annabelle F. Caraan Paola Grace P. Cosa</p> <p>For Tax Mapping</p> <p>Gloria P. Penales</p>



				Rumer M. Bayot
4. Receives copy of C.T.C. of Tax Declaration/ Tax Map/ other certification	Releases C.T.C. of Tax Declaration/ Tax Map/ other certification		1 minute	-do-
TOTAL		Php 50.00 /tax dec Php 50.00 /tax map	17 minutes	



6. ISSUANCE OF CLEARANCE AND TAGAYTAY MEMORIAL CERTIFICATION

Issues clearance for internment at Tagaytay Memorial Cemetery, Condominium Apartment and Columbarium

OFFICE/DIVISION		ASSESSOR'S OFFICE (TAX MAPPING DIVISION)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		All		
CHECKLIST OF REQUIREMENTS 1. Official Receipt (Fully Paid) ✓ Lawn Lots ✓ Condo Apartment ✓ Columbarium 2. Affidavit of Undertaking (in case of installment)		WHERE TO SECURE 1. City Treasurers Office (Land Tax Division) 2. Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Examine the submitted requirements		5 minutes	Gloria P. Penales
2. Clients pay corresponding fee	City Treasurers Office (Land Tax Division)	For Lawn Lots Php. 12,200.00 For Condo Apartment Php. 25,000.00	5 minutes	City Treasurers Office (Land Tax Division)



		For Columbarium Php. 5,000.00		
3. Presents corresponding O.R.	Logs the request, records the O.R. number		2 minutes	Gloria P. Penales
	Preparation of Clearance		5 minutes	-do-
4. Receives copy Clearance	Releases Clearance		1 minute	-do-
TOTAL		Lawn lots - Php 12,200 Condo apartment Php 25,000 Columbarium – Php 5,000	18 minutes	



BUSINESS PERMIT AND LICENSING OFFICE

(EXTERNAL SERVICES)



1. MAYOR'S CLEARANCE

All employees working for government employees are required to secure Mayor's Clearance. Payments may be made upon securing Mayor's Clearance. It takes a minimum of 10 minutes. This already includes verification of clearances from various offices and government agencies.

OFFICE /DIVISION:		BUSINESS PERMIT AND LICENSING OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION: G2B		G2B		
WHO MAY AVAIL OF THE SERVICE:		GOVERNMENT EMPLOYEE		
CHECKLIST OF REQUIREMENTS: 1. Barangay Clearance 2. Police Clearance 3. Medical Clearance 4. Drug Test 5. Court Clearance 6. Fiscal Clearance 7. RTC Clearance 8. Official Receipt		WHERE TO SECURE: 1. Designated Barangays 2. PNP 3. City Health Office 4. Drug Testing Center 5. Hall of Justice 6. Hall of Justice 7. Hall of Justice 8. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements 2. Submit the complete required documents	1. BPLO staff gives client the needed requirements 2. BPLO staff will prepare and release the Mayor's Clearance	200	10 minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño
TOTAL		Php 200.00	10 minutes	



2. WORKING PERMIT

All employees working for private establishments are required to secure a Working Permit. The Working must be renewed annually. Payments may be made upon securing working permit.

It takes a minimum of 10-15 minutes. This already includes clearances from various offices and government agencies.

Renewal of Working Permit may take 10 minutes. Verification includes all from various offices and government agencies.

OFFICE /DIVISION :		BUSINESS PERMIT AND LICENSING		
CLASSIFICATION :		SIMPLE		
TYPE OF TRANSACTION :		G2B		
WHO MAY AVAIL OF THE SERVICE :		PRIVATE EMPLOYEES		
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. Barangay Clearance 2. Police Clearance/NBI Clearance 3. Health Card 4. Drug Test 5. Court Clearance 6. Fiscal Clearance 7. Official Receipt/ Certificate of First Time Job Seeker 8. Mayor's Referral 		WHERE TO SECURE: <ol style="list-style-type: none"> 1. Designated Barangays 2. PNP/NBI Office 3. City Health Office 4. Drug Testing Center 5. Hall of Justice 6. Hall of Justice 7. City Treasurer's Office/Designated Barangays 8. Municipalities/Cities 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Secure requirements 2. Submit the complete 	1. BPLO staff gives client the needed requirements	New: 400 Renewal: 450	1 minute	Emer Martinez, Melanie Ereño, Bryan Casi
	2. BPLO staff gives application		4 minutes	Emer Martinez,



required documents	form for working permit			Melanie Ereño, Bryan Casi
3. After completing the application form, client proceeds to the City Administrator's Office for the releasing of Working Permit	3. City Administrator's Office will prepare and release the working permit		5minutes	Jona Dimapilis, Ginableth Sardiñola, Aireen Alcazar, Jayson Ongray, Joshua Alvarez
TOTAL		NEW – 400 Renewal - 450	10 minutes	



3. BUSINESS PERMIT

All Enterprises are required to secure a Business License and Mayor's Permit, and pay business taxes before the start of commercial operations. The license must be renewed from January 1-20, every year. Penalties are imposed after this period.

Business taxes for new enterprises are based on capitalization. Those for succeeding years are computed as a percentage of gross receipts/sales. Payment may be made annually, semi-annually or quarterly. Taxes are due on the first 20 days of each quarter. It takes a minimum of 1 day to process new applications. This already includes the requisite inspection and clearances from various offices and government agencies.

Renewal of licenses may take 15-30 minutes depending on the results of verification made by Local Revenue Collection Officer. Verification determines whether an applicant still has to secure clearances from various offices. Processing of licenses for these applicants will take approximately 1 hour.

OFFICE /DIVISION :	BUSINESS PERMIT AND LICENSING OFFICE
CLASSIFICATION :	SIMPLE
TYPE OF TRANSACTION :	G2B
WHO MAY AVAIL OF THE SERVICE :	BUSINESS OWNERS
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. Zoning/Locational Clearance 2. DTI (if Sole proprietorship)/SEC Registration (if Partnership or Corporation or CDA (if Cooperative) 	WHERE TO SECURE: <ol style="list-style-type: none"> 1. City Planning and Development Office 2. Negosyo Center Tagaytay City 3. City Treasurer Office 4. City Health Office 5. Landtax Division <p>Lease Contract – Lessor Lessor's Permit – Bplo</p>



3. Barangay Clearance 4. Sanitary Permit 5. A. Tax Clearance (RPT) B. For Leased Premises Lease Contract/Lessor's Permit 6. Fire Inspection Certificate (after billing) 7. Working Permit (if applicable) 8. Liability Insurance (if applicable) 9. Professional Tax (if applicable) 10. CCTV Certificate from PNP ((if applicable) 11. Billboard Permit (if applicable) 12. Character Seminar (if applicable)		6. Bureau Of Fire Protection 7. Bplo Tagaytay City 8. Business One-Stop-Shop 9. Landtax Division 10. Pnp 11. City Planning And Development Office 12. Character Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT THE UNIFIED APPLICATION FORM WITH COMPLETE DOCUMENTARY REQUIREMENTS FOR BUSINESS PERMIT APPLICATION	1. RECEIVED FILLED UP UNIFIED APPLICATION FORM WITH REQUIRED DOCUMENTS 1.1 REVIEW AND SIGN THE UNIFIED		10 Minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante
				Daniel P. Alcala OIC-BPLO



2. PROCEED TO LANDTAX DIVISION FOR PAYMENT 3. CLAIM THE BUSINESS PERMIT, BUSINESS PLATE AND STICKER	APPLICATION FORM 1.2 ASSESS THE BUSINESS TAX AND REGULATORY FEES 1.3 ASSESS THE FEES FOR FIRE INSPECTION CERTIFICATE 2. PROCESS PAYMENT 3. PREPARE AND RELEASE THE BUSINESS PERMIT, BUSINESS PLATE AND STICKER			Josephine C. Caraan City Treasurer
		BASE ON REVENUE CODE OF THE CITY OF TAGAYTAY	3 MINUTES	Eliza Amora Ma. Gina Guañez
			5 MINUTES	JOSEFA FERMA
TOTAL		Based on revenue code	18 minutes	



4. APPLICATION FOR BUSINESS RETIREMENT

This service is particularly applicable to all business owners of Tagaytay City who are requesting to close their business officially.

OFFICE /DIVISION :		BUSINESS PERMIT AND LICENSING OFFICE		
CLASSIFICATION :		SIMPLE		
TYPE OF TRANSACTION :		G2B		
WHO MAY AVAIL OF THE SERVICE :		BUSINESS OWNERS		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. Request Letter 2. Certificate of Closure 3. Original Copy of Business Permit 4. Original Business Plate 5. Cancellation of DTI (If applicable)		1. Business Owner 2. Designated Barangays 3. Business Owner 4. Business Owner 5. DTI		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents	1. CTO staff will receive and approve the application for retirement	Base on Revenue Code of the City of Tagaytay	10 minutes	Arlene Mercado
2. Client proceeds to Land Tax Division for payment	1.1 BPLO staff will compute the taxes and fees			Althea Janine Juniller
3. Proceeds to BPLO for	2. Process Payment			Janette De Asis
				Herbert Costante
				Melanie Ereño
				Eliza Amora
				Ma. Gina Guañezo
				Arlene Mercado



Certificate of Closure	3. BPLO staff will prepare the Certificate of Closure			Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño
TOTAL		Base on Revenue Code of the City of Tagaytay	10 minutes	



5. CERTIFICATE OF NO EXISTING BUSINESS

This service is particularly applicable to all constituents of Tagaytay City who are indigent but deserving and qualified students who will avail of scholarship program offered by the City Government of Tagaytay and to those who are applying for Special Program for Employment of Students (SPES).

OFFICE /DIVISION:		BUSINESS PERMIT AND LICENSING OFFICE		
CLASSIFICATION :		SIMPLE		
TYPE OF TRANSACTION:		G2B		
WHO MAY AVAIL OF THE SERVICE:		INDIGENTS		
CHECKLIST OF REQUIREMENTS: 6. Request Letter 7. Certificate of No Existing Business 8. Official Receipt		WHERE TO SECURE: 6. Applicant 7. Designated Barangays 8. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements 2. Submit the complete required documents	1. BPLO staff gives client the needed requirements 2. BPLO staff will prepare and release the Certificate of No Existing Business	50	10 minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño
TOTAL		Php 50.00	10 minutes	



CITY PLANNING AND DEVELOPMENT OFFICE (CPDO) (EXTERNAL SERVICES)



1. ISSUANCE OF LOCATIONAL CLEARANCE FOR CONSTRUCTION (BUILDING, FENCE, ESTABLISHMENTS, AND OTHERS)

The service is highly technical, and the issuance of the clearance depends on the City Zoning Ordinance and Restriction, and allowable uses.

OFFICE /DIVISION		CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		(1)G2C, (2) G2B, (3) G2G		
WHO MAY AVAIL OF THE SERVICE		All types of cluster regarding the construction		
CHECKLIST OF REQUIREMENTS: 1. Application Form for Locational Clearance 2. Pahintulot ng Barangay 3. Transfer Certificate Title (TCT) 4. Tax Declaration 5. Latest Tax Receipt 6. Lot Plan 7. Bill of Materials and Specification 8. Plans and Drawings 9. Home Owner's Association (HOA) Approval (if the construction is within the Subdivision)		WHERE TO SECURE: 1. CPDO 2. Barangay Hall where the construction is to be constructed 3. Registry of Deeds 4. Assessor's Office 5. City Treasury's Office 6. Assessor's Office 7. Owner's Copy/Construction Owner's Copy 8. From the Architect/Engineer who made the Plans and Drawings 9. HOA of the Subdivision		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Application Form 2. Complete the Requirements for Locational Clearance	1. Accept the Application and the submitted documents 2. Assess the submitted	Variables depends on type of Construction and Fees are based on City Revenue Code for	1-3. 30 minutes	1. Celsa Manalo
			(End of transaction at the CPDO)	
				2. Carlos Suñiga



<p>3. Submit the Application and complete the requirements to CPDO</p>	<p>documents and evaluate the Plans and Drawings</p> <p>3. State the findings / if there is, state it back to the client</p> <p>4. If there is no finding, prepare the assessment of fees to be paid and give to the client</p> <p>5. When the client had already paid the fees, return the receipt to the CPDO Office</p> <p>6. Prepare the pertinent Documents of the Locational Clearance prior to the approval of Zoning administrator</p> <p>7. Transfer the LC Documents to the Mayor's</p>	<p>Locational Clearance</p> <p>Variables depends on type of Construction and Fees are based on City Revenue Code for Locational Clearance</p>	<p>10 minutes</p> <p>(End of transaction at the CPDO)</p> <p>15 minutes</p> <p>(End of transaction at the CPDO)</p> <p>15 minutes</p>	<p>3. Engr. Emilma Pello</p>
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	Office for approval *8. After the approval of Locational Clearance, return the approved LC to CPDO for recording and counter signing of the Plans and Drawings *9. Releasing of the approved Locational Clearance to the Applicant			
TOTAL		Depends on the type of Construction	70 minutes	



2. LOCATIONAL CLEARANCE FOR NEW BUSINESS

Locational Clearance issued to those businesses with approved building permit locational viable to the place with appropriate occupancy permit for the type of business.

OFFICE /DIVISION		CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		(2) G2B		
WHO MAY AVAIL OF THE SERVICE		Business Operators		
CHECKLIST OF REQUIREMENTS: 1. DTI or SEC Registration 2. Occupancy of the building for new business 3. Lease Contract of the operator if he/she is not the owner of the building		WHERE TO SECURE: 1. DTI / SEC 2. Engineering's Office 3. Operator's Copy		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure all the requirements on the Checklist 2. Submit the form for the Issuance of Locational Clearance	1. Accept the application 2. Process the application	Locational Clearance Fee (Php 50.00)	15 minutes	Celsa Manalo Julius Miranda
TOTAL		Php 50.00	15 minutes	



3. ISSUANCE OF ZONING CERTIFICATION / LOCATIONAL VIABILITY

Zoning Certification issued to the transacting public to inform them about their locational viability and what type of house they can build.

OFFICE /DIVISION		CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		(1) G2C		
WHO MAY AVAIL OF THE SERVICE		Lot Owners		
CHECKLIST OF REQUIREMENTS: 1. Request Letter 2. Transfer Certificate Title (TCT) 3. Tax Declaration 4. Latest Tax Receipt 5. Lot Plan / Tax Map		WHERE TO SECURE: 1. Lot Owner's Copy 2. Registry of Deeds 3. Assessor's Office 4. City Treasury's Office 5. Assessor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the requirements on the checklist 2. Apply the request to our office (CPDO) 3. Pay the Certification Fee at the City Treasury's Office	1. Accept the Application Request for Zoning Certification 2. Prepare the Certification 3. Signed the Certification 4. Release the Certification	Certification Fee based on Building / Revenue Code	15 minutes	Mr. Lamberto P. Manalo Engr. Emilma U. Pello
TOTAL			15 minutes	



PUBLIC INFORMATION OFFICE

(EXTERNAL SERVICES)



1. SECURING INFORMATION AND PROMOTIONAL MATERIALS FROM THE PUBLIC INFORMATION OFFICE

Information about the city and promotional materials are available at the PIO. This includes Directory, City Profile and Demographics, Safety Seal of different establishments

OFFICE/DIVISION		PUBLIC INFORMATION OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C- for government services whose client is the transacting public		
WHO MAY AVAIL OF THE SERVICE		General public		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. USB/FLASH DRIVE for soft copy		PIO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry The client approaches the frontline personnel in the PIO who will refer him to the person in charge of the data being requested.	The person responsible accommodates the client.	N/A	1 minute	Miriam F. Zaldivia Admin. Aide III Jesus Dolot, Jr. Admin. Aide III
Verify Information Availability	Person-in-charge verifies if information required is available.	N/A	5 minutes	Miriam F. Zaldivia Admin. Aide III Rosalle A. Del Mundo Clerk I



	General information can be accessed through the City Government Facebook Page.	N/A	As need arises	Jesus Dolot, Jr. Admin. Aide III Aileen S. Auditor Admin. Aide III
Review and Verification	Person-in-charge reviews and verifies the information to be given to the client.	N/A	5 minutes	Atty. Myra Angeli A. Gallardo-Batungbakal PIO
Photocopy Documents	If original documents may not be given, client leaves an ID card with the person-in-charge and is allowed to photocopy documents.	N/A	2 minutes	Aileen S. Auditor Admin. Aide III
Register in the Logbook Client signs a logbook for record purposes. If documents were photocopied, client returns the original documents and retrieves his ID card.		N/A	1 minute	Aileen S. Auditor Admin. Aide III Jesus Dolot, Jr. Admin. Aide III
TOTAL			14 minutes	



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

(EXTERNAL SERVICES)



1. SECURING A CERTIFICATE OF INDIGENCY

A Certificate of indigency is required by the Public Attorney's Office (PAO) for scholarship programs of various agencies; and for PCSO, NSO, Phil health, among others as a requirement for the availment of services.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Indigent Individual		
<u>CHECKLIST OF REQUIREMENTS:</u> 1.Barangay Certificate of Residency. 2. Certificate from the City Assessor's Office on non-ownership of real property. 3. Certificate from the Bureau of Internal Revenue (BIR) as a non-tax filer.		<u>WHERE TO SECURE:</u> 1. Concerned Barangay/Barangay Chairman 2. City Assessor's Office 3. Bureau of Internal Revenue (BIR)		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1. Personnel in charge give the list of requirements to the client.	Not Applicable	1 Minute	Anackiel Javier Christine Jean De Castro Winnie Rose Abena



2. Client secures all the requirements needed in securing Certificate of Indigency and submitted to the CSWDO;	2. Personnel in charge conduct a one-on-one interview with the client to get pertinent information. The result of the interview are written on the Intake Sheet;		5 minutes	Florencia Rozul Anackiel Javier Christine Jean De Castro Winnie Rose Abena
3. Client is waiting for the Certificate of Indigency;	3. Personnel in charge prepare the Certificate of Indigency in 2 copies;		1 minute	Anackiel Javier Christine Jean De Castro Winnie Rose Abena
4. Client is waiting for the	4. CSWDO head		1 minute	Elma M. Patawe CSWDO



Certificate of Indigency; 5. Client receives the Certificate of Indigency.	approves the Certificate of Indigency; 5. Release of documents.		1 minute	Anackiel Javier Christine Jean De Castro Winnie Rose Abena
TOTAL			9 minutes	



2. 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 manmade calamities such as typhoon, landslide or fire.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Victims of Calamities or Affected Families		
<u>CHECKLIST OF REQUIREMENTS:</u>		<u>WHERE TO SECURE:</u>		
1. Certification that client is a victim of calamity		1. Concerned Barangay/Barangay Chairman		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same;	1. Personnel in charge conduct assessment and interview using Disaster Assistance Family Access Card (DAFAC) at the evacuation center or other	Not Applicable	5 minutes	Florencia M. Rozul Mary Jane Gonzales Michael Pincaro



2. Client receives the food packs.	temporary facility; 2. Personnel in charge deliver and distribute food packs to victims or affected families.		15-30 minutes	Florencia M. Rozul Mary Jane Gonzales Michael Pincaro
TOTAL			35 minutes	



3. AVAILING OF CARE AND PROTECTION FOR CHILDREN UNDER DIFFICULT CIRCUMSTANCES

The City Social Welfare and Development Office (CSWDO) assists children and youth whose basic needs have been deliberately unattended to by their parents or guardians, or have been victims of any form of exploitation, neglect or abuse.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Abandoned, neglected, physically, emotionally and sexually abused; victims of rape, incest or acts of lasciviousness.		
CHECKLIST OF REQUIREMENTS: 1. Birth Certificate		WHERE TO SECURE: 1. Local Civil Registry		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client, with the guidance of the parent/guardian and Barangay Council for the Protection of Children (BCPC) report the incident to the PNP Tagaytay;	1. Personnel in charge conduct a one-on-one interview with the client to get pertinent documents and information. The result of the interview using the intake sheet are written	Not Applicable	20 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florenica Rozul



2. Client secures all the requirements needed in securing Certificate of Indigency and submitted to the CSWDO for the purpose of filing the case;	and assessed respectively;			
	2. The Personnel in charge assist and refer the minor to the Philippine National Police (PNP) for proper intervention ;		20 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florence Rozul
3. Client is waiting for the schedule of hearing.	3. The personnel in charge conduct counseling to the victim.		20 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florence Rozul
TOTAL			1 hour	



4. AVAILING OF PHYSICAL RESTORATION ASSISTANCE

This program is intended for persons with disabilities (PWDs). It provides assistive devices that will enable physically- handicapped persons to integrate into the mainstream of community life.

Aside from assistive devices, the City Social Welfare and Development Office (CSWDO) in coordination with the Person with Disability Affairs Office (PDAO) also provide identification cards, medicine, purchase and cinema booklets, counseling, financial or medical assistance and other services as need arises.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE (CSWDO) PERSON WITH DISABILITY AFFAIRS OFFICE (PDAO)		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Person with Disability (PWD)		
<u>CHECKLIST OF REQUIREMENTS:</u> 1. Certification from the doctor or attending physician as to qualification for PWD ID; 2. 3 pieces latest 1x1 ID picture; a) Whole body picture; b) Birth Certificate (below 18 years old).		<u>WHERE TO SECURE:</u> 1. Attending physician 2. Local Civil Registry		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client is applying for PWD ID;	1. Giving the list of requirements in securing PWD ID; 2. Conducts an interview to	Not Applicable	3 minutes	Evangelin e Bayla



2. Client writes his/her name and the purpose of the visit on the logbook and signs the same;	assess the needs of the client or the Person with Disability PWD);		10 minutes	Evangelin e Bayla
3. Client is securing medical certificate;	3. Advises client to secure a Doctor's or Attending Physician's Certification indicating the necessity for the prosthesis/gadget /assistive devices;		1 week	Evangelin e Bayla
4. Client is waiting for the release of prosthesis/gadget /assistive device;	4. Prepares and processes all documents required so for the provision of the prosthesis/gadget /assistive devices needed;		2 weeks	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion
5. Client is preparing herself/himself to accept the prosthesis/gadget/ assistive device;	5. Documents are signed by the interested parties, Endorsement letter is prepared to release the prosthesis/gadget /assistive devices, conduct a constant follow-		1 month	Florencia Rozul Melody Ambrocio



6. The client received the prosthesis/gadget/assistive device.	up and home visit to monitor the status of the PWD; 6. Release of documents.		5 minutes	Florence Rozul Melody Ambrocio Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Evangeline Bayla Melody Ambrocio
TOTAL			1 month, 3 weeks	



5. PROMOTING WELFARE OF SOCIALLY DISADVANTAGED WOMEN

The City Social Welfare and Development Office (CSWDO) respond to the needs of disadvantaged women for the prevention and eradication of exploitation, domestic violence and other form of abuse.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Victims of rape, involuntary prostitution, battered or maltreated women		
<u>CHECKLIST OF REQUIREMENTS:</u> 1. Medico-Legal Certificate		<u>WHERE TO SECURE:</u> 1. Medico-Legal Doctor		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to Barangay Concerned/ PNP/CSWDO;	1. Rescue of Victims on site with PNP and Barangay Concerned ;	Not Applicable	30 Minutes-1 Hour	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florenacia Rozul
2. Client writes his/her name and the purpose of the visit on the logbook and	2. Interview and Counseling / assist to report to the PNP;		10 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florenacia Rozul



signs the same;				
3. Request referral letter from the PNP for Medico-legal examination ;	3. Assistance in securing medico-legal services;		10 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florescia Rozul
4. Preparation of client for temporary shelter.	4. Referral for temporary shelter and custodial care.		3 weeks	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florescia Rozul
TOTAL			3 weeks	



6. SECURING A SOCIAL CASE STUDY REPORT

Before a beneficiary can avail of the assistance, he/she is required to secure a social case study report from the CSWDO.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Indigent Client		
<u>CHECKLIST OF REQUIREMENTS:</u>		<u>WHERE TO SECURE:</u>		
1. Medical/Clinical Abstract or Medical Certificate		1. Attending physician		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same;	1. Giving the list of requirements in securing social case study report;	Not Applicable	3 Minutes	Security Guard on Duty
2. Client is give information to the CSWDO;	2. Conducts an interview to assess the needs of the client;		5 minutes	Officer of the day
3. Client is waiting for the release of	3. The results of the interview are written on an intake		4 minutes	Christine Jean De Castro



social case study report;	sheet for the preparation of social case study report. Documents are signed by the Social Workers and CSWDO;			Winnie Rose Abena Anackiel Javier Elma M. Patawe CSWDO
4. Client received social case study report.	4. Release of documents.		1 minute	Christine Jean De Castro Winnie Rose Abena Anackiel Javier
TOTAL			13 minutes	



6. A SECURING A SOCIAL CASE STUDY REPORT

Preparation of Social Case Study Report for Children in Conflict with the Law (CICL)

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Children in Conflict with the Law		
<u>CHECKLIST OF REQUIREMENTS:</u> 1. Birth Certificate; 2. Medical Certificate; 3. Police Report.		<u>WHERE TO SECURE:</u> 1. Local Civil Registry 2. Attending Physician 3. Women and Children Protection Desk of the PNP		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same; 2. Client fill up intake form;	1. Personnel in charge refer the minor to the social worker; 2. Prepare discernment tools such as questionnaires and other forms prescribed for such case;	Not Applicable	2 minutes 10-15 minutes	Security Guard on Duty Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion



3. Client answer the discernment tools;	3. The social worker guide in answering discernment tools;		15 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion
4. Client will interacts with the social workers and answer the question appropriately and properly;	4. The Social worker conduct interview and assessment;		20 minute	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion
5. Client will be endorse to the parents and Barangay Council for the Protection of Children;	5. The Social workers prepares social case study report for the determination of discernment;		1 hour	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion
6. Client waits for the scheduled hearing.	6. Assist in every scheduled court hearing.		As scheduled by the court	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion
TOTAL			1 hour, 52 minutes	



6. B SECURING A SOCIAL CASE STUDY REPORT

Preparation of Social Case Study Report for Adoption Cases

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Petitioner (prospective adoptive parents)		
<u>CHECKLIST OF REQUIREMENTS:</u> <ol style="list-style-type: none"> 1. Birth Certificate; 2. Marriage Contract; 3. Medical Certificate; 4. Family Photo and Photo of the Minor; 5. Financial Records or Documents; 6. Endorsement letter from DSWD-Region IV-A. 		<u>WHERE TO SECURE:</u> <ol style="list-style-type: none"> 1. Local Civil Registry 2. Attending Physician 3. DSWD-Region IV-A 		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same;	1. Personnel in charge refer the minor to the social worker;	Not Applicable	2 Minutes	Security Guard on duty
2. Client submit the documents needed to the social worker;	2. The Social Worker reviews all the documents submitted;		5 minutes	Elma M. Patawe Rosalinda P. Eridao



3. Client interacts with the social worker and answers the inquiry properly and appropriately;	3. The social worker documents all the information from the client;		30 minutes	Elma M. Patawe Rosalinda P. Eridao
4. Client is waiting for scheduled home visitation;	4. The social worker conducts home visitation and collateral interview;		30 minutes	Elma M. Patawe Rosalinda P. Eridao
5. Client is waiting For the approval of social case study;	5. The social worker prepare the social case study and submit all the pertinent documents to the DSWD Region IV-A for validation and technical assistance;		30 days	Elma M. Patawe Rosalinda P. Eridao



6. Client is preparing herself/himself for the court hearing.	upon approval of the DSWD it will be submitted to the family court; 6. The social worker assists the client in scheduled court hearing.		As scheduled by the court	Elma M. Patawe Rosalinda P. Eridao
TOTAL			1 month	



7. AVAILING OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATIONS

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.

The situations covered are:

- Burial Assistance
- Being stranded within the city or losing money to pickpockets, food and transportation assistance
- Need for medicine or medical assistance not available at the City owned and operated Hospital.

OFFICE/DIVISION		CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Indigent Client		
CHECKLIST OF REQUIREMENTS: a) Medical/Clinical Abstract or Medical Certificate. b) Death Certificate.		WHERE TO SECURE: 1. Attending physician 2. City Health Office/ Local Civil Registry		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same;	1. Giving the list of requirements in securing social case study report;	Not Applicable	3 Minutes	Security Guard on duty



2. Client gives information to the CSWDO;	2. Conducts an interview to assess the needs of the client;		5 minutes	Christine Jean De Castro Winnie Rose Abena Anackiel Javier
3. Client is waiting for the release of social case study report;	3. The results of the interview are written on an intake sheet for the preparation of social case study report;		3 minutes	Christine Jean De Castro Winnie Rose Abena Anackiel Javier
4. Client is waiting for the release of social case study report;	4. Documents are signed by the Social Workers and CSWD head;		1 minute	Elma M Patawe Rasalinda Eridao Dorinda Ambion
5. Client received social case study report.	5. Release of documents.		1 minute	Christine Jean De Castro Winnie Rose Abena Anackiel Javier
TOTAL			13 minutes	



OFFICE OF THE SECRETARY TO THE SANGGUNIAN (EXTERNAL SERVICES)



1. ISSUANCE OF CERTIFIED TRUE COPY (RESOLUTIONS/ORDINANCES)

The SANGGUNIANG PANLUNGSOD compiles resolutions and ordinances that have been adopted for the general welfare of researchers (from Tagaytay City and from other cities and municipalities as well) who come to this office to seek certified true copies of said documents for their reference. Other researchers are students coming from different universities securing copies of ordinances in reference for their thesis.

OFFICE /DIVISION		OFFICE OF THE SECRETARY TO THE SANGGUNIANG		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Any person, natural or juridical, business entity, gov't. agencies		
CHECKLIST OF REQUIREMENTS: 1. Request letter		WHERE TO SECURE: 1. Requesting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request letter	1. Accepts letter and pass to agency head for approval		1-3 minutes	Noralyn Reyes/ Ma. Elena Ocampo
2. Pay Secretary's fee at the Office of the City Treasurer	2. Prepares document, certified with the city seal	Php50.00	1 minute	Aurora Marinduque City Treasurer's Office
3. Present OR and claim requested document.	3. Release document to requisitioner		1 minute	Noralyn Reyes/Ma. Elena Ocampo Aurora Marinduque
TOTAL		Php 50.00	4 minutes	



2. ISSUANCE OF TRICYCLE FRANCHISE

Tricycle Franchise or Motor Tricycle Operator's Permit (MTOP) is a Provisional Authority to operate tricycle unit/s within authorized routes Valid for 5 years (provided that MTOP will be validated yearly)

OFFICE /DIVISION	VICE MAYOR'S OFFICE (TRICYCLE FRANCHISING REGULATORY COMMITTEE)
CLASSIFICATION	Complex
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL OF THE SERVICE	Tricycle Operators
CHECKLIST OF REQUIREMENTS: 1. Application Form 2. Photocopy of Certificate of LTO Registration 3. Official Receipt of LTO Registration 4. Barangay Clearance (DRIVER) 5. Medical Certificate (Driver) 6. Drug Test of Driver/s 7. Photocopy – Voter's ID/Registration (Operator/DRIVER) 8. Compulsory Motor Vehicle Liability Insurance 9. Certification of Road Worthiness from TOPS 10. Certificate of Dropping, if applicant is transferee 11. Police Clearance (driver) 12. Photocopy of Driver/s License 13. Character ID (driver)	WHERE TO SECURE: 1. Office of the SP Committee on Tricycle Franchise 2. Land Transportation Office/Operator 3. Land Transportation Office/Operator 4. Barangay 5. City Health Officer 6. DOH Accredited Testing Center/Laboratory 7. COMELEC 8. Insurance Company 9. Tagaytay Office of Public Safety (TOPS) 10. Tricycle Franchising Office 11. Tagaytay City Component Police Station 12. Land Transportation Office/Driver 13. Character Office 14. Operator 15. Respective Zone President 16. Operator



14. Stencil of Motor No. and Chassis No. 15. Certification of Membership from the Zone Assoc. 16. 2x2 Picture applicant/operator and driver				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek application form - Pay Filing Fee 2. Comply with the requirements -Barangay Clearance -Police Clearance - Medical Clearance -Character Certificate - Certification of Membership -Drug Test -Cert. of Road Worthiness	1. Accepts and evaluate application and requirements.		1 minute	Arnel Dimaranan/Hensly Marquez
		Php50.00	1-2 minutes	City Treasurer's Office
	2. Processing, approval & signing of MTOP 3. Releases MTOP	50.00 50.00 20.00	1 day to 5 days (hearing and evaluation per Tricycle Franchising Code)	TFRC Board
		225.00 100.00 100.00	1 minute	SP Tricycle Franchise Office



-Franchise Tax (New) -Mayors Permit - Sticker/Plate				
TOTAL		P595.00	5 days	



3. VALIDATION OF TRICYCLE FRANCHISE

MTOP is validated every year for the legal operation of tricycle within authorized routes

OFFICE /DIVISION		VICE MAYOR'S OFFICE (TRICYCLE FRANCHISING REGULATORY COMMITTEE)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Tricycle Operators		
CHECKLIST OF REQUIREMENTS: 1. Copy of Motor Tricycle Operator's Permit (MTOP) 2. Medical Certificate (Driver) 3. Certification of Road Worthiness from TOPS 4.. Police Clearance (driver) 5. Character ID (driver) 6. Certification of Membership from the Zone Assoc.		WHERE TO SECURE: 1. Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy) 2. City Health Office 3. Tagaytay Office of Public Safety (TOPS) 4. Tagaytay City Component Police Station 5. Driver or Character Office 6. Tricycle Zone President		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present MTOP and other requirements to Tricycle Franchising Office 2. Pay necessary			1 minute	Arnel Dimaranan/Hensly Marquez
		50.00		
		50.00		
		20.00		
		225.00		
		100.00		



validation fees: -Police Clearance - Medical Clearance -Character Certificate -Franchise Tax (New) -Mayor's Permit -Sticker	Records and release validated Franchise	150.00	1-2 minutes	Arnel Dimaranan/Hensly Marquez
TOTAL		P545.00	3 minutes	



4. Dropping/Cancellation of Franchise

MTOP is being dropped once it will be operating outside Tagaytay.

OFFICE /DIVISION		VICE MAYOR’S OFFICE (TRICYCLE FRANCHISING REGULATORY COMMITTEE)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Tricycle Operators		
CHECKLIST OF REQUIREMENTS: 1. Copy of Motor Tricycle Operator’s Permit (MTOP) 2. Official Receipt		WHERE TO SECURE: 1. Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy) 2. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Files request for dropping at the Tricycle Franchising Office 2. Pay correspondin g Dropping Fee	1. Prepares Certification for Dropping/Cancellati on for approval of the TFRC Chairman 2. Release of Certification	Php50.00	2-5 minutes	Arnel Dimaranan/Hens ly Marquez
			1 minute	Arnel Dimaranan/Hens ly Marquez
TOTAL		P50.00	5 minutes	



3. CHANGE MOTOR

When an operator wants to replace his old unit with a new one.

OFFICE /DIVISION		VICE MAYOR’S OFFICE (TRICYCLE FRANCHISING REGULATORY COMMITTEE)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Tricycle Operators		
CHECKLIST OF REQUIREMENTS: 1. Copy of Motor Tricycle Operator’s Permit (MTOP) 2. Official Receipt		WHERE TO SECURE: 1. Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy) 2. City Treasurer’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request for change motor at the Tricycle Franchising Office 2. Pay corresponding fee	1. Prepares new MTOP for approval & signature of the TFRC 2. Release of revised MTOP		1 day	Arnel Dimaranan/Hensly Marquez
		Php50.00	1 minute	Arnel Dimaranan/Hensly Marquez
TOTAL		P50.00		



CITY LEGAL OFFICE

(EXTERNAL SERVICES)



1. DRAFTING, NOTARIZATION OF AFFIDAVITS AND OTHER LEGAL DOCUMENTS

OFFICE/DIVISION		CITY LEGAL OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
2. USB/FLASH DRIVE for soft copy		CLO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client looks for assigned clerk and states his/her request.	Preparation of appropriate legal documents.	N/A	1 minute	Christian B. Dogelio Marelyn A. Villanueva Casual Employee
The Clerk of legal Researcher asks the client about the documents he/she wants to secure, stating the purpose why the document is being secured. The information declared shall be used in preparing the legal document being requested		N/A	6 minutes	
		N/A	2 minutes	Perlita G. Novicio Administrative Assistant 1
		N/A	1 minute	Marelyn A. Villanueva Casual Employee



<p>Present the document to the assigned clerk for recording in the Notarial Registry.</p> <p>Clerk forwards the document to the Attorney III for notarization. Attorney III administers Oath and signs the document.</p> <p>Client receives notarized document and leaves a file copy with the assigned clerk.</p>		N/A	1 minute	<p>Atty. Gerardo Gabriel C. Reyes Attorney III</p> <p>Christian B. Dogelio Casual Employee</p>
	TOTAL	NONE	11 MINUTES	



2 . AVAILING OF FREE LEGAL COUNSELLING

OFFICE/DIVISION		CITY LEGAL OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
3. USB/FLASH DRIVE for soft copy		CLO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The Legal Researcher or assigned clerk interviews the client about his/her problem/query in order to obtain determine the proper advice course of action to take in relation with the client’s problem.	aims to provide clients with useful advice regarding their legal problems and/or guidance towards the proper legal procedure needed to resolve their legal issues	N/A	5 minutes	Perlita G. Novicio Administrative Assistant I
		N/A	15 minutes to 1 hour depending on the details of the case	Atty. Edwin Alden V. Uy City Legal Officer
Client proceeds to the City Legal Officer or other lawyers assigned at the Legal Office who may deepen the interview				Atty. Gerardo Gabriel C. Reyes Attorney III



and render legal counseling on the case at hand. .				Atty. Ronald M. Aala Attorney V
	TOTAL	NONE	1 HOUR	



3. ISSUANCE AND AUTHENTICATION OF CLEARANCES

OFFICE/DIVISION		CITY LEGAL OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. USB/FLASH DRIVE for soft copy		CLO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client approaches the assigned clerk and cites the kind of certification to be secured/document to be authenticated.	transactions entered into which require proof of clean and/or good employment record with the government.	N/A	3 minutes	Christian B. Dogelio Casual Employee
The clerk prepares the requested certification/clearance/document for authentication.		N/A	5 minutes	
Attorney III signs the certification or clearance.		N/A	2 minutes	Christian B. Dogelio Marelyn A. Villanueva Casual Employee



				Atty. Gerardo Gabriel C. Reyes <i>Attorney III</i>
	TOTAL	NONE	10 MINUTES	



4. REQUESTING A WRITTEN LEGAL OPINION

OFFICE/DIVISION		CITY LEGAL OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL OF THE SERVICE		Government Employee/Agency		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. USB/FLASH DRIVE for soft copy		CLO		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present the Case in Written Form Client (LGUs) and officials submits a written query to the Receiving Clerk who acknowledges receipt thereof	City Legal Officer is depended upon by various city departments and the barangays on issues involving interpretation or applicability of the law	N/A	2 minutes	Hadji Ryan O. Llamera Jobcon
Legal Researcher (LR) conducts research about the query.		N/A	2 days	Perlita G. Novicio Administrative Assistant 1
City Legal Officer prepares written opinion about the legal	The office renders legal opinion on	N/A	1 day	Atty. Edwin Alden V. Uy City Legal Officer



query. The designated messenger delivers written opinion to the client	the basis of a written query and given a particular set of facts.			Atty. Gerardo Gabriel C. Reyes Attorney III Atty. Ronald M. Aala Attorney V
	TOTAL	NONE	3 DAYS	



TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO) (EXTERNAL SERVICES)



1. TOURIST INFORMATION DESK

OFFICE/DIVISION		TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO)		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C, G2B, G2G		
WHO MAY AVAIL THE SERVICE		Those with transactions and inquiry at Tagaytay City.		
CHECKLIST OF REQUIREMENTS 1. None		WHERE TO SECURE 1. Tourist Information Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients shall inform Tourism Personnel pertaining to their concern.	1. Tourism personnel will carefully listen to clients' query and give appropriate actions.		1-5 Minutes	TOURISM STAFF
TOTAL			5 minutes	



2. LAKBAY ARAL / TAGAYTAY CITY TOUR

OFFICE/DIVISION		TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO)		
CLASSIFICATION		Simple Transaction		
TYPE OF TRANSACTION		G2C, G2B, G2G		
WHO MAY AVAIL THE SERVICE		Tagaytay City Visitors		
CHECKLIST OF REQUIREMENTS 1. Approval of Request Letter		WHERE TO SECURE 1. Tourism Office or Concerned Department/Agency		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. If requesting only for City Tour, client must send a letter of request including specific Tourist Attractions. This can be done by personally carrying the letter to City Hall or <i>*via email.</i>	1. Once received by the concern department, tourism staff will request a copy of the received letter and monitor its movement for status update (approve/disapproved) <i>*if via email, tourism staff will print and give the letter to the addressee and monitor its movement for status update (approve/disapproved)</i>	Entrance Fees at Government Owned Tourist Attractions are free of charge. *** Entrances and other charges of private establishments are	8 hours – 2 days	TOURISM STAFF



<p>1a. If requesting only for Lakbay Aral, client must send a letter of request including their purpose of visiting the city. This can be done by personally carrying the letter to City Hall or <i>*via email</i>.</p>	<p>2. If the letter was approved, tourism staff will coordinate with the client and ask for details including date of event, number of pax, how many days and point of interest.</p> <p>Additional for 1a, the staff will include Barangay to visit in their itinerary in line with their Lakbay Aral's point of interest.</p>	<p>shouldered by the client</p>	<p>10 minutes</p>	<p>TOURISM STAFF</p>
<p>2. Client must arrive at Tagaytay City with the given details he provided to tourism staff.</p>	<p>3. Tourism staff will do 'Lakbay Aral Event Order Form' and will give cc copy to Mayor's Office, Admin Office, GSO, and Community Affairs Office & Concerned Department.</p>	<p>Entrance Fees at Government Owned Tourist Attractions are free of charge.</p> <p>***</p>	<p>20-25 minutes</p>	<p>TOURISM STAFF</p>
	<p>4. Before the arrival of the</p>	<p>Entrance Fee and other charges of private establishment s are</p>	<p>8 minutes</p>	<p>TOURISM HEAD</p>



3. Clients must return to their service vehicle and arrange themselves for city tour.	client, staff must already have the Streamer from GSO. -Upon arrival of the client, Tourism Head and Concern Department will welcome the visitors/clients.	shouldered by the client	5 minutes	TOURISM STAFF
	5. For City Tour guests and after their welcome, staff will collect them into their service vehicles and can now proceed with City Tour. -For 1a, Tagaytay Best Practices discussion will be made by the Tourism Head and the concern department. City Tour and Barangay Visit will proceed after the discussion.		20-30 minutes	TOURISM STAFF
TOTAL			8 hours to 2 days	



3. TAGAYTAY TOURISM COUNCIL ACCREDITATION

OFFICE/DIVISION		TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO)		
CLASSIFICATION		Simple Transaction		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL THE SERVICE		All Tourism Related Establishments (TREs)		
CHECKLIST OF REQUIREMENTS 1. Business validation from City Planning and Development Office (CPDO) must be under tourism related.		WHERE TO SECURE 1. Business One Stop Shop- Express Lane		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients shall fill out form which includes name of the business, address and contact information.	1. Tourism personnel will input the details of the business into record/file.	500.00	5 Minutes	TOURISM STAFF <i>(secretariat to the Tagaytay Tourism Council)</i>
2. Clients must pay the Accreditation Fee for (new) membership.	2. Tourism personnel will receive payment and will provide Tagaytay Tourism Council Accreditation Plate & Acknowledgement Receipt to client.	2,400.00		



3. Payment of annual dues for members				
TOTAL FOR NEW MEMBERSHIP		2,900.00	5 minutes	
TOTAL FOR RENEWAL OF MEMBERSHIP		2,400.00	5 minutes	



CITY COOPERATIVE OFFICE

(EXTERNAL SERVICES)



1. COOPERATIVE ORGANIZATION, REGISTRATION AND DEVELOPMENT

OFFICE/DIVISION		CITY COOPERATIVE OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C, G2B		
WHO MAY AVAIL OF THE SERVICE		The general public interested in the organization of cooperative		
CHECKLIST OF REQUIREMENTS: 1. Request for Pre-Registration Seminar 2. Certificate of completion of Pre-registration seminar 3. Accomplished Articles of Cooperation and By-Laws, Economic Survey, Feasibility Study.		WHERE TO SECURE: 1. The group/organization who intends to be registered as cooperative. 2. City Cooperative Office 3. The group/organization for registration as cooperative.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for Pre-Registration Seminar.	1. Provide/Conduct Pre-Registration Seminar.	None	One day	Nelia C. Cotoner/ Elvira Macaspac
2. Process and submit the Articles of Cooperation, By-Laws, Economic Survey and Feasibility	2. Review and evaluate the submitted documents.	None	One day	Nelia C. Cotoner



Study. 3. Submit the documents to the City Cooperative Office.	3. Submit the documents to the Cooperative Development Authority.	P500.00 or 1/10 of one percent of the Paid - Up capital, whichever is lower to be paid to the Cooperative Development Authority	One day	Elvira V. Macaspac/ Anna P. Dimaranan
4. Secure Certificate of Tax Exemption from the Bureau of Internal Revenue.	4. Prepare documents required in securing Tax Exemption.	None	One day	Magdalena Cruzada/ Anna P. Dimaranan
5. Formulate Development Plans and Programs for newly registered cooperative.	5. Assist the newly registered cooperative in the formulation of development plans and programs.	None	Two days	Nelia C. Cotoner/ Elvira V. Macaspac



	6. Monitor the implementation of the development plans and programs.	None	One day	Nelia C. Cotoner
	7. Provide technical assistance to cooperatives in areas of bookkeeping, preparation and submission of compliance reports, and other organizational functions of the cooperative.	None	Continuing activity	Elvira V. Macaspac/ Magdalena Cruzada
	8. Provision of Continuous Education and Training to officers and members of cooperatives.	none	Continuing activity	Nelia Cotoner/ Elvira Macaspac/ Magdalena Cruzada
TOTAL			7 days	



GENERAL SERVICES OFFICE

(EXTERNAL SERVICE)



1. PROPERTY ACKNOWLEDGEMENT RECEIPT

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies.

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different offices/Agencies		
CHECKLIST OF REQUIREMENTS: 1. Property Acknowledgement Receipt		WHERE TO SECURE: 1. GENERAL SERVICES OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Check the required document	1.1. Controlled Numbering of Property Acknowledgement Receipt from different offices 1.2 Updating of Property Acknowledgement Receipt	None	2- 3 minutes	Vilma T. Dimapilis <i>Admin. Aide I</i>
TOTAL			2 – 3 minutes	



2. INVENTORY CUSTODIAN SLIP

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different offices/Agencies		
CHECKLIST OF REQUIREMENTS: 1.Inventory Custodian Slip		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Check the required document	1. Controlled Numbering of Inventory Custodian Slip from different offices	None	2- 3 minutes	Vilma T. Dimapilis <i>Admin. Aide I</i>
TOTAL			2 – 3 minutes	



3. RECEIVING AND FILLING OF RECORDS

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different offices/Agencies		
CHECKLIST OF REQUIREMENTS: 1.Receiving /Recording /Filing of Memo's , Travel Order, etc.		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving /Recording /Filing of Memos, Travel Order, etc.	1. Received/ Record /Filed incoming and outgoing various, memos, travel orders and other correspondences with 100% accuracy	None	2 – 3 minutes	Vilma T. Dimapilis Admin. Aide I
TOTAL			2 – 3 minutes	



4. INSPECTION AND ACCEPTANCE REPORT

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different offices/Agencies		
CHECKLIST OF REQUIREMENTS: 1. Inspection and Acceptance Report		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checking and numbering the Acceptance Inspection Report	1.1 Prepare/Validate the Inspection and Acceptance Report 1.2 Inspection of equipment	None	2 – 3 minutes	Michael E. Gatpandan GSO-Staff
TOTAL			2 – 3 minutes	



5. PROPERTY, PLANTS & EQUIPMENTS

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies.

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different Offices / Agencies		
CHECKLIST OF REQUIREMENTS: 1. Checking of Property, Plants & Equipment 2. Tagging Stickers		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check Property, Plants & Equipment	a. Updating for Semi Annual Government and Actual Inventory of Property, Plants & Equipment.	None	30 minutes to 1 hour	Myrna D. De Villa Property Custodian Admin Aid I Albert R. Lariosa Office Staff
	b. Tagging of New Acquired Government Equipment and Actual Inventory of Property, Plants & Equipment.	None	30 minutes to 1 hour	Myrna D. De Villa Property Custodian Admin Aid I Albert R. Lariosa GSO Staff



TOTAL		30 minutes to 1 hour	
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6. WASTE MATERIALS REPORT

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies.

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different Offices / Agencies		
CHECKLIST OF REQUIREMENTS: 1. Checking of Waste Materials Report, Condemnations, Return Card etc.		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checking of Waste Materials Report, Condemnations, Return Card etc.	1. Checking and segregating the material that can be waste by controlling the number of inventory if the materials are unserviceable/ condemned.	None	30 minutes to 1 hour	Myrna D. De Villa Property Custodian Admin Aid I
TOTAL			30 minutes to 1 hour	



7. REGISTERED OF GOVERNMENT VEHICLES

The purpose of this service is to provide good quality control to all purchased and inventory of Government Vehicles used by different agencies.

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different Offices / Agencies		
CHECKLIST OF REQUIREMENTS: 1. Checking and updating Government Vehicles Inventory and Report 2. Updating Government Vehicles Insurance (GSIS)		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checking and updating Government Vehicles Inventory and Report	1. Preparing required Documents and Papers like Government Vehicles Inventory and Property Acknowledgement Receipt. 2. Updating Papers and Payment for Government Vehicles Insurance (GSIS)	None	3 minutes to 5 minutes	Mr. Albert R. Lariosa GSO-Staff Mr. Wilmer B. Tibayan Property Custodian for Government Vehicles Admin Aid III
		None	30 minutes to 1 hour	Mr. Albert R. Lariosa GSO-Staff Mr. Wilmer B. Tibayan Property Custodian for



				Government Vehicles Admin Aid III
TOTAL			1 hour, 5 minutes	



8. PROVIDE OFFICE SUPPLIES FOR DIFFERENT OFFICES

OFFICE /DIVISION:		GENERAL SERVICES OFFICE		
CLASSIFICATION:		COMPLEX		
TYPE OF TRANSACTION:		G2G GOVERNMENT TO GOVERNMENT		
WHO MAY AVAIL OF THE SERVICE:		ALL DEPARTMENT/OFFICES		
CHECKLIST OF REQUIREMENTS: 1. Request letter 2. RIS (Requisition and Issuance Slip)		WHERE TO SECURE: 1. By departments/Offices 2. GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit Request letter 				



9. NUMBERING OF REPORT OF SUPPLIES AND MATERIALS ISSUED

The purpose of this service is to provide the control number assigned by the designated personnel.

OFFICE /DIVISION:		GENERAL SERVICES OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2G GOVERNMENT TO GOVERNMENT		
WHO MAY AVAIL OF THE SERVICE:		ALL DEPARTMENT/OFFICES		
CHECKLIST OF REQUIREMENTS: 1. Signature of the Officer-in-Charge of GSO		WHERE TO SECURE: 1. GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit approved RSMI	1. Check and verify the requirements provided	None	1 – 3 minutes	Eric N. Ferma GSO Staff Charlene R. Landicho GSO Staff
TOTAL			1 – 3 minutes	



10. NUMBERING OF REQUISITION AND ISSUE SLIP

The purpose of this service is to provide the control number assigned by the designated personnel.

OFFICE /DIVISION:		GENERAL SERVICES OFFICE		
CLASSIFICATION:		SIMPLE		
TYPE OF TRANSACTION:		G2G GOVERNMENT TO GOVERNMENT		
WHO MAY AVAIL OF THE SERVICE:		ALL DEPARTMENT/OFFICES		
CHECKLIST OF REQUIREMENTS: 1. Signature of the requested Head Officer 2. Signature of the Officer-in-Charge of GSO 3. Signature of the assigned personnel 4. Signature of the receiving personnel		WHERE TO SECURE: 1. Office concerned 2. GSO 3. GSO 4. Office concerned		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit approved RIS	1. Check and verify the requirements provided	None	2 - 5 minutes	Eric N. Ferma GSO Staff Charlene R. Landicho GSO Staff
TOTAL			2 - 5 minutes	



11. PROCUREMENT PROCEDURE

To provide proper and efficient process/service for Agency Procurement

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		All Department/Offices		
CHECKLIST OF REQUIREMENTS: 1. Purchase Request 2. Purchase Order		WHERE TO SECURE: 1. GSO 2. GSO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter	1.Prepare the Purchase Request	None	10-30 minutes	Ana B. Angcaya Admin. Aide I
2.Present the require documents	2.1 Check/verify the price Specification Purchase Request	None	10-30 minutes	Ana B. Angcaya Admin. Aide I
	2.2 Upon receipt of either BAC award or resolution, and other documents, goods will be purchase	None	10-30 minutes	Pacita Rosario Z. Aquino OIC-GSO Ana B. Angcaya Admin.Aide I



TOTAL		1 hour, 30 minutes	
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12. NUMBERING OF PURCHASE REQUESTS AND ORDERS

Receiving, recording, and numbering of Purchase requests and orders.
Submitting monthly report of Purchase order and Acceptance & Inspection to Commission on Audit.

OFFICE /DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different Offices		
CHECKLIST OF REQUIREMENTS: 1. Complete Signature of office involved 2. Purchase Request copy (needed in numbering of Purchase Order) 3. 2 extra copies		WHERE TO SECURE: 1. General Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completing the signatures needed	Numbering, recording and taking of extra copies.	None	1-2 minutes	Charlene R. Landicho <i>Office Staff</i>
TOTAL			1-2 minutes	



13. PROPERTY ACKNOWLEDGEMENT RECEIPT

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies

OFFICE/DIVISION		GENERAL SERVICES OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different Offices/Agencies		
CHECKLIST OF REQUIREMENTS: 1. Property Acknowledgement Receipt		WHERE TO SECURE 1. GENERAL SERVICES OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Check the required document	1.1 Check and Verify the required documents. Verify the assignment of every unit 1.2 Preparation/Updating of Property Acknowledgement Receipt	None	2 – 3 minutes	Wilmer B. Tibayan Administrative Officer III
TOTAL			2 – 3 minutes	



PICNIC GROVE

(EXTERNAL SERVICES)



1. ISSUANCE OF CASH TICKET

Our guest is required to secure assessment indicating the no. Of persons and types of vehicles upon entering the park and cash ticket for the walk-in guest. Tagaytay Picnic Grove will provide customers with a safe maintained space for the community members of all ages. The gentle breeze and panoramic view of Taal Volcano also make the perfect setting for a nice family picnic all while forming lasting memories at affordable rates.

OFFICE /DIVISION		PICNIC GROVE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Guests		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Walk-in Teller	1. Assessed the Guest and issued cash ticket	Php 50.00/Guest	2 minutes	Edlyn Luciano
2. Present Cash Ticket	2.Counted/check ed issued ticket		2 minutes	Elsa Caguitla
TOTAL		Php 50.00/Guest	4 minutes	



2. ISSUANCE OF ASSESSMENT

Our guest is required to secure assessment indicating the no. Of persons and types of vehicles upon entering the park and cash ticket for the walk-in guest. Tagaytay Picnic Grove will provide customers with a safe maintained space for the community members of all ages. The gentle breeze and panoramic view of Taal Volcano also make the perfect setting for a nice family picnic all while forming lasting memories at affordable rates.

OFFICE /DIVISION		PICNIC GROVE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Guests		
CHECKLIST OF REQUIREMENTS: 1.Type of Vehicle 2.Passenger (No. Of person)		WHERE TO SECURE: 1.Entrance/Parking Attendant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Entrance 2. Proceed to Payment 3. Present Official Receipt/Exit Pass	2. Assessed the Guest 2.Issued OR/Exit Pass 3. Get Exit Pass	Php 50.00/guest	2 minutes	Eric Austria
			5 minutes	Josielyn Salazar
			2 minutes	Raphy Guzman
TOTAL		Php50.00/Guest	9 minutes	



3. ISSUANCE OF CERTIFICATION

Every Stall Holder is required to secure clearance annually as a pre-requisite to securing Mayor's/Business Permit certifying that all Concessionaire fees and rentals for the preceding year is fully paid. No Fee is required for securing the clearance.

OFFICE /DIVISION		PICNIC GROVE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL OF THE SERVICE		Concessionaire		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Park Admin 2.Proceed to Payment 3.Present Official Receipt 4.Present Certification	1. Verify status of Payment		2 minutes	Marlyn Gutierrez
	2.Issued Official Receipt	Php 4,500.00	3 minutes	JosielynSalazar
	3. Issued Certification		3 minutes	Gina Labarda
	4. 5.			Imelda S. Tolentino
TOTAL		Php 4,500.00/Stall/Month	8 minutes	



4. ISSUANCE OF OFFICIAL RECEIPT

Our guest is required to secure assessment indicating the no. Of persons and types of vehicles upon entering the park and cash ticket for the walk-in guest. Tagaytay Picnic Grove will provide customers with a safe maintained space for the community members of all ages. The gentle breeze and panoramic view of Taal Volcano also make the perfect setting for a nice family picnic all while forming lasting memories at affordable rates.

OFFICE /DIVISION		PICNIC GROVE		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Guests		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Picnic Huts/ Tables/Pavilions 2. Present Official Receipt	1. Issued Official Receipt	Php 150.00,100.00,500.00/ use	2 minutes	Juanito Mendoza
	2.Counted/checked issued Official Receipt		2 minutes	Joel Cortado
TOTAL		Php150.00,100.00,500.00/use	4 minutes	



LOCAL CIVIL REGISTRY (EXTERNAL SERVICES)



1. TIMELY REGISTRATION OF CERTIFICATE OF BIRTH

This is the process of registering Certificate of Live Birth of Filipino Citizens, born in Tagaytay City, within thirty (30) days from the date of birth.

OFFICE /DIVISION		LOCAL CIVIL REGISTRY OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C – Government to Transacting Public		
WHO MAY AVAIL OF THE SERVICE		All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Tagaytay City Constituents, Non-Tagaytay City residents who were born in Tagaytay City		
CHECKLIST OF REQUIREMENTS: 1. 1 set of Certificate of Birth 2. Parents' Certificate of Marriage (1 original) FOR ILLEGITIMATE CHILD: a. Notarized Affidavit to Use the Surname of the Father if the child was acknowledged b. Any Government Issued Valid ID's c. Community Tax certificate		WHERE TO SECURE: Hospital, Maternity/Lying-In Clinic PSA a. Public Attorney's Office, Law Offices, Notary Public b. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth and all the requirements	1. Receives Certificate of Live Birth for Registration 1.1 Checks completeness of entries and attachments	-P- 260.00	10 minutes	Rufina P. Angcaya Admin Aide I Atty. Emerson U. Palad City Civil Registrar



	1.2If complete, Assigns registry number			
2. Receive released document	2. Release personal copy to registrant			Rufina P. Angcaya <i>Admin Aide I</i>
TOTAL		Php 260.00	10 minutes	



2. LATE REGISTRATION OF CERTIFICATE OF BIRTH

This is the process of registering Certificate of Live Birth of Filipino Citizens, born in Tagaytay City, after the thirty (30)- days filling period from the date of birth of the person or those who have no existing record in the Register of Births of the City.

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Tagaytay City Constituents, Non-Tagaytay City residents who were born in Tagaytay City
CHECKLIST OF REQUIREMENTS: 1. 1 set of Certificate of Birth for Late Registration 2. Negative Result from PSA (1 original) 3. Parents Certificate of Marriage (1 original & 2 photocopies) 4. Baptismal Certificate (1 original & 2 photocopies) 5. Form 137 (1 original & 2 photocopies) 6. Joint Affidavit of 2 witnesses with cedula 7. Cedula of parents/applicant 8. Valid ID's of mother or applicant 9. Voter's Certification of applicant (18 above) 10. Marriage Contract of applicant (if married) FOR ILLEGITIMATE CHILD: 1. 1 set of Certificate of Birth for Late Registration	WHERE TO SECURE: Hospital, Maternity/Lying-In Clinic PSA PSA/Certified True Copy from LCRO/MCRO Church, place of baptismal School Public Attorney's Office, Law Offices, Notary Public City Treasurer's Office COMELEC Civil Registry Office/PSA Hospital, Maternity/Lying-In Clinic PSA Church, place of baptismal School Public Attorney's Office, Law Offices, Notary Public City Treasurer's Office COMELEC



2. Negative Result from PSA (1 original) 3. Baptismal Certificate (1 original & 2 photocopies) 4. Form 137 (1 original & 2 photocopies) 5. Joint Affidavit of 2 witnesses with cedula 6. Cedula of parents/applicant 7. Any government Valid ID's of mother or applicant 8. Voter's Certification of applicant (18 above) 9. Other documents declaring the date and place of birth of the subject person NOTE: Father's appearance is needed if parents were not married from the time of birth				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth and all the requirements	1. Receives Certificate of Live Birth for Registration 2. Checks completeness of entries and attachments		15 minutes	Rufina P. Angcaya Admin Aide I
3. Pay at the City Treasurer's Office the	3. Upon receipt of the of the official	-P- 180.00 (Legitimate)		Rufina P. Angcaya Admin Aide I



corresponding fee(s).	receipt, process the delayed registration of birth, give contact number for follow up after 15 days	-P-310 .00 (Illegitimate)		
	4. Prepare notice and certificate of no record	None	5 minutes 10 Days posting period	Rufina P. Angcaya Admin. Aide I
	5. Approve , assign register number and register the document after 10 days	None	10 minutes	Rufina P. Angcaya Admin. Aide I ATTY. EMERSON U.PALAD City Civil Registrar
4. Receive registered document.	5. Release the document	None	5 minutes	Rufina P. Angcaya Admin. Aide I
TOTAL		Php 490.00	35 minutes	



5. TIMELY REGISTRATION OF CERTIFICATE OF MARRIAGE

For ordinary marriage, the time for submission of the certificate of marriage is 15 days following the solemnization of marriage, while for marriage exempt from license requirement, the prescribed period is 30 days, at the place where the marriage was solemnized.

OFFICE /DIVISION		LOCAL CIVIL REGISTRY OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C – Government to Transacting Public		
WHO MAY AVAIL OF THE SERVICE		The concerned parties and/or Solemnizing Officer (who were married or solemnized a wedding at Tagaytay City)		
CHECKLIST OF REQUIREMENTS: 1. 1 set of Certificate of Marriage 2. If necessary: a. Affidavit of Cohabitation (for Marriage under Art.34) b. Affidavit of Solemnizing Officer (for Marriage under Art.34) c. Marriage License d. Certificate of Registration of the Authority to Solemnize Marriage (CRASM) e. Approved request for celebration of marriage in a place other than those authorized by law. f. Certification from Venue		WHERE TO SECURE: 1. Provided by the Solemnizing Officer a. Public Attorney's Office, Law Offices, Notary Public b. Provided by the Solemnizing Officer (back portion of Certificate of Marriage) c. Issued by the Local Civil Registry Office from either one or both the contracting parties place of residence. d. Issued by Philippine Statistics Office (PSA) e. Provided by the contracting parties with the approval of the Solemnizing Officer f. Issued by personnel of the place where the marriage was held.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill up Document Registration Slip.	1. Give the Document Registration Slip to the client	None	1 minute	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
2. Submit the required documents with the Document Registration Slip for verification	2. Examination of document and supporting papers (if necessary) a. Determine s timeliness, signatures and completion of data. b. Assessmen t of fee(s).	None	2 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
3. Pay at the City Treasurer's Office the corresponding fee(s).	3. Issues client's documents with signed and assessed Document Registration Slip.	Registratio n Fee – Php 50.00	5 minutes	City Treasurer's Office
4. Return the document with the	4. Receives the client's document	None	2 minutes	Maria I. Ferma Admin Aide I



Document Registration Slip and Official Receipt to LCRO.	and note the details of the Official Receipt.			Joseph Nhoel T. De Castro Registration Officer I
5. Receive registered document.	5. Upon verification of payment, assign registry number and release the document to the client.	None	5 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 50.00	15 minutes	



3. DELAYED REGISTRATION OF CERTIFICATE OF MARRIAGE

For ordinary marriage, the time for submission of the certificate of marriage is 15 days following the solemnization of marriage, while for marriage exempt from license requirement, the prescribed period is 30 days, at the place where the marriage was solemnized.

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	HIGHLY COMPLEX
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	The concerned parties and/or Solemnizing Officer (who were married or solemnized a wedding at Tagaytay City)
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. Marriage License Application Form 2. Government Issued/Valid Identification Card 3. PSA Birth Certificate 4. PSA Cenomar 5. Community Tax Certificate 6. Certificate of Pre-Marriage Counselling and Family Planning Seminar 7. If applicable: <ol style="list-style-type: none"> a. Affidavit of Parental Consent (if 18-20 years old) b. Affidavit of Parental Advise (if 21-24 years old) 8. If Annulled: <ol style="list-style-type: none"> a. Copy of Decree of Nullity of Marriage b. Annotated Marriage Contract from previous marriage 9. If widowed: 	WHERE TO SECURE: <ol style="list-style-type: none"> 1. LCRO Tagaytay City 2. BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Postal ID 3. Issued by Philippine Statistics Office (PSA) 4. Issued by Philippine Statistics Office (PSA) 5. City Treasurer's Office of Tagaytay City 6. DSWD Tagaytay City 7. <ol style="list-style-type: none"> a. LCRO Tagaytay City b. LCRO Tagaytay City 8. <ol style="list-style-type: none"> a. Issued by Philippine Statistics Office (PSA) b. Issued by Philippine Statistics Office (PSA) 9.



a. Death Certificate of previous spouse b. Marriage Contract from previous marriage 10.If a Foreign National: a. Photocopy of valid passport b. Legal Capacity to Marry c. If Divorce, copy of final decree or absolute divorce		a. Issued by Philippine Statistics Office (PSA) b. Issued by Philippine Statistics Office (PSA) 10. a. Provided by Client b. Embassy of country of origin c. Court where the divorce was decided.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Marriage License Application Form	1. Give the Marriage License Application Form to the client	None	10 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
2. Submit the required documents with the Marriage License Application Form for verification	2. Examination of document and supporting papers and assessment of fees.	None	2 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
3. Pay at the City Treasurer's Office the	3. Issues client's document	Application Fee – Php 100.00	5 minutes	City Treasurer's Office



corresponding fee(s).	s with signed and assessed Document Registration Slip.	Marriage Counselling – Php 100.00 Character Seminar – Php 100.00 Family Planning & Tree Planting – Php 100.00 License Fee – Php 200.00		
4. Returns the document to LCRO	5. Receives and verifies the document of the client after which the client will be advised to proceed to DSWD for the schedule of Pre-Marriage	None	2 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I



	Counselling Seminar			
6. Attends Pre-Marriage Counselling Seminar		None	10 minutes	DSWD
7. Receive registered document.	8. Upon verification of payment, mandatory posting of document for 10 days, on the eleventh day, assign registry number and release the document to the client.	None	11 days	<p>Maria I. Ferma Admin Aide I</p> <p>Joseph Nhoel T. De Castro Registration Officer I</p> <p>Atty. Emerson U. Palad City Civil Registrar</p>
TOTAL		Php 600.00	11 days and 10 minutes	



4. APPLICATION FOR MARRIAGE LICENSE

For couple applying for and issuing a Marriage License wherein at least one or both of the contracting party is a resident of Tagaytay City.

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	HIGHLY COMPLEX
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	The concerned parties and/or Solemnizing Officer (who were married or solemnized a wedding at Tagaytay City)
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. 1 set of Certificate of Marriage 2. If necessary: <ol style="list-style-type: none"> c. PSA Negative Result d. Notarized Affidavit of Delayed Registration e. Affidavit of Cohabitation (for Marriage under Art.34) f. Affidavit of Solemnizing Officer (for Marriage under Art.34) g. Marriage License h. Certificate of Registration of the Authority to Solemnize Marriage (CRASM) i. Approved request for celebration of marriage in a place other than those authorized by law. j. Certification from Venue 	WHERE TO SECURE: <ol style="list-style-type: none"> 1. Provided by the Solemnizing Officer <ol style="list-style-type: none"> a. Issued by Philippine Statistics Office (PSA) b. Provided by the Solemnizing Officer (back portion of Certificate of Marriage) c. Public Attorney's Office, Law Offices, Notary Public d. Provided by the Solemnizing Officer (back portion of Certificate of Marriage) e. Issued by the Local Civil Registry Office from either one or both the contracting parties place of residence. f. Issued by Philippine Statistics Office (PSA) g. Provided by the contracting parties with the approval of the Solemnizing Officer



		h. Issued by personnel of the place where the marriage was held.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Document Registration Slip.	1. Give the Document Registration Slip to the client	None	1 minute	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
2. Submit the required documents with the Document Registration Slip for verification	2. Examination of document and supporting papers (if necessary) c. Determine its timeliness, signatures and completion of data. d. Assessment of fee(s).	None	2 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
3. Pay at the City Treasurer's Office the	3. Issues client's	Registration Fee – Php 50.00	5 minutes	City Treasurer's Office



corresponding fee(s).	documents with signed and assessed Document Registration Slip.	Certification Fee – Php 50.00 Doc. Stamp – Php 30.00 Processing Fee – Php 100.00		
4. Return the document with the Document Registration Slip and Official Receipt to LCRO.	4. Receives the client's document and note the details of the Official Receipt.	None	2 minutes	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I
5. Receive registered document.	5. Upon verification of payment, mandatory posting of document for 10 days, on the eleventh day, assign registry number and release	None	11 days	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I Atty. Emerson U. Palad City Civil Registrar



	the document to the client.			
TOTAL		Php 230.00	11 days and 29 minutes	



5. TIMELY REGISTRATION OF CERTIFICATE OF Death

This is the process of registering the Certificates of Death of the constituents whose death occurred in Tagaytay City within thirty (30) days from the date of death.

OFFICE /DIVISION		LOCAL CIVIL REGISTRY OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C – Government to Transacting Public		
WHO MAY AVAIL OF THE SERVICE		Tagaytay residence or Non residence who died in Tagaytay City hospital or within the vicinity of Tagaytay City, Funeral Parlors		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. 1 set of Certificate of Death 2. Autopsy Report, if applicable 3. Affidavit of Not Embalm 4. Certification of Embalmer		1. Hospitals, Funeral Parlors 2. PNP-Medico Legal Section 3. Legal Office or Any Notary Public 4. Funeral Services		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Death for registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature		2 Minutes	Carolina E. Tolentino Admin. Aide I Atty. Emerson U. Palad City Civil Registrar
2. Pays at City Treasurer's Office corresponding fees	2. Issues order of payment	Cemetery fee-200.00 Embalmer's fee-50.00	15 Minutes	Cash Division City Treasurer's Office



		Burial fee- 50.00 Transfer fee- 150.00(if the place of Burial/Cemeter y is outside in Tagaytay City		
3. Received and released document	3. Upon receipt of Official Receipt, assign registry no. and release the day		3 Minutes	Carolina E. Tolentino Admin. Aide Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 300.00/ 150.00(if the place of Burial/Cemeter y is outside in Tagaytay City	20 minute s	



7. DELAYED REGISTRATION OF CERTIFICATE OF Death

This is the process of registering the Certificates of Death of the constituents whose death occurred in Tagaytay City within thirty (30) day filing period from the date of death.

OFFICE /DIVISION		LOCAL CIVIL REGISTRY OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C – Government to Transacting Public		
WHO MAY AVAIL OF THE SERVICE		Tagaytay residence or Non residence who died in Tagaytay City hospital or within the vicinity of Tagaytay City, Funeral Parlors		
CHECKLIST OF REQUIREMENTS: 1. 1 set of Certificate of Death 2. Autopsy Report, if applicable 3. Affidavit of Not Embalm 4. PSA Negative Certification 5. Affidavit for Delayed Registration of Death Certificate 6. Certificate of No Record		WHERE TO SECURE: 1. Hospitals, Funeral Parlors 2. PNP-Medico Legal Section 3. Legal Office or Any Notary Public 4. PSA 5. Legal Office or Any Notary Public 6. Local Civil Registry Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Death for late registration	1. Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature		11 Days *mandated 10 days posting period from date of receipt	Carolina E. Tolentino Admin. Aide I Atty. Emerson U. Palad City Civil Registrar



2. Pays at City Treasurer's Office as indicated in the order of payment	2. Issues order of payment	Registration fee-100.00 Certification fee-50.00 Doc. Stamp-30.00	**If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	Cash Division City Treasurer's Office
3. Received and released document	3. Upon receipt of Official Receipt, assign registry no. and release the same			Carolina E. Tolentino Admin. Aide I Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 180.00	10.days	



8. R.A. 9048 – PETITION FOR CHANGE OF FIRST NAME (CFN)

Authorizes the city/municipal civil registrar or the consul general to correct a clerical error or typographical error in an entry and/or change of first name or nick name in the civil register without need of judicial order

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	COMPLEX
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Death and Marriage
CHECKLIST OF REQUIREMENTS: 1. Latest PSA Copy sought to be changed (1 original & 2 photocopies) 2. Certified Photocopies of the Certificate of Live Birth (2 copies) 3. Clearance from the Authorities- Mandatory requirements (1 original & 2 photocopies) <ul style="list-style-type: none"> • Employer (If Employed): Certificate of Employment • If not employed : Affidavit of Non Employment • NBI and Police Clearance: Purpose: for Change of First Name 4. Baptismal Certificate (1 original & 2 photocopies) 5. School Records (1 original & 2 photocopies) 6. Voter's Certificate (1 original & 2 photocopies)	WHERE TO SECURE: 1. Philippine Statistics Authority 2. Local Civil Registry Office / Client 3. Employer of Client 4. Law Offices 5. NBI/Police Station 6. Church of Client 7. School of Client 8. Comelec 9. Client 10. Provided by Client



7. Affidavit of Publisher & News clipping 8. Community Tax Certificate				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit the requirement sought for change of first name	1. Receive, evaluate and examine the authenticity of the document	None	10 minutes	Normita S. Matienzo Admin . Aide III
2. Review and signs petition form	2.Prepare petition form to be signed by the client	None	10 minutes	Normita S. Matienzo Admin Aide III
3. Pay at the City Treasurer's Office the corresponding fee(s).	3. Upon receipt of official receipt, process petition, assign petition number. Gives Contact Nos. for follow up after 3 months.	-P- 4,150.00	10 minutes	City Treasurer's Office
	3.1 Review and prepare notice	None	5 minutes 10 days mandatory posting period	Normita S. Matienzo Admin. Aide III
.	3.2 Approve/deny petition after 14	None	5 minutes	Atty. Emerson U. Palad



	days		5 minutes	City Civil Registrar
	3.3 Prepare Certificate of Posting and Decision		5 minutes	Normita S. Matienzo
			8 weeks (PSA Legal Office)	Admin. Aide III
	3.4 Prepare transmittal letter			Atty. Emerson U. Palad
				City Civil Registrar
	3.5 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release		3 months	Normita S. Matienzo
				Admin. Aide III
				Atty. Emerson U. Palad
				City Civil Registrar
				Normita S. Matienzo
				Admin. Aide III
				Atty. Emerson U. Palad
				City Civil Registrar
TOTAL		Php 4,150.00	5 months	



9. R.A. 10172 – PETITION FOR CORRECTION OF GENDER AND DATE OF BIRTH

An act further authorizing the city/municipal civil registrar or the consul general to correct clerical or typographical errors in the day and month in the date of birth or sex of a person appearing in the civil register without need of judicial order.

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	COMPLEX
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Death and Marriage
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> • 1 Latest PSA Copy sought to be corrected (1 original & 2 photocopies) • Certified Photocopies of the Certificate of Live Birth (2 copies) • Clearance from the Authorities-Mandatory requirements(1 original & 2 photocopies) • Employer (If Employed): Certificate of Employment • If not employed : Affidavit of Non Employment • NBI and Police Clearance: Purpose: for Change of First Name • Baptismal Certificate (1 original & 2 photocopies) • Earliest School Records (1 original & 2 photocopies) • Medical Record • Medical Certificate 	WHERE TO SECURE: <ol style="list-style-type: none"> 1. Philippine Statistics Authority 2. Local Civil Registry Office / Client 3. Employer of Client 4. Law Offices 5. NBI/Police Station 6. Church of Client 7. School of Client 8. Clinic/Hospital 9. City Health Office 10. COMELEC 9. Client 10. Provided by Client



<ul style="list-style-type: none"> • Voter's Certificate (1 original & 2 photocopies) • Affidavit of Publisher & News clipping • Community Tax Certificate 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit the requirement sought for change of first name	1.Receive, evaluate and examine the authenticity of the document	None	10 minutes	Normita S. Matienzo Admin . Aide III
2. Review and signs petition form	2.Prepare petition form to be signed by the client	None	10 minutes	Normita S. Matienzo Admin Aide III
3. Pay at the City Treasurer's Office the corresponding fee(s).	3. Upon receipt of official receipt, process petition, assign petition number. Gives Contact Nos. for follow up after 3 months.	-P- 4,150.00	10 minutes	City Treasurer's Office



	3.1 Review and prepare notice	None	5 minutes 10 days mandatory posting period	Normita S. Matienzo Admin. Aide III
.	3.2 Approve/deny petition after 14 days			Atty. Emerson U. Palad City Civil Registrar
	3.3 Prepare Certificate of Posting and Decision	None	5 minutes	Normita S. Matienzo Admin. Aide III
		None	5 minutes	Atty. Emerson U. Palad City Civil Registrar
	3.4 Prepare transmittal letter	None	5 minutes 8 weeks (PSA Legal Office)	Normita S. Matienzo Admin. Aide III
	3.5 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	None	20 minutes	Atty. Emerson U. Palad City Civil Registrar Normita S. Matienzo



				Admin. Aide III Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 4,150.0 0	5 months	



10.R.A. 9048 – PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR (CCE)

An act further authorizing the city/municipal civil registrar or the consul general to correct clerical or typographical errors in his civil register documents

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	COMPLEX
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Death and Marriage
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. Latest PSA Copy sought to be corrected (1 original & 2 photocopies) 2. Certified Photocopies of the Certificate of Live Birth (2 copies) 3. Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original and 2 photocopies. <ol style="list-style-type: none"> 3.1 Certificate of Live Birth(Wife/Husband, for Marriage Petition) 3.2 Baptismal Certificate 3.3 School Records 3.4 Voter’s Certificate 3.5 SSS/GSIS Record 3.6 Certificate of Marriage 3.7 Certificate of Live Birth of Child/children 	WHERE TO SECURE: <ol style="list-style-type: none"> 1. Philippine Statistics Authority 2. Local Civil Registry Office / Client 3. PSA/Civil Registry Office 4. Church 5. School of Client 6. COMELEC 7. SSS/GSIS 8. PSA/Civil Registry Office



3.8Certificate of Live Birth of the Father, Mother and Siblings 3.9Certificate of Marriage of parents 3.10 Valid Identification Card				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present/Submit the requirement sought for change of first name	1.Receive, evaluate and examine the authenticity of the document	None	10 minutes	Normita S. Matienzo Admin Aide III
2.Review and signs petition form	2.Prepare petition form to be signed by the client	None	10 minutes	Normita S. Matienzo Admin Aide III
3. Pay at the City Treasurer's Office the corresponding fee(s).	3. Upon receipt of official receipt, process petition, assign petition number. Gives Contact Nos. for follow up after 3 months.	-P- 2,150.00	10 minutes	City Treasurer's Office
	3.1 Review and prepare notice	None	5 minutes 10 days mandatory posting period	Normita S. Matienzo Admin. Aide III



	3.2 Approve/deny petition after 14 days			Atty. Emerson U. Palad City Civil Registrar
	3.3 Prepare Certificate of Posting and Decision	None	5 minutes	Normita S. Matienzo Admin. Aide III
	3.4 Prepare transmittal letter	None	5 minutes	Atty. Emerson U. Palad City Civil Registrar
	3.5 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	None	5 minutes 8 weeks (PSA Legal Office)	Normita S. Matienzo Admin. Aide III
			20 minutes	Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 2,150.00	5 months	



11. LEGITIMATION WITH ADMISSION OF PATERNITY, LEGITIMATION INCLUDING R.A. 9858

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction considered legitimate, it being supposed that they were born when their parents were already validly married.

OFFICE /DIVISION	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C – Government to Transacting Public
WHO MAY AVAIL OF THE SERVICE	Parents/Document owners
CHECKLIST OF REQUIREMENTS: 1. For Legitimation with Admission of Paternity And Legitimation including R.A. 9858 a. Certificate of No Previous Marriage (CENOMAR) of both parents (1 original & 2 photocopies) b. Certificate of Marriage of parents c. Child's Certificate of Live Birth d. Baptismal Certificate e. School Record Additional requirements: a. Father's Employment Record b. SSS/GSIS Record c. Insurance Policy d. SALN e. ITR	WHERE TO SECURE: 1. PSA 2. PSA/LCR Office 3. PSA/LCR OFFICE 4. Church 5. School 6. Company/Employer 7. SSS/GSIS 8. Company 9. BIR 10. Law Offices



f. Affidavit of Admission of Paternity g. Affidavit of Legitimation execute by both parents NOTE: APPEARANCE OF BOTH PARENTS IS REQUIRED				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit required documents	1. Receive, evaluate and examine the authenticity of the document	None	10 minutes	Normita S. Matienzo Admin . Aide III
2. Pay at the City Treasurer's Office the corresponding fee(s).	2. If requirements are in order, issue order of payments	Admission of paternity –P-150.00 Legitimation -P- 330.00	10 minutes	Normita S. Matienzo Admin Aide III
	3. Upon receipt of official receipt, process legitimation. Gives Contact Nos. for follow up after 1 week.		10 minutes	Normita S. Matienzo Admin Aide III



	3.1 Review, assign registry numbers and register in Legal Instruments	None	10 minutes	Normita S. Matienzo Admin. Aide III Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 480.00	1 week	



OCRG EXTENSION OFFICE BREQS TAGAYTAY CITY

The Office of the City Civil Registrar of Tagaytay accepts request for authenticated PSA copies of documents for Birth, Marriage, Death and CENOMAR.

OFFICE /DIVISION		LOCAL CIVIL REGISTRY OFFICE		
CLASSIFICATION		HIGHLY COMPLEX		
TYPE OF TRANSACTION		G2C – Government to Transacting Public		
WHO MAY AVAIL OF THE SERVICE		Owner of Documents, Relatives or Representatives		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ol style="list-style-type: none"> 1. PSA form Birth, Marriage, Death and CENOMAR 2. Valid ID's 3. If Relatives or Representative will present with Authorization letter and 2 Valid ID's 		<ol style="list-style-type: none"> 1. Extension of Philippine Statistic Authority PSA Trece Martires Office Cavite 2. Any Government Agency issuing valid Id's 3. Provided by the client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form and submit to receiving Clerk	1. Check if the application form is fill-out correctly and completely	none	1 minute	Ma. Ana M. Bugarin Household Attendant II Rengie M. Mercado Casual Employee
2. Pay the corresponding fee at the City Treasury Office	2. Orders and advises the client to pay the corresponding fee	Birth, Marriage, Death and CENOMAR Php100.00 City Counterpart	5 minutes	City Treasury Office



3. Return to secure the documents with Official Receipt	3. Check the payments from City Treasury Office	none	1 minute	Ma. Ana M. Bugarin Household Attendant II Rengie M. Mercado Casual Employee
4. Client will be pay at LCRO for PSA fee request	4. Receive the payments for PSA fee	Birth, Marriage, Death and 155.00 CENOMAR Php210.00 PSA Fee	2 minutes	Ma. Ana M. Bugarin Household Attendant II Rengie M. Mercado Casual Employee
5. Client will receive the request documents after 10 days	5. Receive the client's documents and sign in the log book.	None	1 minute	Ma. Ana M. Bugarin Household Attendant II Rengie M. Mercado Casual Employee
TOTAL		Birth, Marriage, Death Php 255.00/CENOMA R Php310.00	10 minutes	



DEPARTMENT OF AGRICULTURE (EXTERNAL SERVICES)



1. TREE CUTTING PERMIT

OFFICE /DIVISION		AGRICULTURE OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Lot owner with tree located inside his/her residential lot that obstruct the construction of the project		
CHECKLIST OF REQUIREMENTS: 1. Request letter address to the City Mayor 2. Reason for tree cutting request 3. Proof of ownership of lot 4. Picture of tree		WHERE TO SECURE: 1. Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a request letter address to the city Mayor with client's contact number.	1. Contact the client to accompany the technician to their place for ocular inspection	Base on the ocular inspection result w/ corresponding seedling as replacement.	4 hours prepared & submitted to the office of the city Mayor for approval	Dr. Joselito R. Laguardia Carlito M. Prado Jr.
2. Submit to the City Mayors Office the complete	2. Prepare ocular inspection report w/	Trees Small 500-1000 Medium 1500-3000 Large 3500-5000		



requireme nts.	recommen dation for approval of the city mayor	Extra Large 5500 - 10,000		
3. Wait for the notification from Agriculture Office Personnel for the Ocular Inspection schedule.	3. Notificati on of the requester to claim & pay the tree cutting fee permit after the approval of the City Mayor.	Seedling Replacement 3-5 seedlings 6-10 seedlings 11-30 seedlings 31-50 seedlings		
TOTAL			4 hours	



2. TREATMENT OF SICK ANIMALS

OFFICE /DIVISION		AGRICULTURE OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Pet / Livestock Owner		
CHECKLIST OF REQUIREMENTS: 1. None		WHERE TO SECURE: 1. Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult personally to Agriculture Office 2. Sign to clients log book 3. Submit the client for interview by a veterinarian	1. Offer the logbook for signature 2. Entertain the complaint /problem 3. Administer the required medicine 4. Give Recommendation	Free of charge	15 minutes	Dr. Joselito R. Laguardia Vivencio A. Alegre
TOTAL			15 minutes	



3. VEGETABLE SEEDS PROVISION

OFFICE /DIVISION		AGRICULTURE OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Farmers / BNS / Home makers w/ lot for vegetable production		
CHECKLIST OF REQUIREMENTS: 1. None		WHERE TO SECURE: 1. Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Personally to Agriculture Office 2. Sign to clients log book 3. Sign to Masterlist of farmers received intervention.	1. Offer the logbook for signature 2. Provide the requested vegetable seeds 3. Give recommendation on proper cultural practice and management.	Free of charge	10 minutes	Amelita V. Ferma Elsa T. Reyes Charito A. dela Cruz Rolando Mago Gil Panaligan
TOTAL			10 minutes	



CITY ENGINEER'S OFFICE

(EXTERNAL SERVICES)



1. ISSUANCE OF BUILDING PERMIT AND OTHER RELATED PERMITS

A Building Permit is required prior to construction, erection, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities.

A permit is required to proceed with the construction 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.

OFFICE /DIVISION	CITY ENGINEER'S OFFICE/OFFICE OF THE BUILDING OFFICIAL
CLASSIFICATION	Simple/Complex
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL OF THE SERVICE	All
CHECKLIST OF REQUIREMENTS: (6 copies each) 1. Proof of Ownership <ul style="list-style-type: none"> • Certified true copy of Transfer Certificate of Title TCT is not yet in the name of applicant <ul style="list-style-type: none"> • Deed of Absolute Sale • Contract to Sell • Deed of Assignment/Donation or any equivalent Applicant is a lessee or TCT is in the name of a corporation <ul style="list-style-type: none"> • Lease Contract • Corporate Secretary's Certificate Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> • Landowner's Affidavit of Consent • Extrajudicial Settlement 2. Tax Declaration	WHERE TO SECURE: 1. Register of Deeds Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant Client/Applicant 2. Assessor's Office 3. Treasurer's Office 4. Barangay 5. Client/Applicant's Geodetic Engineer



3. Latest Tax Receipt/Tax Clearance 4. Pahintulot ng Barangay 5. Lot Plan/Location Plan 6. Plan/Details (A3 size, soft copy in USB or CD) 7. Bill of Materials 8. Specifications 9. Structural Design Computation for 2 or more Storey Building 10. Construction Safety and Health Program (CSHP) 11. Fire Safety Evaluation Clearance 12. Locational Clearance 13. Photocopy of PTR & PRC License who will signed and sealed the permit and in-charge of construction 14. Logbook (1-pc) Expanded Envelop Long (2-pcs) 15. Comply with BP 344 or Accessibility Law (for commercial building)		6. Client/Applicant's Architect or Civil Engineer 7. Client/Applicant's Architect or Civil Engineer 8. Client/Applicant's Architect or Civil Engineer 9. Client/Applicant's Structural Engineer or Civil Engineer 10. Department of Labor and Employment (DOLE) 11. Bureau of Fire Protection (BFP) 12. City Planning and Development Office 13. Client/Applicant's Architect or Civil Engineer 14. Client/Applicant 15. BP 344 or Accessibility Law		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished application forms, plans and the required supporting documents and approved	<ul style="list-style-type: none"> Check & receive the application and other supporting documents 	NONE	15 minutes	Emma Gomez Prescila Mendoza



clearances from other government agencies.				
	•			
	<ul style="list-style-type: none"> Evaluation and Assessment Evaluates and assess Line and Grade, Structural Plans, Architectural plans and Related Documents Evaluates and assess Electrical Plans and other related documents Evaluates and assess Sanitary/Plumbing Plans and other related documents Evaluates and assess Mechanical Plans and other related documents 	<p>Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other Incremental & Admin cost</p>	<p>15 minutes</p> <p>60 minutes</p> <p>60 minutes</p> <p>60 minutes</p>	<p>Emma Gomez Prescila Mendoza</p> <p>Engr. Allan Paul Madrazo</p> <p>Hermogenes Del Mundo</p> <p>Engr. Allan Paul Madrazo</p>
2. Inquire about the result of evaluation	• Returned Plans and documents	NONE	15 minutes	



n and assessme nt of applicatio n	<p>IF there are deficiencies</p> <ul style="list-style-type: none"> • IF NO deficiencies, • The technical staff reviews the submitted corrected plans and completeness of documents for processing. • issue order of payment 		30 minutes	<p>Hemogenes Del Mundo Jennifer Bayot Engr. Allan Paul Madrazo</p> <p>Emma Gomez Prescila Mendoza</p>
3. Pay the required fees	<ul style="list-style-type: none"> • Receive payment & issue official receipt 	Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other Incremental & Admin cost		Cashier-Treasury
4. Submit the official receipt	<ul style="list-style-type: none"> • Receive the official receipt 	NONE	5 minutes	Emma Gomez Prescila Mendoza



	<ul style="list-style-type: none"> Sign the approved permit 	NONE	10 minutes	Engr. Noel C. Baybay (Building Official)
	<ul style="list-style-type: none"> Endorse to City Mayor (for Ridge Area & Commercial Building) Endorse to City Administrator (for residential and Non-Ridge Area) 	NONE	10 minutes	Building Official Staff
	<ul style="list-style-type: none"> Sort, stamp & record and issue the permit <i>number</i> 	NONE	15 minutes	Emma Gomez Prescila Mendoza
5. Claim the permit & sign logbook for acknowledgment	<ul style="list-style-type: none"> Release the approved permit 	NONE	10 minutes	Emma Gomez Prescila Mendoza
	<ul style="list-style-type: none"> Scan & archive the approved permit 	NONE	30 minutes	Encoder
TOTAL			5 hours & 20 minutes	



2. ISSUANCE OF OCCUPANCY PERMIT

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of 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 /DIVISION	CITY ENGINEER'S OFFICE/OFFICE OF THE BUILDING OFFICIAL
CLASSIFICATION	Simple/Complex
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL OF THE SERVICE	All
CHECKLIST OF REQUIREMENTS: (3 copies each) 1. Completion Form 2. As-Built Plan if there are Changes or Alteration 3. Photocopy of approved Building Permit 4. Photocopy of Approved Electrical Permit 5. Photo Copy of Approved Sanitary/Plumbing Permit 6. Photocopy of Approved Mechanical Permit 7. Photocopy of Locational Clearance 8. Fire Safety Inspection Certificate (FSIC) 9. Tree Planting Certification 10. Picture of Structure/Building (front, rear and sides) 11. Photocopy of PTR & PRC License who will signed and sealed the permit and in-charge of construction	WHERE TO SECURE: 16. Office of the Building Official 17. Client/Applicant's Architect or Civil Engineer 18. Client/Applicant 19. Client/Applicant 20. Client/Applicant 21. Client/Applicant 22. Client/Applicant 23. Bureau of Fire Protection (BFP) 24. Department of Agriculture 25. Client/Applicant 26. Client/Applicant's Architect, Structural Engineer or Civil Engineer, Electrical Engineer, Sanitary Engineer, Mechanical Engineer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished completion forms, as built plans and the required supporting documents and approved clearances from other government agencies.	<ul style="list-style-type: none"> Check & receive the application and other supporting documents 	NONE	15 minutes	Emma Gomez Prescila Mendoza
2. Actual Site Inspection	<ul style="list-style-type: none"> Building inspectors/ technical staff conduct actual inspection of the completed building/ structure in accordance with the approved plans and specifications 	NONE	120 minutes	Emma Gomez Prescila Mendoza Hermogenes Del Mundo Jennifer Bayot Engr. Allan Paul Madrazo



<p>3. If the Building Inspector Find that the completed project had deviation from the approved plans, Make the necessary corrections/submit s additional documents listed in the inspection report. Then the applicant will inform the building inspectors that corrections have been done for re-inspection.</p>	<p>Re-inspection of the Building</p> <ul style="list-style-type: none"> • Technical Staff conducts re-inspection if the deficiencies stated at the inspection report have been corrected. • Once all the requirements have been complied with, an assessment will be given to applicant. 	NONE	30 minutes	Emma Gomez Prescila Mendoza
		NONE	30 minutes	Engr. Allan Paul Madrazo
				Hermogenes Del Mundo
				Engr. Allan Paul Madrazo
<p>4. Pay the required fees</p>	<ul style="list-style-type: none"> • Receive payment & issue official receipt 	<p>Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other</p>		Cashier-Treasury



		Incremental & Admin cost		
4. Submit the official receipt	<ul style="list-style-type: none"> Receive the official receipt 	NONE	5 minutes	Emma Gomez Prescila Mendoza
	<ul style="list-style-type: none"> Prepare the Certificate of Occupancy and process the submitted documents for final Approval 	NONE	30 minutes	Emma Gomez Prescila Mendoza
	<ul style="list-style-type: none"> Sign the approved permit 	NONE	10 minutes	Engr. Noel C. Baybay (Building Official)
	<ul style="list-style-type: none"> Endorse to City Mayor (for Ridge Area & Commercial Building) Endorse to City Administrator (for residential and Non-Ridge Area) 	NONE	10 minutes	Building Official Staff
	<ul style="list-style-type: none"> Sort, stamp & record and issue the 	NONE	15 minutes	Emma Gomez



	permit number			Prescila Mendoza
5. Claim the permit & sign logbook for acknowledgement	<ul style="list-style-type: none"> Release the approved permit 	NONE	10 minutes	Emma Gomez Prescila Mendoza
	<ul style="list-style-type: none"> Scan & archive the approved permit 	NONE	30 minutes	Encoder
TOTAL			5 hours & 20 minutes	



3. PREPARATION OF PLANS AND PROGRAM OF WORK

One of the services rendered by the City Engineer's Office is the preparation of Plans and Program of Work as requested by Barangay officials, private concerned citizen and other offices and department of the city government. These usually are regarding repair and construction of Drainage, Concrete Roads, Public and Government Buildings and other Infrastructure projects. These services are being provided to guide constituents in the implementation of the proposed project especially regarding plans, specification and cost.

OFFICE /DIVISION		CITY ENGINEER'S OFFICE		
CLASSIFICATION		Simple/Complex/highly Technical		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		All		
CHECKLIST OF REQUIREMENTS:) 1. Request Letter 2. Project proposal 3. Title 4. Lot Plan		WHERE TO SECURE: 1. Client/Applicant 2. Client/Applicant 3. Client/Applicant 4. Client/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the personnel in charge	<ul style="list-style-type: none"> Staff receives and record the request in logbook and submit the same to the City Engineer 	NONE	15 minutes	Frontliner CEO Staff
2. Actual Site Inspection	<ul style="list-style-type: none"> Technical staff conduct actual inspection and investigation of the site or location of the 	NONE	120 minutes	CEO Technical Staff



	<p>proposed project.</p> <ul style="list-style-type: none"> • Engineer who made the evaluation and assessment talks to person and barangay official concerned on site. • Engineer proceeds to survey works, if a survey is needed. • Prepare detailed plan and specification. • Estimate the cost and Prepare a bill of Materials • City Engineer evaluates and recommend the plans and Program of Work. • Approval of City Mayor/Barangay Chairman 	NONE	60 minutes	CEO Technical Staff
		NONE		
		NONE	5 days	
		NONE	3 days	CEO Technical Staff
		NONE	20 minutes	CEO Technical Staff
		NONE		CEO Technical Staff
				Engr. NOEL C. BAYBAY
3. Claim the approved Program of Work and Plans	<ul style="list-style-type: none"> • Release the approved Program of work and Plans 	NONE	10 minutes	Frontliner CEO Staff
TOTAL			8 days 3 hrs & 20 min.	



4. REQUEST FOR BUILDING DATA

The public may request from CEO building data such as the following:

- Copy of Building Plans
- Certification of issuance of building permit for a particular building
- Certificate of Occupancy.

OFFICE /DIVISION		CITY ENGINEER'S OFFICE/OFFICE OF THE BUILDING OFFICIAL		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		All		
CHECKLIST OF REQUIREMENTS: (3 copies each) 1. Request Letter 2. Authorization of owner, if the requesting personnel is not the register owner		WHERE TO SECURE: 1. Client/Applicant 2. Client/Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the personnel in charge	<ul style="list-style-type: none"> Staff receives and record the request in logbook and submit the same to the City Engineer 	NONE	15 minutes	Frontliner CEO Staff
2. Actual Site Inspection	<ul style="list-style-type: none"> Attending Staff checks if the requested data is available 		60 minutes	Frontliner CEO Staff



	<ul style="list-style-type: none"> and retrievable. • Certified and Photocopy the requested data • 			
3. Pay the required fees	<ul style="list-style-type: none"> • Receive payment & issue official receipt 	50.00 certification fee		Cashier-Treasury
4. Submit the official receipt	<ul style="list-style-type: none"> • Receive the official receipt 	NONE	5 minutes	Frontliner CEO Staff
	<ul style="list-style-type: none"> • Sign the requested data/certification 	NONE	10 minutes	Engr. Noel C. Baybay (Building Official)
5. Claim the permit & sign logbook for acknowledgment	<ul style="list-style-type: none"> • Release the approved Certification or Data 	NONE	10 minutes	Frontliner CEO Staff
TOTAL			1 hours & 40 minutes	



CITY TREASURERS' OFFICE

(INTERNAL AND EXTERNAL SERVICES)



1. PAYING REAL PROPERTY TAXES (RPT)

Real property tax payments are paid 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 to those who pay in advance

OFFICE /DIVISION		CITY TREASURERS' OFFICE - LANDTAX DIVISION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE				
CHECKLIST OF REQUIREMENTS: 1. Copy of latest real property tax receipt or; 2. Copy of latest RPT Declaration or; 3. If none of the above, give the complete name of declared owner or the Property Index Number		WHERE TO SECURE: 1. Landtax Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Computation of RPT	1. Taxpayer present the requirements at the assigned window for computation. A statement of Account (SOA) is, then, printed.	N/A	1 minute per PIN	Lennie Brizuela Lorelyn Elpos
	2. The clerk verifies the	N/A	2 minutes per PIN	Anna Marie Mabuti Jonalyn Salamat



	accuracy of the tax bill. It is, then released to the taxpayer.			
	3. Taxpayer present the SOA to an assigned teller at the counter and pays the taxes due. An official receipt is issued to the taxpayer.	Depends on Assessed Value Computation Tax Due = (Assessed Value) x (Tax Rate)	2 minutes per receipt	Carolina Jorge Anisia Bayot
TOTAL		Depends on Assessed Value Computation	5 minutes	



2. SECURING CERTIFICATE (TAX CLEARANCE / NON-DELINQUENCY)

A certificate of Tax Clearance/Non-Delinquency is made at the Land Tax Division of the City Treasurers Office and is issued to taxpayers who have religiously paid their taxes on time.

OFFICE /DIVISION		CITY TREASURERS' OFFICE - LANDTAX DIVISION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		TAXPAYERS		
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. Copy of latest real property tax receipt or; 2. Certification Fee/ Tax Clearance Official Receipt; 3. If the requisitioner is not the declare owner: Special Power of Attorney or Authorization Letter from the property owner and other supporting documents like valid ID of the owner and the representative 		WHERE TO SECURE: <ol style="list-style-type: none"> 1. Landtax 2. Landtax 3. Landtax 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and Verification	1. Client requests for certification, present the requirements, and inform the assigned personnel the purpose of the requested clearance.	N/A	3 minutes per property	Lennie Brizuela Lorelyn Elpos



2. Payment for Certification	2. Client proceeds to the License Division, pays the Certification Fee and get his/her Tax Clearance Official Receipt.	Php 50.00 per property	2 minutes	Anthony Dimapilis Jenny Rose Angcaya
3. Verification in the system Payment of certification fee Issuance of certification	3. After verification, the teller will issue the clearance to the client.		30 seconds	Lennie Brizuela Lorelyn Elpos
TOTAL		Php 50.00	5 minutes, 30 seconds	



3. PAYMENT OF TRANSFER TAX

This tax is imposed on any mode of transferring title of ownership of real property from one person to another such as through sale, barter or donation.

OFFICE /DIVISION		CITY TREASURERS' OFFICE - LANDTAX DIVISION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		TAXPAYERS		
CHECKLIST OF REQUIREMENTS: <ol style="list-style-type: none"> 1. Certificate Authorizing Registration (CAR) 2. Deed of Sale 3. Latest Tax Declaration 4. Certification of No-Improvement 5. Tax Clearance 		WHERE TO SECURE: <ol style="list-style-type: none"> 1. (Taxpayer) 2. (Taxpayer) 3. Assessor's Office 4. Assessor's Office 5. Land tax Division 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements at windows 5 and 6.	1. Check the requirements.	N/A	30 seconds	Anthony Dimapilis Jenny Rose Angcaya



2. Computati on of Transfer Tax	2. The teller will compute the Transfer Tax		15 seconds	
3. Issuance of Official Receipt	3. Official receipt is issued to the client.	75% of 1% of the total consideration or fair market value,whiche ver is higher.	15 seconds	
TOTAL		75% of 1% of the total consideration or fair market value,whiche ver is higher.	1 minute	



4. PAYMENT OF FRANCHISE TAX/ RENEWAL OF FRANCHISE TAX

This is a yearly tax imposed on a business enjoying a franchise within the territorial jurisdiction of the LGU.

OFFICE /DIVISION		CITY TREASURERS' OFFICE - LANDTAX DIVISION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		TRYCLE & TRUCK DIVERS/OPERATION		
CHECKLIST OF REQUIREMENTS: 1. Application form from Sangguniang Panlungsod for new Applicants 2. Computation from Sanggunian for Renewal Application		WHERE TO SECURE: 1. Sangguniang Panlungsod 2. Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Present all the requirements at windows 5 and 6.	1. Check the requirements.	N/A	30 seconds	Anthony Dimapilis Jenny Rose Angcaya
2. Issuance of Official Receipt	2. Official receipt is issued to the client.		15 seconds	Anthony Dimapilis Jenny Rose Angcaya



3. Issuance of Sticker for Renewal applicants	4. Sticker will issued to the client.	75% of 1% of the gross annual receipts	1 minute	Alma de Ocampo
TOTAL		75% of 1% of the gross annual receipts	1 minute and 45 Seconds	



CITY HEALTH OFFICE

(EXTERNAL SERVICES)



1. SECURING HEALTH CERTIFICATE

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		WORKERS		
CHECKLIST OF REQUIREMENTS: 1. RESULT OF FECLYSIS 2. RESULT OF CHEST X-RAY 3. VACCINATION CARD		WHERE TO SECURE: 1 Laboratory 2 Hospital 3 CHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. GO TO CITY HEALTH OFFICE, Personnel instruct client to pay required certification fee and present official receipt.	Check The Requirements	None	2 minutes	Midwife On Duty
2. REGISTER	Personnel accomplish certificate form, registered and refers client to the physician on duty.	None	2 minutes	Midwife On Duty



3. ISSUANCE OF CERTIFICATE, Wait for the Issuance of Health and Medical Certificate	Physician on duty assesses and examines the client before signing the certificate form. Health or Medical Certificate is issued to client	None	2 minutes	Dr. Liza Fe F. Capupus
TOTAL		None	6 minutes	



2. SECURING SANITATION PERMIT

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Business Establishment/		
CHECKLIST OF REQUIREMENTS: 1. Health Certificate 2. Health Card 3. Vaccination Card		WHERE TO SECURE: 1 CHO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present official receipt for health certificate fee to the person-in-charge.	Check the receipt		1 minute	Felisa Batino Sanitary Inspector
Present the requirements.	Assess completeness of requirements.		1 minute	Felisa Batino Sanitary Inspector
Register	Register client and purpose of issuance.		2 minutes	Felisa Batino Sanitary Inspector
Accomplish health card, sanitary permit form and business license.	Record and Accomplish forms and Business License		4 minutes	Felisa Batino Sanitary Inspector



Submit accomplished forms	Accomplished forms submit to City Health Officer or Medical Officer for Signature		1 minute	Dr. Liza Fe F. Capupus Medical Officer V
wait for the release of Documents	Release Sanitary permit.		1 minute	Felisa Batino Sanitary Inspector
TOTAL		None	10 minutes	



3. Outpatient Consultation

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		outpatient		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Clients admit for OPD	Nursing Attendant/BHW on duty asks client reasons for consultation and writes clients data on the dispensary book	none	2 mins	BHW on Duty
Ready for Assessment	Midwife on duty takes Medical History of patient. Gets vital signs and records in the individual treatment record form (ITF) Refers the patient to the physician on duty	none	2mins	Nurse or Midwife on duty



Ready for Examination	Physician on duty examines patient and prescribes appropriate medicines and gives medical advice. Refers patient to assigned personnel for issuance of medicines	none	5-10 mins	Dr. Liza Fe F. Capupus
Proceed to assigned personnel for Issuance of Medicines	Issuance of required medicines if available. If hospitalization is required fill up referral form for the hospital of choice	none	2 mins	Nurse or midwife on duty
TOTAL		None	21 minutes	



4. IMMUNIZATION SERVICES

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Registration	Midwife on Duty/EPI nurse Coordinator gathers necessary data about the child or pregnant woman to be immunized. She/He reviews past immunizations given to the child or pregnant mother	none	3 mins	Midwife on duty/EPI Coordinator



Immunization	Midwife on Duty /EPI nurse gives immunization as required	none	5mins	Midwife on duty/EPI Coordinator
Post Immunization Instruction	Midwife gives mother post immunization instructions and informs her about the schedule/s for the next round/s of immunization	none	2 mins	Midwife on duty/EPI Coordinator
TOTAL		None	10 minutes	



5. DENTAL SERVICES

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register name in a logbook and wait for a call number	Register name in a logbook and call for the number/ takes and records patient's blood pressure	none	3 mins	Eugene Calanog
Tooth Examination	Performs tooth examination tooth extraction (if needed) Post-extraction instructions about oral health Prescription of medicines, if needed	none	45 mins	Dr. Maligayo/Dr. Nelson



Proceed for the assigned Personnel for the Prescribed Medicines if needed	issuance of medicines if needed/available	none	2 mins	Nurse or Midwife on duty
TOTAL		None	10 minutes	



6. AVAILMENT OF ANTI-TUBERCULOSIS DRUGS

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquiry (inquire about the TB drug Dispensary and the requirements	Record and interview the client	none	2 mins	Nurse in Charge Andrew de Guzman, RN
Receive Instruction	Instruct the Client for proper sputum collection	none	3 mins	Nurse in Charge/Andrew de Guzman, RN
Collection and submission of Specimen	Collect sputum specimen for Examination (client receives information as to the date of release of result	none	10 mins	Edith Mirando



Enrolment of Patient	Assesses the patient, if eligible as National tuberculosis program (NTP) beneficiary. If eligible enrolls patient and issues NTP Identification Card. Gives patient info-education about TB Disease and Control and the importance of the directly observed treatment for short course chemotherapy with his/her treatment partner. Issues Initial TB drug. Supply to treatment Partner and instruct patient where to report for his daily intake of Tb Drugs and schedule of follow up sputum re-exam	none	30 mins	Roland Andrew De Guzman, RN
TOTAL		None	45 minutes	



7. CONDUCTING PRE-MARRIAGE COUNSELING SEMINARS

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		COUPLE TO BE MARRIED		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the Logbook Couple Proceeds to CNPO before 8:00 am and register their names in the logbook	Asses and register their names the couple to be married for record purposes	none	5 mins	Dolores Legaspi
attend Seminar	Directs the couple to social development center multipurpose hall where pre marriage counselling seminars are held	none	8 hrs	Dolores Legaspi



Awarding Certificate	PMC certificates are given right after the seminar	none	2 mins	Dolores Legaspi
TOTAL		None	15 minutes	



8. FAMILY PLANNING SUPPLIES

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire for the services	Person in charge evaluates the customer through medical & obstetrical-gynaecological history taking to determine if pills or condoms are not contraindicated	none	5 mins	family Planning Coordinator/Midwife on duty
Issuance of Supplies	Issue a supplies of condoms or pills; and discusses with client the method for using the contraceptives as well as its	none	5 mins	family Planning Coordinator/Midwife on duty



	normal side effects			
Register	Client Register his /her name in the logbook for documentation purposes	none	2 mins	family Planning Coordinator/Midwife on duty
TOTAL		None	12 minutes	



9. ARRANGING ADMINISTRATION OF DMPA INJECTION

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for DMPA Injection	Asses/ interview the client	none	5-10 mins	family Planning Coordinator/mi dwife on duty
Present DMPA Card	For New Acceptors person- in- charge conducts medical & Obstetrical / Gynaecological history taking to evaluate the customer. If DMPA injection is not contraindicated. She then informs the Client about how the DMPA works and its normal side effects	none	5-10 mina	family Planning Coordinator/mi dwife on duty



Validation of Record and Appointment Date	Person in Charge validates record and appointment date)whether DMPA is supposed to be injected on a particular date) and takes Blood Pressure	none	5-10 mins	family Planning Coordinator/midwife on duty
Administration of DMPA Injection	If clients blood Pressure is within normal limits, person in charge administers DMPA injection	none	5-10 mins	family Planning Coordinator/midwife on duty
schedule of next appointment / register in the logbook	Inform the client for her next appointment and register her name for documentation purposes	none	5-10 mins	family Planning Coordinator/midwife on duty
TOTAL		None	50 minutes	



10. REQUESTING REFERRAL FOR VOLUNTARY CONTRCEPTION

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Ready for Interview	Person in charges request the client for personal interview	none	6 mins	Midwife or nurse on duty
Counselling	Conducts counselling regarding the clients chosen method of family planning	none	6 mins	Midwife or nurse on duty
Screening	Conducts screening through medical and obstetrical gynaecological history taking and physical examination	none	6mins	family Planning Coordinator/midwife on duty



Signing of Consent Form	Signs the client a consent form specifying her consenting to the litigation surgical procedure	none	6 mins	family Planning Coordinator/midwife on duty
Wait for referral and final instructions	coordinator issues a referral and provides client with final instruction so that she can avail of the voluntary sterilization program of the BMC	none	6 mins	family Planning Coordinator/midwife on duty
TOTAL		None	30 minutes	



11. SWABBING FOR COVID SUSPECTED/CLOSE CONTACT PATIENT

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish Information Record	Verify Details	none	3 mins	Nurse On Duty
Ready for Interview	Interview and Assessment	none	5 mins	Nurse On Duty
undergo for specimen Collection	Recording of Data to the Database	none	1min	IT
	Preparation of Virus Transport Media	none	1min	Staff
	Collection of Specimen	none	5mins	Nurse On Duty
TOTAL		None	30 minutes	



12. ISOLATION OF CONFIRMED COVID 19 PATIENT

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Prepare For Isolation	Referral For Isolation Facility	none	3 mins	Nurse On Duty
	Verify Record	none	2 mins	Nurse On Duty
Signing Of Consent	Pre-Isolation Orientation Policies	none	5 mins	Nurse On Duty
	Transport Patient to Isolation Facility	none	5 mins	Staff
	Assessment	none	1min	Nurse On Duty
TOTAL		None	16 minutes	



13. VACCINATION

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
submit to vaccination focal person	Recording to Database for master list and for scheduling	none	3mins	IT
Proceed to Vaccination Site	Assessment/Taking of vital signs, counselling	none	2 mins	Nurse midwife on duty
signing of Consent	Signing of Consent, Screening Assessment	none	1 min	nurse midwife on duty
proceed to Vaccination	Inoculate Covid 19 vaccine	none	2 mins	nurse/midwife on duty
proceed to Post vaccination Monitoring	Monitor BP, Heart Rate,	none	30 mins	nurse on duty/Dra. Capupus
TOTAL		None	38 minutes	



14. CONSULTATION FOR COVID SUSPECTED/CLOSE CONTACT PATIENT

OFFICE /DIVISION		CITY HEALTH OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PATIENT		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish ITR	Verify personal interview.	none	2mins	nurse on duty
	Assessment	none	2 mins	nurse on duty
Go to Swabbing area	Examination By City Health Officer /Nurse on Duty	none	10 mins	Dra. Capupus /Nurse on Duty
	Refer to Swabbing	none	2 mins	Nurse on Duty
	Refer to BHERT (if suspected)	none	2mins	Barangay Official
TOTAL		None	18 minutes	



OSPITAL NG TAGAYTAY (EXTERNAL SERVICES)



1. ISSUANCE OF DRUGS/MEDICATION

The Health Care service, which comprises the practice, preparing, dispensing medicines and medical advice to the patients.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/PHARMACY		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C/G2G		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. PRESCRIPTION		WHERE TO SECURE: 1. ER/MEDICAL OFFICER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Prescription	1. Checking of the stocks and indicate price	NA	5 mins	Pharmacist
2. Proceed to Cashier	2. Payment	BASED ON SOA	10 mins	Billing Clerk
3. Present Rx with OR attached	3.Pre pares Medicine Needed	NA	2 mins	Pharmacist
4. Receives the medication	4. Inform patient's the necessary information regarding the prescription	NA	5 mins	Pharmacist
5. Leaves the Pharmacy	5. Record the quantity of medicine dispensed in stock room	NA	5 mins	Pharmacist
TOTAL		BASED ON SOA	27 minutes	



2. GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

An outpatient department is the part of the hospital designed for treatment of outpatients, people with health problems who visits the hospital for diagnosis or treatments, but do not at this time require a bed or to be admitted for overnight.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/OPD		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. HEALTH DECLARATION FORM		WHERE TO SECURE: 1. TRIAGE 2. ER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for the Doctor on duty	1. Inform the patient about the Doctor on duty	NA	1 minute	OPD Personnel
2. Fill-up the Health Declaration Form	2. Collect the Health Declaration Form and patients information	NA	5 minutes	OPD Personnel
3. Wait to be called	3. Call out the patient on their turn for consultation	NA	10 minutes	OPD Personnel
4. Proceed to the consultation room	4. Assist the patient to the consultation room	NA	1 minute	OPD Personnel
5. Leaves the Hospital	5. Assist to exit the hospital	NA	1 minute	OPD Personnel
TOTAL		NA	18 minutes	



3. ISSUANCE OF MEDICAL ABSTRACT

An abstraction of the patient's medical records during the hospitalization.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/RECORDS SECTION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. HEALTH DECLARATION FORM 2. MEDICAL ABSTRACT FORM		WHERE TO SECURE: 1. TRIAGE 2. ER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient will visit for check up	1. Provide Health Declaration Form	NA	5 minutes	OPD Personnel
2. Interview the patient	2. Nurse on duty will record all the necessary information of the patient	NA	10 minutes	OPD Personnel
3. Doctor assessment/findings	3. Doctor will check the patient and record all the findings	NA	10 minutes	OPD Personnel
4. Collect Medical Abstract	4. Issuance of Medical Abstract	NA	3 minutes	OPD Personnel
TOTAL		NA	28 minutes	



4. ISSUANCE OF MEDICO LEGAL

A case of injury or ailment or a legal case requiring medical expertise when brought by the police for examination.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/RECORDS SECTION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. MEDICO LEGAL CERTIFICATE		WHERE TO SECURE: 1. RECORDS SECTION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide patients information	1. Record all the necessary information of the patient	NA	5 mins	Record Personnel
2. Provide patients record and medical abstract to the Physician	2. Wait for Doctors assessment and instructions	NA	20 mins	Medical Officer
3. Checking the information in the certificate	3. Final checking of the provided information, if it is duly signed for final printing of the certificate	NA	5 mins	Record Personnel
4. Payment of necessary fees	4. Assist to the cashier	BASED ON SOA	5 mins	Billing Clerk
5. Collect Medico Legal Certificate	5. Issuance of Medico Legal Certificate	NA	5 mins	Record Personnel
TOTAL		BASED ON SOA	40 minutes	



5. ISSUANCE OF BIRTH CERTIFICATE

An official document issued to record a person's birth, such as name, gender, date of birth, place of birth.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/RECORDS SECTION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. BIRTH CERTIFICATE		WHERE TO SECURE: 1. RECORDS SECTION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the information of the new-born baby	1. Provide birth certificate draft form	NA	30 minutes	Record Personnel
2. Submit the filled-up form	2. Encode all the necessary information of the new-born baby to the birth certificate form for final printing	NA	20 minutes	Record Personnel
3. Double check the details in the death certificate	3. Request payment for the birth certificate	NA	5 minutes	Record Personnel
4. Pay necessary fees	4. Assist to proceed to the cashier	P 200.00	5 minutes	Billing Clerk
5. Collect the birth certificate form	5. Releasing of birth certificate to	NA	3 minutes	Record Personnel



	the new-born baby patients relative			
TOTAL		P200.00	63 minutes	



6. ISSUANCE OF DEATH CERTIFICATE

An official statement signed by a Physician of the cause, date, and place of a person's death.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/RECORDS SECTION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. DEATH CERTIFICATE		WHERE TO SECURE: 1. RECORDS SECTION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the information of the deceased patient	1. Provide death certificate draft form	NA	30 minutes	Record Personnel
2. Request birth certificate of the deceased patient	2. Attach the birth certificate to the form (provided the basic information of the deceased patient)	NA	5 minutes	Record Personnel
3. Submit the filled up of death certificate draft form	3. Encode all the necessary information of the deceased patient to the death certificate form for final printing	NA	20 minutes	Record Personnel
4. Double check the details in	4. Request payment for the death certificate	NA	5 minutes	Clients Relative



the death certificate				
5. Pay necessary fees	5. Assist to proceed to the cashier	P 200.00	5 minutes	Billing Clerk
6. Collect the death certificate and for registration to Civil Registrar office	6. Releasing of death certificate to the deceased patients relative	NA	3 minutes	Record Personnel
TOTAL		P200.00	68 minutes	



7. AVAILING OF MEDICAL ASSISTANCE FOR INDIGENT PATIENTS

To provide medical assistance to patients seeking consultation, rehabilitation, examination or otherwise confined in government hospitals.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/SOCIAL SERVICES		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. LIST OF REQUIREMENTS		WHERE TO SECURE: 1. SOCIAL SERVICES SECTION		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interview the patient	1. Record all necessary information	NA	10 minutes	Social Services Personnel
2. Submit all required documents	2. Collect all necessary documents	NA	5 minutes	Social Services Personnel
3. Wait for the computation of the bill	3. Proceed to cashier for payment	NA	10 minutes	Social Services Personnel
4. Pay necessary fees	4. Pay and collect OR	BASED ON SOA	5 minutes	Billing Clerk
5. Leaves the facility		NA	1 minute	
TOTAL		BASED ON SOA	31 minutes	



8. ISSUANCE OF X-RAY RESULT

A radiologist is a medical doctor who is specially trained in reading and understanding the results of imaging scans like X-rays.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/RADIOLOGY		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. REQUEST/REFERRAL FORM 2. 3.		WHERE TO SECURE: 1. ER/OPD DOCTOR 2. MEDICAL DOCTOR 3.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the OR	1. Collect OR and advice to wait outside	NA	5 minutes	Radiology Personnel
2. Wait outside	2. Check the availability of the developed result	NA	10 minutes	Radiology Personnel
3. Collect the X-ray result	3. Release the X-ray result and ask to sign and receive	NA	3 minutes	Radiology Personnel
4. Leaves the facility		NA	1 minute	Radiology Personnel
TOTAL		NA	19 minutes	



9. X-RAY PROCEDURE

X-rays are images that use a small dose of ionized radiation to take pictures of the inside of your body called radiographs.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/RADIOLOGY		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. REQUEST/REFERRAL FORM		WHERE TO SECURE: 1. ER/OPD DOCTOR 2. MEDICAL OFFICER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client enters the X-ray room and present the request/referral form	1. Request to pay the fees	NA	5 minutes	Radiology Personnel
2. Pay necessary fees	2. Proceed to the cashier	P 180.00	5 minutes	Billing Clerk
3. Present the OR and proceed to dressing room and change to laboratory gown	3. Perform the procedure	NA	15 minutes	Radiology Personnel
4. Change the clothes	4. Advise the client when to collect the results of the X-ray	NA	3 minutes	Radiology Personnel
5. Leaves the facility			1 minute	Radiology Personnel
TOTAL		P180.00	29 minutes	



10. ISSUANCE OF PHILHEALTH FORMS

To provide Filipinos with financial assistance and access to affordable health services. It covers hospital costs, subsidy for room and boarding, medicine, and professional services.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/PHILHEALTH		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. PMRF FORM/ BIRTH CERTIFICATE/ID COPY 2. REQUEST LETTER 3. MDR		WHERE TO SECURE: 1. PHILHEALTH SECTION 2. PHILHEALTH LHIO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client enters the Philhealth office	1. Entertain the client inquiries	NA	5 minutes	Philhealth Personnel
2. Inquire about the services and necessary requirements	2. Provide the list of requirements	NA	5 minutes	Philhealth Personnel
3. Submit all necessary requirements	3. Receive and check the requirement submitted	NA	3 minutes	Philhealth Personnel
4. Leaves the facility		NA	1 minute	
TOTAL		NA	14 minutes	



11. BILLING/CASHIER SERVICES

A place/person handling payments and receipts of the procedures and services of the facility.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/BILLING SECTION		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. BILLING FORM 2. 3.		WHERE TO SECURE: 1. RECORDS 2. 3.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the bill	1. Collect the billing form	NA	1 minute	Billing Clerk
2. Present the request form (X-ray/Lab)	2. Compute the final billing	NA	5 minutes	Billing Clerk
3. Pay necessary fees	3. Inform the final charges	NA	2 minutes	Billing Clerk
4. Collect OR	4. Collect payment and issue OR	BASED ON SOA	5 minutes	Billing Clerk
5. Leaves the cashier counter		NA	1 minute	
TOTAL		BASED ON SOA	14 minutes	



12. LABORATORY SERVICES

A medical laboratory or clinical laboratory is a laboratory where tests are done on clinical specimens in order to get information about the health of a patient as pertaining to the diagnosis, treatment, and prevention of disease.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/LABORATORY		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. REQUEST/REFERRAL FORM 2. HEALTH DECLARION FORM 3.		WHERE TO SECURE: 1. ER/MEDICAL OFFICER 2. TRIAGE 3.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Health Declaration Form	1. Provide Health Declaration Form	NA	3 mins	Csu/Triage Nurse
2. Interview	2. Collect necessary information of the patient	NA	5 mins	Triage Nurse
3. Present Laboratory request form	3. Receive laboratory request and inform patient to wait in the waiting area	NA	5 mins	Csu
4. Proceed to cashier for payment	4. Call out the patient and inform to pay the fees	NA	5 mins	Csu



5. Pay necessary fees	5. Collect payment and issue OR	BASED ON SOA	5 mins	Billing Clerk
6. Proceed to the laboratory	6. Collect the specimen	NA	5 mins	Medical Technologist
7. Wait for the result	7. Release the results	NA	3 mins	Medical Technologist
8. Leaves the facility		NA	1 min	
TOTAL		BASED ON SOA	32 mins	



13. AVAILING OF GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

Allows the Physician to track the progress of the patient's condition, manage disease or disability, prevent future health issues; surgery involving little risk to the life of the patient; a serious, unexpected, and often dangerous situation requiring immediate action.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/LABORATORY		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1. REQUEST/REFERRAL FORMS		1. ER/MEDICAL OFFICER		
2. SPECIMEN		2. LABORATORY		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request/referral form	1. Receive the referral/request form	NA	2 minutes	MEDICAL TECHNOLOGIST
2. Pay necessary fees	2. Collect payment and issue OR	BASED ON SOA	5 minutes	BILLING CLERK
3. Proceed to the laboratory	3. Collect specimen	NA	10 minutes	MEDICAL TECHNOLOGIST
4. Wait for the result outside	4. Release results	NA	20 minutes	MEDICAL TECHNOLOGIST
5. Leave the facility		NA	1 min	
TOTAL		BASED ON SOA	38 mins	



14. AVAILING OF GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

Allows the Physician to track the progress of the patient's condition, manage disease or disability, prevent future health issues; surgery involving little risk to the life of the patient; a serious, unexpected, and often dangerous situation requiring immediate action.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/EMERGENCY ROOM		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. REQUEST/REFERRAL FORM 2. SPECIMEN 3. HEALTH DECLARATION FORM		WHERE TO SECURE: 1. ER/MEDICAL OFFICER 2. LABORATORY 3. TRIAGE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Health Declaration Form	1. Provide Health Declaration Form	NA	3 minutes	CSU
2. Registration	2. Register the patients record	NA	3 minutes	TRIAGE NURSE
3. Interview	3. Collect necessary information and taking of vital signs	NA	10 minutes	TRIAGE NURSE
4. Diagnostic Testing	4. Process and assist patient for diagnostic test	NA	30 minutes	TRIAGE NURSE
5. Pay necessary fees	5. Proceed to cashier	BASED ON SOA	5 minutes	BILLING CLERK



5. Proceed to the Physician	5. Physician will take provide the general consultation and prescribe medications	PF - P300.00	10 minutes	MEDICAL OFFICER
6. Confinement or Hospital transfer (if necessary)	6. Physician advise if patients need to be confined or transfer to another hospital of choice	NA	15 minutes	MEDICAL OFFICER
7. Collect prescription and leaves the facility		NA	1 minute	
TOTAL		BASED ON FINAL SOA	62 minutes	



16. DISCHARGING PATIENTS FROM CITY HOSPITAL

A hospital will discharge you when you no longer need to receive inpatient care and can go home, or a hospital will discharge you to send you to another type of facility;

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/EMERGENCY ROOM		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. RECORD BOOK 2. STATEMENT OF ACCOUNT 3. DISCHARGE CLEARANCE FORM 4. PRESCRIPTION AND MEDICATION INSTRUCTION		WHERE TO SECURE: 1. ER 2. BILLING SECTION 3. MEDICAL OFFICER 4. MEDICAL OFFICER/ER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for Doctors rounds schedule	1. Physician will perform daily rounds to patients and provide evaluation and medication instructions	NA	10 minutes	MEDICAL OFFICER/NURSE
2. Prepare for Discharge advise from the Physician	2. Physician will order the discharge of the patient to the nurse.	NA	10 minutes	MEDICAL OFFICER/NURSE
3. Prepare/Inquire	3. Prepare chart billing and hand	NA	10 minutes	NURSE



the total hospital bill	over to patients relative for payment			
4. Present the billing chart to the cashier	4. Billing clerk will compute the final billing and provide to the patients relative	NA	5 minutes	BILLING CLERK
5. Request for payment evaluation/type of payment collection	4. Medical Social worker evaluates whether the patient is entitled to a government subsidy or to pay the bill or not	NA	20 minutes	MEDICAL SOCIAL WORKER
6. Instruction of the Prescribed Medications	6. Nurse will provide the home medication instructions to the patients and/or relative	NA	5 minutes	NURSE
7. Prepare for discharge	7. Utility Worker will assist the patient for discharge	NA	5 minutes	UTILITY WORKER



8. Prepare and wait for the Medical Certificate and Discharge Summary	8. If necessary, the Medical Record Officer will issue the Medical Certificate and/or Medico Legal of the patient	P150.00	Within 24 hrs	MEDICAL RECORD PERSONNEL
TOTAL		P150.00	Within 24 hrs	



17. NEWBORN SCREENING SERVICES

Identifies conditions that can affect a child's long-term health or survival. Early detection, diagnosis, and intervention can prevent death or disability and enable children to reach their full potential.

OFFICE /DIVISION		OSPITAL NG TAGAYTAY/EMERGENCY ROOM		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		PUBLIC		
CHECKLIST OF REQUIREMENTS: 1. REGISTRATION FORM 2. STATEMENT OF ACCOUNT 3. BLOOD SPECIMEN		WHERE TO SECURE: 1. ER 2. BILLING SECTION 3. LABORATORY/ER		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide necessary information	1. Collect all necessary information of the mother and newborn baby	NA	5 minutes	NURSE
2. Prepare to enter Newborn Screening Room	2. Assist the mother and newborn baby to the Newborn screening room	NA	5 minutes	NURSE
3. Pay necessary fees	3. Assist to cashier to settle the payment	BASED ON SOA	5 minutes	BILLING CLERK
4. Prepare the newborn baby	4. Mother will leave the	NA	10 minutes	NURSE/MEDICAL TECHNOLOGIST



for Blood Extraction	baby inside the room to proceed with the procedure and will wait outside the room			
5. Present OR	5. Collect the OR and advise the patient for final instructions	NA	5 minutes	NURSE
6. Leaves the Newborn Screening Room		NA	1 minute	
TOTAL		NA	31 minutes	



ELECTRONICS AND DATA PROCESSING UNIT (EDP)

(INTERNAL AND EXTERNAL)



1. PRINTING AND IT RELATED WORK

Printing of by ream document, ID's etc. Repair Computer, etc

OFFICE /DIVISION		ELECTRONICS AND DATA PROCESSING UNIT		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		DIFFENT OFFICES		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE: 1. Budget, GSO & Accounting		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for printing (official forms & ID)	1. A. Record documents for printing	100 / ID	2 minutes	R. Perena & Elmer Baes
	B. Encodes data of employees /students and barangay officials for printing of IDs	600 / ream, document printing (DUPLO)	5 minutes	
	C. Release printed documents & IDs	700 back-to-back document printing	5 minutes	
2. Assist users of RPTA, Business and Miscellaneous	2. A. Attend to problems & concern		3 minutes	



Revenues Account System regarding minor system problem and technical problems	B. If not solved relay the concern to software developer for assistance.		10 minutes	R. Perena & Elmer Baes
3. Prepare PR, Voucher, Inventory of supplies and equipment, and another task			2 minutes	R. Perena
4. Computer repair and check-up			Depend on computer problem	Elmer Baes
5. Gas Issuance			3 minutes	R. Perena & Elmer Baes
TOTAL		100 / ID, 600 / ream, document printing (DUPLO), 700 back-to-back document printing	30 minutes	



HANGGANG SA KABILANG BUHAY SERVICES (HSKBS) (EXTERNAL SERVICES)



1. Provision of Burial and Cremation Assistance

The City Government of Tagaytay provides assistance to help them subsidize the burial costs of deceased family members.

OFFICE /DIVISION		HANGGANG SA KABILANG BUHAY SERVICES		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2C- Government to citizen		
WHO MAY AVAIL OF THE SERVICE		City of Tagaytay Residents		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
1.Death Certificate Valid Id 2.Barangay Clearance Pink Card/Voter's ID 3.Certificate of Indigency		4. 5. 1.Barangay 2.City Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate to City Health Office and Barangay. 2. Submit all the requirements to <i>Hanggang sa Kabilang Buhay</i> office.	1. Receive and validate request of assistance 2. Review completeness of Requirements.	None	3minutes	Nelita Maligaya Ronaldo Pardo HSKBS Staff Oscar B. Laurenciana OIC -HSKBS
		None	3minutes	Nelita Maligaya Ronaldo Pardo
		None	Depends upon the Location	Hanggang sa



	3. Pick up/Transfer of deceased to HSKBS.			kabilangBuhay HSKBS Staffs
	4. Embalming/Cre mation of deceased.	None	Embalming - 1hour Cremation - 2hours (Maximum)	HSKBS Embalmer
	5. Deliver to Barangay and Set up the Burial.	None	Depends upon the location	HSKBS Staffs
	6. Waiting for burying of deceased.	None		HSKBS Staff
	TOTAL	None	2 hr, 6 minutes	



TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL) (EXTERNAL SERVICES)



1. ISSUANCE OF PARKING TICKET

OFFICE /DIVISION		TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Public Transport Drivers, Parking guests		
CHECKLIST OF REQUIREMENTS: 1.None		WHERE TO SECURE: 1. Ticket Teller's Booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID/REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Parking Ticket	Issue Parking Ticket Upon Payment of Parking Fee	Van - P20.00 Jeep - 10.00 Tricycle - 5.00	30 seconds	Ticket Collectors (By Duty) <ul style="list-style-type: none"> • Dyosa Cabrera • Noemi Castillo • Eliza Olazo • Nellie Dimapilis
2. Payment of Stall Rentals	Issue Official Receipt (Form 51) upon payment of Client	1,200.00	5 minutes	Duty Office Staff: <ul style="list-style-type: none"> • Aileen Frondoso • Rizalina Alcantara • Erolb Banaag
3. Payment of Rentals (Rest Room Concessions)	Issue Official Receipt upon payment of client	10,000.00	5 minutes	Duty Office Staff Aileen Frondoso Rizalina Alcantara Erolb Banaag



4. Payment of Utilities (Water, Electricity)	Issue Official Receipt upon payment of client	Per Billing Notice for Stall Holders, Concessionaire	5 minutes	Duty Office Staff Aileen Frondoso Rizalina Alcantara Erold Banaag
5. Issuance of Clearance for Securing Business Permit	Issue Clearance for Securing Business Permit	Updated Payments on Stall Rentals and Utilities	6 minutes	Duty Office Staff Aileen Frondoso Rizalina Alcantara Erold Banaag Terminal Administrator Ferdinand Bayot
TOTAL			14 minutes	



2. APPLICATION OF NEW STALL CONTRACT

OFFICE /DIVISION		TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Stall Holders, Concessionaires		
CHECKLIST OF REQUIREMENTS: 1. Approved application for Stall		WHERE TO SECURE: 1. Mayor's Office thru City Admin Office 2. Submit to Terminal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID/REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
New Stall Contract	Issue New Contract for Approval, Processing and Notary	Approved Application for Stall	30 minutes for contract preparation 30 minutes for contract signing 1 week for Endorsement to Approving Authority, Approval and Notary	Duty Office Staff <ul style="list-style-type: none"> • Aileen Frondoso • Rizalina Alcantara • Erol Banaag Terminal Administrator Ferdinand Bayot
TOTAL		Approved Application for Stall	1week, 1hour	



3. ISSUANCE OF RENEWAL CONTRACT

OFFICE /DIVISION		TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL)		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Stall Holders, Concessionaires		
CHECKLIST OF REQUIREMENTS: 1.Updated payments on rentals 2.Updated payments on Utilities		WHERE TO SECURE: 1.Terminal Office 2.For submission, approval and further processing to City Admin Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID/REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
Renewal of Stall Contract	Issue Renewed Contract for Approval, Processing and Notary	Updated Payments on Stall Rentals and Utilities	30 minutes for contract preparation 30 minutes for contract signing 1 week for Endorsement to Approving Authority, Approval and Notary	Terminal Office Staff Aileen Frondoso Terminal Administrator Ferdinand Bayot (Co-signatory)
TOTAL		Updated Payments on Stall Rentals and Utilities	1 week, 1 hour	



MAHOGANY MARKET

(EXTERNAL SERVICES)



1. ISSUANCE OF MARKET CLEARANCE

OFFICE /DIVISION		MAHOGANY MARKET		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL OF THE SERVICE				
CHECKLIST OF REQUIREMENTS: NONE		WHERE TO SECURE: 1. Mahogany Market Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Issuance of Market Clearance as a Pre requisite to Securing Mayor's / Business Permit	1.Proceed to Market Administrator's Office to verify status of payments fees and rentals Proceed to payment of market fees and rentals Present Official receipt for Preparation of market clearance Present market clearance for signature Releasing of market clearance	Not applicable	5 minutes	Julieta G. Biscocho Roselyn M.Nuestro Arlyn R. Dimailig Daniel P. Alcala
		1 month advance 2 months deposit(depends on monthly rental per section) Reservation fee	5 minutes	Daniel P. Alcala Julieta G. Biscocho Roselyn M. Nuestro Arlyn R. Dimailig
2.Accommodation of Application of Stall				



3.Renewal of Contract of Lease	2.Proceed to Market Administrator's Office for certification of availability of stall	Not applicable	5 minutes	Arlyn R. Dimailig Julieta G. Biscocho Daniel P.Alcala
	Secure and fill up Application Form (if vacancy exists)			
	Payment of necessary fees			
4.Securing of Contract of Lease	Submit Application Form for approval	Not applicable	5 minutes	Arlyn R.Dumailig Julieta G.Biscocho Daniel P.Alcala
	Approval of Application for Stall			
	5.			
5.	3.Proceed to Market Administrator's Office and secure for renewal of contract of Lease	Not applicable	5 minutes	Arlyn R.Dumailig Julieta G.Biscocho Daniel P.Alcala
	Secure certification of payment of market fees and rentals for Preparation of contract of Lease			



	Present certification of payment for Preparation of contract of Lease Approval of contract of Lease Releasing of approved contract of lease 4. Present approved application for Stall Prepare contract of lease Approved of contract of lease Releasing of approved contract of lease 5.			
TOTAL				



PEOPLE'S PARK IN THE SKY (EXTERNAL SERVICES)



1. TICKET ISSUANCE

Our guest is required to have cash ticket upon entering the Park. People's Park in the Sky is a historical urban Park, which is sitting at the highest point in Cavite, that satisfies every travellers/guest craving for an outstanding view of nature and a quick break from the busy City.

This view up there is a breath-taking, offering every guest a good sight of Tagaytay landscape including the Taal Lake and Volcano.

OFFICE /DIVISION		PEOPLE’S PARK IN THE SKY/TOURISM		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Guests		
CHECKLIST OF REQUIREMENTS: NONE		WHERE TO SECURE: 1. PEOPLE’S PARK IN THE SKY/TOURISM		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to ticketing booth. 2. Payment of Cash Ticket.	1. Assessed the guest and issued cash ticket. 2.Count/Secure every guest tickets.	P 30.00 / Guest	2 Minutes	Ticket Teller
				Regidor Timbol
				Aldrich Natanauan
			3 Minutes	SG Benjie Rabino SG Anthony Canete CSU Vic Ramos CSU Edison Payad
TOTAL		P 30.00	5 Minutes	



2. COLLECTION FOR RENTING PICNIC HUT

Our guest is required to pay occupied Picnic Huts. People's Park in the Sky is a historical urban Park, which is sitting at the highest point in Cavite, that satisfies every travellers/guest craving for an outstanding view of nature and a quick break from the busy City. This view up there is a breath-taking, offering every guest a good sight of Tagaytay landscape including the Taal Lake and Volcano.

OFFICE /DIVISION		PEOPLE’S PARK IN THE SKY/TOURISM			
CLASSIFICATION		Simple			
TYPE OF TRANSACTION		G2C			
WHO MAY AVAIL OF THE SERVICE		Guests			
CHECKLIST OF REQUIREMENTS: NONE		WHERE TO SECURE: People’s Park in the Sky/Tourism			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1.Proceed to Picnic Huts.	1. Assessed every guest. (Provide clean and safe Picnic Huts)			Admin Staff	
		P 100.00 / P-Huts	2 Minutes	Daisy Rabino	
	2. Payment	2.Issued Official Receipt.			Ailyn De Ocampo
				3 Minutes	Nancy P. Ramos Remelyn Ramos
TOTAL		P 100.00	5 Minutes		



3. LEASE PAYMENT CONTRACT

Every stall holder is required to secure clearance annually certifying that all fees for the preceding year is fully paid.

OFFICE /DIVISION		PEOPLE'S PARK IN THE SKY/TOURISM		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Concessionaires		
CHECKLIST OF REQUIREMENTS: NONE		WHERE TO SECURE: People's Park in the Sky/Tourism		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to Park Admin Office 2. Payment 3.Renewal of Contract 4.Present Certification	1. Checked Balances (Stall Rentals, Electric) 2.Issued Official Receipt. 3.Assist Concessionaires. 4.Issue Certification for Securing Business Permit.	Amount depends on the contract.	5 Minutes	Admin Staff
				Ailyn De Ocampo
			2 Minutes	Reymark Inocencio
			2hrs – Contract Preparation 1 Hr- Contract Signing	Nancy Payad Ramos Remelyn Ramos Daisy Rabino
		No Fee	5 days- Endorsement, Approval, Renewal and Notary.	OIC-PPS Maximiano E. Angat
TOTAL		Amount depends on the contract.	5days, 3 hours & 7 minutes	



ECONOMIC ENTERPRISE OFFICE/ CITY MARKET (EXTERNAL SERVICES)



1. CITY MARKET ISSUANCE OF MARKET CLEARANCE

OFFICE /DIVISION		ECONOMIC ENTERPRISE OFFICE/ CITY MARKET		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2B		
WHO MAY AVAIL OF THE SERVICE		STALLHOLDERS/APPLICANTS FOR STALL		
CHECKLIST OF REQUIREMENTS: 1. Issuance of Market Clearance as a Pre-requisite to securing Mayor's/Business Permit 2. Renewal of Contract of Lease 3. Accomodation of Application for stall 4. Surrender of Stall		WHERE TO SECURE: 1. Market Admnistrators Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a. Proceed to Market Administra tor's Office to verify status of rental & electric fees	assisting stallholders/appli cants/inquiries	stall rental/electric &water bill	5 minutes	Leovigilda Dimaano- Records Maria Lorena D. Paraiso- Electric& Water bill Aubrei Roselie V. Rivas- Records
b. Proceed to paymentof Market Fees & rentals (should there			2 minutes	Ariel M. Dimapilis Grace Primo Aubrei Roselie V. Rivas



<p>be any delinquencies)</p> <p>c. Present Official Receipt for preparation of Market Clearance</p> <p>d. Present Market Clearance for Signature</p> <p>e. Releasing of Market Clearance</p> <p>2. a. Submit the required documents (photocopied community tax clearance (new) and valid ID</p> <p>b. Waits for the</p>				Franzelle Hernandez
			5 minutes	Victoria S. Parra Leovigilda Dimaano Maria Lorena D. Paraiso Rosalina B. Landicho
			2 minutes	Daniel P. Alcala
			1 minute	Victoria S. Parra Leovigilda Dimaano Maria Lorena D. Paraiso Rosalina B. Landicho
			2 minutes	Rosalina B. Landicho Victoria S. Parra Editha V. Layman
			5 minutes	Rosalina B. Landicho



preparation of Contract of Lease			2 minutes	Editha V. Layman Rosalina B. Landicho
c. Submit duly signed Contract of Lease			2 days	Engr. Gregorio Monreal- City Administrator City Legal Office for Notary
d. Wait for signature of City Administrator and notary of the Lease of Contract			2 minutes	Rosalina B. Landicho
e. Releasing of Approved Contract of Lease			2 minutes	Daniel P. Alcala
3. a. Proceeds to Market Administrator's Office for Certification of stall availability			5 minutes	Victoria S. Parra
b. Secure & fill-up			2 minutes	Daniel P. Alcala



Application form			2 minutes	Hon. Agnes D. Tolentino, DMD Engr. Gregorio Monreal City Administrator
c. Submits the application form for recommendation and application				
d. Approval of Stall Application		Reservation Fees (depending on stall applied for)	5 minutes	Ariel M. Dimapilis Market Collectors
e. Payment of necessary fees Reservation Fee (Php 1,000.00) Application Fee (Php 150.00) Miscellaneous fee (Php 50.00) one month deposit & 2 months advance fees			10 minutes	Daniel P. Alcala -OIC Economic Enterprise Office/City Market



(depending on stall applied for) 4. a. Proceeds to Market Administrator's Office to inform intent of surrendering the stall b. Verify statue of stall requested to surrender c. Payment of Outstanding balance d. Submission of surrender letter			2 minutes	Ariel M. Dimapilis Rosalina Landicho Victoria S. Parra
			2 minutes	Market Collectors
			2 minutes	Daniel P. Alcala -OIC Economic Enterprise Office/ City Market
TOTAL			2 days, 53 minutes	



PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO) (EXTERNAL SERVICES)



1. Provision of Assistive Mobility Devices

This program is intended for persons with disabilities (PWDs). It provides assistive devices that will enable physically- handicapped persons to integrate into the mainstream of community life.

Office or Division:	Persons with Disability Affairs Office (PDAO)			
Classification:	Simple			
Type of transaction:	Government of Citizens			
Who may avail:	Must be a resident of Tagaytay City who because of permanent and partial mobility impairment or disability, is required to use assistive devices.			
CHECKLIST OF REQUIRMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> ➤ <i>Claimant</i> <ul style="list-style-type: none"> • Valid and original copy of the Barangay Clearance • Personal letter to Mayor Agnes D. Tolentino • One (1) Photocopy of any government-issued identification Card (ID) • In addition, if the claimant is not a relative of the user/recipient. An authorization letter must be presented Ex. Client's significant other like his/her/friend/neighbor/barangay official ➤ <i>Recipients/ Beneficiary</i> (User of the assistive device) <ul style="list-style-type: none"> • A whole body picture/image with a clear view of his/her disability to correctly assess and validate the required or necessary assistive device • One (1) Photocopy of any government-issued identification card (I.D.) if available (Ex.: PWD/Senior Citizen ID) 			<p>Barangay Hall</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p> <p>Client</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1.1 Receive and review requirements	N/A	3 minutes	Ms. Evangeline Bayla



	1.2 Validate clients previous record and register from the eReg. System.	N/A	3 minutes	
	1.3 Record the transaction (logbook) of the eligible client	N/A	3 minutes	
2. Sign from the logbook as proof of his/her transaction and receive the assistive device	Approve and release the requested device	N/A	3 minutes	Ms. Melody Ambrocio
	TOTAL	PhP 0.00	12 minutes	



2. Mechanism for the Issuance of IDs for Persons with Disability

This program is intended for persons with disabilities (PWDs) who are Physically, Emotionally, Visually, Psychosocially, Intellectually, Mentally, Speech and Language Disability.

Office or Division:	Persons with Disability Affairs Office (PDAO)
Classification:	Simple
Type of transaction:	Government of Citizens
Who may avail:	Must be a resident of Tagaytay City who because of permanent and partial mobility impairment or disability, is required to use assistive devices.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>➤ If found qualified, list of requirements will be given to wit;</p> <ul style="list-style-type: none"> • 3 copies of 1x1 ID picture • Members Data for the signature of Focal Head, Barangay Captain and Member • Whole body picture (close up picture of disability) • Barangay Certification for PWD purpose only • Photocopy of any government issued ID (id available) • Medical Certificate or Medical Abstract indicating or proof that the person has disability • Birth Certificate (18 years old below) 	<p>Client</p> <p>Client</p> <p>Client</p> <p>Barangay</p> <p>Physician</p> <p>Client</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. client writes his/her name and the purpose of the visit on the logbook and signs the same.	Interview the client using the Intake Form.	N/A	3 minutes	Ms. Evangeline Bayla
2. Client secures all the requirements needed in	Personnel in charge give the list of requirements to the client.	N/A	1 minute	Ms. Evangeline Bayla



securing PWD ID.				
3. Client is waiting for the release of PWD ID.	Upon compliance to all the requirements, the PDAO will prepare the PWD ID for the signature of the City Mayor and immediately issue to the client with purchase Booklet, Medicine Booklet, and free Movie Booklet.	N/A	1 Day	Hon. Agnes D. Tolentino, DMD Ms. Evangeline Bayla
4. Client Receives the PWD ID.	Release of documents. The name of the client will be written in the receiving log book and transfer to another roster per Barangay where they belong. Encode the name of the PWD to the computer per Barangay.	N/A	1 minute	Ms. Evangeline Bayla



DEPARTMENT/ OFFICES – CITY GOVERNMENT OF TAGAYTAY

OFFICE	ADDRESS	CONTACT NUMBER
Business Permit & Licensing Office (BPLO)	1st Floor Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 102
City Engineer's Office (CEO)	3rd Floor Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 105
City Budget Office (CBO)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 208
City Accounting Office (CAO)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 217
City Treasurer's Office (CTO)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 203
Ospital ng Tagaytay (ONT)	Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 4832-160
City Health Office (CHO)	Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 4872-344
City Social Welfare and Development Office (CSWDO)	Akle St. Brgy. Kaybagal South, Tagaytay City	09082099503
City Planning & Development Office (CPDO)	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 324



City Administrator's Office	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 211
City Assessor's Office	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 206
City Civil Registry Office (CCR)	Akle St. Brgy. Kaybagal South, Tagaytay City	09610115009
Office of the Sangguniang Panlungsod/VMO (SP/VMO)	Legislative Building, Brgy. Kaybagal South, Tagaytay City	(046) 420-5860
General Services Office (GSO)	Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 404-9872
Tagaytay Picnic Grove	, Tagaytay City	09328567291
City Public Information Office (PIO)	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 307
City Legal Office	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 308
City Tourism and Cultural Development Office (TCDO)	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 312
City Environment and Natural Resources Office (CENRO)	Brgy. Maitim 2nd Central, Tagaytay City	09432849634
City Disaster Risk Reduction Management Office	2nd Floor, Tagaytay City Hall Building, Akle St.	(046) 483-0446



(CDRRMO)	Brgy. Kaybagal South, Tagaytay City	
City Cooperative Office (COOP)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 423-3832
City Agriculture Office	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	09338106226
Office of the City Mayor	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 318- 320
Human Resource Management Office	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 305
Public Employment Service Office	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 304



FEEDBACK MECHANISM

- **How to send feedback**

- Answer the client feedback form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD) located at the City Hall Lobby. Messages may also be sent to the official Facebook account of the city government.
- Contact info: (046) 888-9500 local 107

- **How feedback is processed**

- Every Friday, the Customer Service Assistant opens the drop box and compiles and records all feedback submitted.
- Feedback requiring answers are forwarded to the City Administrator's Office and offices which are the subject of such complaints are required to answer within three (3) days from receipt of the feedback.
- The answer/explanation of the office is then relayed to the complainant.
- For inquiries and follow-ups, clients may call: (046) 888-9500 local 211, 305, and 305

- **How to file a complaint**

- Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD)
- Complaints can also be filed via the Facebook messenger of the City Government of Tagaytay. Please make sure to provide the following information:
 - Name of person/Office being complained:
 - Incident:
 - Evidence (if any):
- For inquiries and follow-ups, clients may call: (046) 888-9500 local 211, 305, and 305

- **How complaints are processed**

- The Customer Service Assistant evaluates each complaint.
- Upon evaluation, the Customer Service Assistant shall start the investigation and forward the complaint to the office of the City Administrator for endorsement of the person/office concerned.
- The Customer Service Assistant will give the feedback to the client as soon as the complaint has been addressed/answered.
- For inquiries and follow-ups, clients may call: (046) 888-9500 loc 211, 305, and 305

- **Contact information of CCB, PCC, ARTA**



- ARTA:
complaints @arta.gov.ph
1-ARTA (2782)
- Presidential Complaints Center:
8888
- Contact Center ng Bayan:
0908-881-6565 (SMS)