



CITY GOVERNMENT OF TAGAYTAY

CITIZEN'S CHARTER

2024



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 drive 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



LIST OF SERVICES

OFFICE OF THE CITY MAYOR:	
<ul style="list-style-type: none"> Preparation And Issuance of Certifications, Endorsements and Recommendations 	14-15
<ul style="list-style-type: none"> Receiving And Responding to Incoming Documents (Letter Request, Proposal, Complaints, Etc.) 	16-17
<ul style="list-style-type: none"> Solemnization Of Marriage (Civil Wedding Ceremony) 	18
<ul style="list-style-type: none"> Scheduling Of Appointments with The City Mayor 	19-20
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<ul style="list-style-type: none"> Filing An Application for Leave 	44-47
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• Securing Certified True Copy of Tax Declaration, Tax Maps and Other Certifications (No Improvement, Aggregate Land Holding, No Property).	90-92
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• Requesting for Changes on Valuation and Other Annotations	95-97
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• Mayor’s Clearance	99
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• Business Permit	102-104



<ul style="list-style-type: none"> • Application For Business Retirement 	105-106
<ul style="list-style-type: none"> • Certificate Of No Existing Business 	107
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<ul style="list-style-type: none"> • Promoting Welfare of Socially Disadvantaged Women 	127-128
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<ul style="list-style-type: none"> • Availing Of General Consultation, Treatment of Minor Medical Cases and Emergencies 	296
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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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Barangay Certification/ Clearance ▪ Personal letter stating the purpose of the request. ▪ Other supporting documents, if necessary. 		<p>Barangay</p> <p>Client</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements	1.1 Check documents presented	None	2 minutes	Analus Mendoza <i>Executive Assistant II</i> Marilyn Julia <i>Admin Officer IV</i> Jovelyn Manguinao <i>Admin Officer III</i> Charmaine Vida <i>Admin Aide III</i> Rencelle Salvacion <i>Casual Employee</i> Bernardo Villanueva <i>Contractual Employee</i>



<p>2. Receive instruction for claiming the requested document as to time and date.</p>	<p>2.1 Process and prepare the requested document for signature of the City Mayor</p> <p>2.2 Release /Issue requested document</p>	<p>None</p>	<p>1-2 days</p>	<p>Analus Mendoza Executive Assistant II Marilyn Julia Admin Officer IV Jovelyn Manguinao Admin Officer III Charmaine Vida Admin Aide III Rencelle Salvacion Casual Employee Bernardo Villanueva Contractual Employee</p>
<p>TOTAL</p>		<p>None</p>	<p>2 days, 2 mins</p>	



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

OFFICE /DIVISION		OFFICE OF THE MAYOR		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C Government to Citizen G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		General Public		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<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 		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send document	1.1 Check completeness of document	None	1 minute	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks
	1.2 Stamp and receive document indicating date/time, follow- up contact number and reference number.		1 minute	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks



	<p>1.3 Prepare for review.</p> <p>1.4 Initial review and classify complexity of the document.</p> <p>1.5 Final review, comment, and action by the City Mayor</p> <p>1.6 Transmit documents to concerned office/unit</p>		<p>1-3 minutes</p> <p>1 day</p> <p>5 minutes</p>	<p>Regine Peji Christian Marasigan Charmaine Vida Casual Clerks Analus Mendoza Executive Assistant</p> <p>Hon. Abraham N. Tolentino City Mayor</p> <p>Regine Peji Christian Marasigan Charmaine Vida Casual Clerks</p>
2. Follow-up and receive feedback	2.1 Instruct client of the final instructions and comment and as to where the document was transmitted or endorsed	None	3 minutes	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks
TOTAL		None	1 day, 13 min	



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 requirements	1.1 Verify authenticity of document submitted.	None	5 minutes	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks
	1.2 Schedule Date of Wedding Ceremony		1 minute	Analus Mendoza Executive Assistant
2. Return on the date of Wedding Ceremony	2.1 Solemnize wedding ceremony	None	1 hour	Hon. Abraham Tolentino City Mayor
TOTAL		None	1 hr, 6 min	



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: 1. 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 Casual Clerks
	1.2 When approved, schedule/set the meeting.		1 minute	Analus Mendoza Executive Assistant
	1.3 Inform requestor and confirm details of the appointment		5 minutes	
2. Return at the Office of the Mayor for the scheduled meeting	2.1 Prepare necessary documents.	None	10 minutes	Analus Mendoza Executive Assistant



	2.2 Inform concerned personnel or department/unit to be present in the meeting.		5 minutes	Analus Mendoza <i>Executive Assitant</i>
TOTAL		None	2hrs, 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 		<p style="text-align: center;">HRMO</p> <p style="text-align: center;">HRMO Inviting Agency</p> <p style="text-align: center;">Client</p>		
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.	None	5 minutes	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks
	1.2 Prepare Authority to Travel for signature of the City Mayor		1 day	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.	None	1 minute	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks



	2.2 Hand-over signed Authority to Travel		1 minute	Regine Peji Christian Marasigan Charmaine Vida <i>Casual Clerks</i>
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	None	5 minutes	Regine Peji Christian Marasigan Charmaine Vida Casual Clerks
	1.2 Prepare documents for signature of the City Mayor		1 day	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.	None	1 minute	Regine Peji Christian Marasigan Charmaine Vida
	2.2 Release signed document/s		1 minute	Casual Clerks
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: <ul style="list-style-type: none"> ▪ Curriculum vitae/Resume with 2x2 recent picture ▪ Transcript of records or graduation certificate (Form 138, for high school graduate) ▪ Training certificates, if available ▪ Employment certificate, if available 		WHERE TO SECURE: From the applicants From school where the applicants graduated 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	Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide
2. Applicants choose 1 or 2 positions from the current job vacancies	PESO staff verifies qualifications of chosen	Not applicable	5 minutes	Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide



posted on the PESO bulletin board.	positions of applicants			
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 prints the referral/endorsement letter	Not applicable	5 minutes	Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide
4. Employers themselves may also visit the PESO office can browse on the resume/ curriculum vitae of applicants deposited therein		Not applicable	5 minutes	Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide
5. After issuance of the referral letter, applicant's		Not applicable	10 minutes	HR Department of establishment where the



<p>may proceed to the establishments where he/she is being endorsed. Applicant's leave a copy their resume/ curriculum vitae at the PESO staff/ personnel for inclusion in the office data base.</p>				<p>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>Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide</p>
<p>TOTAL</p>		<p>None</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: Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employer calls or visits the office and provides the required information. The job	Personnel/PESO staff assists the employer regarding their companies job vacancies.	Not applicable	5 minutes	Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide



<p>vacancies are then, included in the list of vacancies.</p> <p>Copies of this list are distributed to different barangays and schools in Tagaytay City.</p>				
<p>2. Applicants bring with them a PESO referral letter and other pertinent documents.</p>	<p>PESO staff looks in the database and try to find applicants who match the standards use by the employer.</p> <p>PESO staff verifies qualifications of chosen positions of applicants.</p> <p>Applicants who meet the employer's criteria, are referred to the employer.</p>	<p>Not applicable</p>	<p>5 minutes</p>	<p>Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide</p>
<p>3. Employers themselves may also visit the PESO</p>	<p>PESO Staff assists the employer in browsing</p>	<p>Not applicable</p>	<p>5 minutes</p>	<p>Ginableth Sardiñola Admin Aide III Valerie Croox</p>



<p>Office can browse on the resume/ curriculum vitae of applicants deposited therein.</p>	<p>applicants resume/ curriculum vitae.</p>			<p>Admin Aide</p>
<p>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</p>	<p>PESO Staff receives the documents requesting for the conduct of jobs fair and local recruitment activity on the said date.</p>	<p>Not applicable</p>	<p>5 minutes</p>	<p>Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide</p>



<p>be notified of the approved request. Arrangements as to the time and venue of the jobs fair shall likewise be coordinated.</p>				
<p>5. Employers gives the PESO a report of applicants considered/list of applicants placed.</p>	<p>PESO staff receives the report on placement of applicants and submit it to DOLE for monthly accomplishment report.</p>	<p>Not applicable</p>	<p>5 minutes</p>	<p>Ginableth Sardiñola Admin Aide III Valerie Croox Admin Aide Nanette B. Susa PESO Manager</p>
<p>TOTAL</p>		<p>None</p>	<p>25 minutes</p>	



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 can 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	<p>Jobseekers Students/ Out of School Youth (OSY)</p> <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) <p>OSY must be certified by the Social Welfare and Development Office (SWDO)</p>



CHECKLIST OF REQUIREMENTS:	WHERE TO SECURE:
<ul style="list-style-type: none">• Duly filled-up Registration Form with ID pictures• Any of the following to attest to the application's age:<ul style="list-style-type: none">a.) Birth Certificateb.) 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/guardianb.) Bureau of Internal Revenue (BIR) Certification that parents are not filing Income Tax Returns• Barangay Certification / Affidavit of Indigency• Voter's ID	<p>From Student Applicant</p> <p>From PSA</p> <p>From school/college/university</p> <p>From school/college/university</p> <p>Parent of student/Bureau of Internal Revenue (BIR) Parent of student/Bureau of Internal Revenue (BIR)</p> <p>From Barangay Captain</p> <p>Commission on Election (Comelec) Office</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Ask for copy and fills-up registration form.</p> <p>Submits the registration form with 1"x1" pictures, not later than the specified date in the letter sent to the Punong Barangay.</p> <p>Requirements will be evaluated upon submission of applicants.</p>	<p>Gives copy of Registration form to applicants.</p> <p>Receives the registration form from applicant.</p> <p>Evaluates the submitted registration form and other supporting documents.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p>	<p>Ginableth J. Sardiñola Admin Aide III Valerie R. Croox Admin Aide</p> <p>Ginableth J. Sardiñola Admin Aide III Valerie R. Croox Admin Aide</p>
<p>2. Assessment of Manpower Requirements</p>	<p>Offices/departments within the City Government are asked whether they need additional manpower or if there might be some duties in the office that might be delegated to student applicants.</p>	<p>None</p>		<p>Ginableth J. Sardiñola Admin Aide III Valerie R. Croox Admin Aide</p>
<p>3. Evaluation</p>	<p>Applicants are asked to come back on a scheduled date. Students who qualify are contacted by phone.</p>	<p>None</p>		<p>Ginableth J. Sardiñola Admin Aide III Valerie R. Croox Admin Aide</p>



<p>4. SPES Orientation Applicants attend a SPES Orientation for information on the details and guidelines of the program.</p>	<p>Assists in the Orientation in coordination with DOLE Representative</p>	<p>None</p>		<p>Ginableth Sardiñola Admin Aide III</p> <p>Nanette B. Susa PESO Manager</p>
<p>5. Work Assignment SPES participants proceed to the assigned office/ department.</p>	<p>Endorses the Applicants included in the master list to the department/ office where he/she will be assigned.</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 his/her assigned post.</p>	<p>None</p> <p>None</p>		<p>Ginableth Sardiñola Admin Aide III</p> <p>Nanette B. Susa PESO Manager</p>
<p>6. Signing of SPES Contract Applicants signs the Employment Contract and SPES Certification</p>	<p>PESO staff prepares SPES Contract for signing of eligible students.</p>	<p>None</p>		<p>Ginableth Sardiñola Admin Aide III</p>
<p>7. Signing of Termination Report At the end of the specified work period, the student reports to the PESO for</p>	<p>PESO staff gives Evaluation Report form to the SPES.</p>	<p>None</p>		<p>Ginableth Sardiñola Admin Aide III</p>

signing of a Termination Report.				
<p>8. Payroll Preparation and Processing</p> <p>SPES grantees submits their duly filled up and signed Daily Time Record (DTR) and Accomplishment Report to the PESO staff.</p>	<p>PESO Staff prepares payroll and process it for payment of 60% counterpart wages 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% of the salary of the students is already available,</p>	<p>None</p> <p>None</p>		<p>Ginableth Sardiñola Admin Aide III</p>
<p>TOTAL</p>			<p>15 minutes</p>	



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 of Citizen
WHO MAY AVAIL OF THE SERVICE	City Government Employees – Permanent, Co-Terminus, Casual, job Contracts, Interested Individuals
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Application Letter Addressed to the City Mayor specifying the position applied for and the office where the vacancy is. ▪ Scholastic Record/Academic record duly authenticated by authorized Personnel. ▪ Original copy of the authenticated certificate of eligibility/Report of Rating/Valid Professional License. ▪ NBI Clearance ▪ Medical Certificate (CS Form No. 211, Revised 2018); ▪ Photocopy of Training and Seminars attended; if necessary; ▪ Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017), must be notarized; ▪ Certificate of Live Birth; ▪ Marriage Contract/Certificate 	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



<ul style="list-style-type: none"> ▪ Clearance from money, property and work-related accountabilities (CS Form No. 7, Revised 2018) ▪ 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	1.1 Publication and Posting of vacant positions in HRMO Bulletin Board and CSC Job Portal	None	1 day	Rodora G. Dimaranan Administrative Assistant I Nanette B. Susa 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 with the	2.1 Received application; conduct preliminary screening and interview. Assessment and evaluation to be conducted by the concerned department	None		Rodora G. Dimaranan Administrative Assistant I Nanette B. Susa HRMO



other requirements.				
	2.2 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 Nanette B. Susa HRMO
3. Hiring of Successful applicants	3.1 Preparation of Appointment and other supporting documents.	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Nanette B. Susa HRMO
	Submission and evaluation of requirements and other documents.	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Nanette B. Susa 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 Nanette B. Susa HRMO
	Submission of signed appointments at the Civil Service Commission	None	Depends on the number of applicants hired	Rodora G. Dimaranan Administrative Assistant I Nanette B. Susa 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request from the clients. 		<ul style="list-style-type: none"> ▪ 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	Ginableth J. Sardiñola Admin Aide III Valerie Croox Admin Aide
	Signing of documents	Not applicable	2 minutes	Nanette B. Susa HRMO
	Releasing of documents	Not applicable	1 minute	Ginableth J. Sardiñola Admin Aide III Valerie Croox Admin Aide
Prepared memoranda, office order, etc	Printing of documents.	Not applicable	5 minutes	Ginableth J. Sardiñola Admin Aide III Valerie Croox Admin Aide



	Review and initials of documents.	Not applicable	2 minutes	Nanette B. Susa HRMO
	Endorsement to Mayor's Office/City Administrator's Office for signature	Not applicable	2 minutes	Ginableth J. Sardiñola Admin Aide III Valerie Croox Admin Aide
TOTAL			17 minutes	



3. FILING AN APPLICATION FOR LEAVE

Employees accrued 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 leave period goes beyond the accrued 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 return 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: <ul style="list-style-type: none"> ▪ Employees submit the application for leave together with the requirements listed below: <ol style="list-style-type: none"> 1. Leave Application Vacation and Special leave privilege 5 days before their leave of absence with signature of authorized officer. 2. Sick leave need <ul style="list-style-type: none"> ○ Medical cert. for 5days above 3. Paternity leave <ul style="list-style-type: none"> ○ Marriage contract (if Available) 4. Maternity leave <ul style="list-style-type: none"> ○ Birth certificate 	WHERE TO SECURE: <ol style="list-style-type: none"> 1. Human Resource Management Office 2. Respective offices of the applicant



<ul style="list-style-type: none"> ○ Cert. last salary received. ○ 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 ○ SALN ○ 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 				
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 Authorized officials.	1.1 Receives the application for leave & checks whether the supporting documents are correct.	N/A	3 minutes upon receipt	Lorena A. Maestrecampo Admin Asst V Ronyl Anacay Admin Aide
2. Employee submits the application for leave form	2.1 Computes the accrued leave credits, after which the		15 mins	Ronyl Anacay Admin Aide



<p>together with the above listed below.</p>	<p>application is processed.</p> <p>2.2 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.</p> <p>2.3 After the application has been approved by the HRMO the application for leave forward to the office of the City Mayor for approval or his authorized representative.</p> <p>2.4 Approved application for leave are returned to</p>		<p>3 mins</p>	<p>Nanette B. Susa Human Resource Mgt. Office</p> <p>City Mayor (Authorized Representative)</p> <p>Ronyl Anacay Admin Aide</p>
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	the HRMO after the approval of the City Mayor or his authorized representative 2.4 Retains one copy of the approved leave for record purposes & the employee claims the other two (2) copies.			
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ GSIS Billing ▪ PAGIBIG Billing ▪ TCGEMPC Loan Deductions ▪ Tipid Impok Loan Deductions 		<ul style="list-style-type: none"> ▪ Accounting Office ▪ PAGIBIG Office ▪ TCGEMPC Office ▪ Tipid Impok Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for payroll	<p>1.1 Prepares, encodes monthly deduction of regular and casual/job con payroll.</p> <p>1.2 Distributes printed payroll to respective offices for signature of department head.</p>	Not applicable	3 days	<p>Lorena Maestrecampo Admin Asst V Maricel Payad Admin Aide I</p> <p>Lorena Maestrecampo Admin Asst V Maricel Payad Admin Aide I</p>
TOTAL			3 days	



5. PROCESSING OF MULTI-PURPOSE LOAN

OFFICE /DIVISION		HUMAN RESOURCE MANAGEMENT OFFICE		
CLASSIFICATION		SIMPLE		
TYPE OF TRANSACTION		G2G		
WHO MAY AVAIL OF THE SERVICE		City Government Employees		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Pag ibig (MPL) application form ▪ Photocopy of 2 valid id's ▪ Photocopy of ATM card (Landbank/Pag ibig loyalty card & balance inquiry. 		<ul style="list-style-type: none"> ▪ HRMO & Pag ibig office ▪ From the employee/applicant availing of loan ▪ 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	Receives and evaluation of documents.		1 hour	Lorena Maestrecampo Admin Asst V
	Signing of documents		10 minutes	Nanette B. Susa HRMO
TOTAL			1 hour, 10 minutes	



6. 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Duly accomplished Application Forms for Membership, Retirement, Cash Surrender Value, Maturity, Separation, Survivorship, Death Benefit, Funeral Benefit ▪ Service Record ▪ Certification of Leave of Absence without Pay ▪ Declaration of Pendency/Non-Pendency Case ▪ Affidavit of Surviving Legal Heirs/Surviving Spouse Guardianship Form ▪ Supporting documents such as PSA Birth Certificate, Death Certificate, Marriage Contract, Certificate of No Marriage (Cenomar) ▪ Two (2) Valid Government Identification Card (Xerox) 		<ul style="list-style-type: none"> ▪ Application forms are provided by the GSIS ▪ 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/ Survivorship/Death Benefit/ Funeral	1. Receives application form from GSIS Members	Not Applicable	5 minutes upon receipt	Lydia C, Gutierrez Admin Officer V



<p>2. Applicant fills up the form and submit to the processor.</p>	<p>2. Checks all Application forms and its supporting documents.</p>	<p>Not Applicable</p>	<p>5 minutes upon receipt</p>	<p>Lydia C Gutierrez Admin Officer V</p>
<p>3. Attaches the required supporting papers for each claim.</p>	<p>3. Prepares Service Record and Certification of Leave of Absence without pay.</p>	<p>Not Applicable</p>	<p>10 minutes upon receipt</p>	<p>Lydia C. Gutierrez Admin Officer V</p>
	<p>4. Prepares transmittal List.</p>	<p>Not Applicable</p>	<p>5 minutes</p>	<p>Lydia C Gutierrez Admin Officer V</p>
	<p>5. Submit all required documents to GSIS</p>	<p>Not Applicable</p>		<p>Lydia C Gutierrez Admin Officer V</p>
TOTAL			25 minutes	



7. 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Duly accomplished Phil health Member Registration Form ▪ Supporting documents such as Birth certificate, Marriage Contract and Birth certificate of Children below 21 years old ▪ 1 x 1 ID Picture ▪ Report of Employee-Members Form 		<ul style="list-style-type: none"> ▪ Application Form provided by Phil health to be issued by HR ▪ Supporting documents provided by the applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up application Form for Membership	1. Receives application form for membership	Not Applicable	5 minutes	Lydia C Gutierrez <i>Admin Officer V</i>
2. Attaches supporting documents such as Birth certificate, and Marriage contract (if married) and	2. Checks application forms and supporting papers if already completed.	Not Applicable	5 minutes	Lydia C Gutierrez <i>Admin Officer V</i>



Birth certificate of dependent children.				
3. Attaches 1 x 1 ID Picture of applicant	3. Prepares Report of Employee-Members Form to be signed by the employer.	Not Applicable	5 minutes	Lydia C Gutierrez Admin Officer V
4. Attaches Report of Employee-Members Form	4. Submits the accomplished document to Phil health	Not Applicable	10 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	5 minutes	Lydia C Gutierrez Admin Officer V
6. Attaches Member Data Record (MDR) and Certification of Premium payments		Not Applicable		Lydia C Gutierrez Admin Officer V
TOTAL			30 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.	1.1 Attach accounting slip to every disbursement voucher received from different offices and record to incoming logbook	None	5 minutes	Joy Siman
	1.2 Compute corresponding gross deductions and prepare the	None	10 minutes	Nora Mendoza Ginalyn Marasigan



	<p>accounting journal entry per disbursement voucher and sign</p> <p>1.3 Record the corresponding voucher transaction as to obligation</p> <p>1.4 Check/ Evaluate the supporting documents per disbursement voucher</p> <p>1.5 Accounting head finally checks and sign Box B of disbursement voucher form</p> <p>1.6 Record and release the Disbursement Voucher form together with the attached documents</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>15 Minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Editha Manalo Nora Mendoza Leila Enmacino</p> <p>Mia Pauleen Mawak Jayvee De Villa</p> <p>Rosemarie V. Lerio</p> <p>Maribel Romilla</p>
2. Receive copy of Disbursement Voucher and supporting.				
TOTAL			45 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	1.1 Obligations Request recorded and numbered upon receipts.	Not Applicable	2 minutes	Necy M. Borja- Administrative Assistant I Melissa Q. Penafiel Administrative Aide III
	1.2 Obligation Request recorded after verification of proper allocation.		5 minutes	Guillerma B. Penales Administrative Assistant II Marissa Montenegro Administrative Aide I
	1.3 Obligation Request signed after verification		3 minutes	Belen B. Martinez Administrative Assistant I Necy M. Borja



	of proper allocation - vouchers, PR, Payroll, and other claims.			Administrative Assistant I Evelyn C. Tanedo Administrative Aide III Pamela Felcidario Casual Employee Melissa Q. Penafiel Administrative Aide III
2. For request for Realignment	2.1 Approved Vouchers, PRs, Payrolls, and other claims delivered to concern offices.	Not Applicable	6 minutes	Merle B. Hernando Administrative Officer V
	2.2 Submit for Request for Realignment of fund and verified of the nature of transaction requested for realignment.		5 minutes	Pamela Felcidario Casual Employee
	2.3 Request for Realignment approved after		2 minutes	Necy M. Borja Administrative Assistant I Evelyn C. Tanedo



	verification of the nature of transaction expense requested for realignment.			Administrative Aide III Pamela Felcidario Casual Employee Melissa Q. Penafiel Administrative Aide III
3. Gas Issuance	3.1 Gas slip issued to requesting office after verification of actual allocation of all offices and school.	Not Applicable	2 minutes	Marissa Montenegro Administrative Aide I Melissa Q. Penafiel Administrative Aide III
TOTAL			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: ▪ Business Permit		WHERE TO SECURE: ▪ 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	300.00	5 minutes	Marieta Ambion, Ederlyn Flores CENRO Staff Oscar B. Laurenciana CENR Officer
4. Notarize the contract to Legal Office		Depends on the agreed	10 minutes	Legal Office



		amount by both parties		
5. Pay the amount given for initial operation of Garbage collection contract			5 minutes	<i>Office of the City Treasurer</i>
	TOTAL	300 + (Depends on agreed contract amount)	23 minutes	



2. 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: ▪ None		WHERE TO SECURE: ▪ None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit order from City Administrator's Office	1. Received 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	depending on the status of the area or situation	



3. ISSUANCE OF NO OBJECTION CERTIFICATE FOR TREE CUTTING PERMIT

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		Simple		
TYPE OF TRANSACTION		G2G- Government to Citizen		
WHO MAY AVAIL OF THE SERVICE		All Government and Private agencies, Schools, Non-Government Organizations, and other stakeholders		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Land Title (Photocopy) ▪ Certification of No Objection from the Barangay or Subdivision ▪ Request letter address to DENR ▪ Ocular Inspection report from Agriculture Office 		<ul style="list-style-type: none"> ▪ Requesting party ▪ Barangay Hall/Subdivision ▪ Requesting Party ▪ Agriculture office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the logbook and submit the complete documentary requirements to the receiving officer.	1.Let the client sign the logbook, check the completeness of the requirements as enumerated and refer the client to City ENRO.	None	5 minutes	Engr. Antonette Nicole Bayot <i>Casual Employee</i> Oliver Rico <i>CENRO Staff</i>



2. Receives the certification	1.2 Assessment and validation of the submitted requirements	None	10 minutes	Engr. Antonette Nicole Bayot Casual Employee Oliver Rico CENRO Staff
	1.3 Endorsement to City ENRO for approval	None	20 minutes	Mr. Oscar Laurenciana OIC-CENRO
	2. Once the certification is being signed by the City ENRO and the requirements is presented, the certification now be released to the requesting client.			Engr. Antonette Nicole Bayot Casual Employee Oliver Rico CENRO Staff Mr. Oscar Laurenciana OIC-CENRO
TOTAL		None	35 minutes	



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 RESPONCE		
CHECKLIST OF REQUIREMNTS: ▪ N/A		WHERE TO SECURE: ▪ N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client's 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 hospitals/concerned agencies.		5 minutes	Assigned Rescue Ems Team
TOTAL			17 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Approved Request Letter from the Mayor's Office 		<ul style="list-style-type: none"> ▪ Mayor's 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	Duty Officer of the Day
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		2 minutes	Duty Officer of the Day



	proceed to the venue during the agreed schedule			
TOTAL			15 Minutes	



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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ N/A 		<ul style="list-style-type: none"> ▪ 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: ▪ Signed Application for Building Permit		WHERE TO SECURE: ▪ 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 <i>Admin Asst III</i> Daniel Alcala <i>Asst City Admin</i>
Wait for the signature of the City Administrator	Sign the Building Permit	None	5 minutes	Alma A. Malabanan <i>City Administrator</i>
Receive the signed Building Permit	Release the signed Building Permit	None	5 minutes	Josefa Ferma <i>Admin Asst III</i> Aireen Alcazar <i>Job Contract</i>
TOTAL			15 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Approved letter request ▪ Fireworks Display Clearance ▪ OR of Payment for Special Permit Fees 		<ul style="list-style-type: none"> ▪ Mayor's Office/City Administrator's Office ▪ Fire Department ▪ 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	Aireen Alcazar Job Contract Jonna Dimapilis Clerk 3
Wait for the instruction of the City Administrator	Refer to Cashier for payment of Special permit fee.	None	5 minutes	Alma A. Malabanan City Administrator
Present Original Receipt for payment of Special permit fee	Prepare Special Permit	None	5 minutes	Jonna Dimapilis Clerk 3 Aireen Alcazar Job Contract
Wait for the signed Special permit.	Sign the Special Permit	None	5 minutes	Alma A. Malabanan City Administrator
Receive the signed Special permit	Release the signed Special permit	None	5 minutes	Jonna Dimapilis Clerk 3



				Aireen Alcazar <i>Job Contract</i>
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: ▪ Signed Application for Fencing Permit		WHERE TO SECURE: ▪ 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	Daniel Alcala <i>Asst City Admin</i> Josefa Ferma <i>Admin Asst III</i> Aireen Alcazar <i>Job Contract</i>
Wait for the signature of the City Administrator	Sign the Land Dispute Clearance	None	5 minutes	Alma A. Malabanan <i>City Administrator</i>
Receive the signed Land Dispute Clearance	Release the signed Land Dispute Clearance	None	5 minutes	Josefa Ferma <i>Admin Asst III</i> Aireen Alcazar <i>Job Contract</i>
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	Taxpayers / 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 Ashley M. Coleto
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 Paola Grace P. Cosa
	Approved Tax Declaration		2 minutes	Gloria P. Penales OIC- City Assessor
3. 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 Ashley M. Coletto
TOTAL		Php50/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: <ul style="list-style-type: none">▪ Building Plan▪ Building Permit▪ Construction Estimate/Bill of Materials▪ Certificate of Occupancy/ Certificate of Completion▪ Sworn Statement For Machineries <ul style="list-style-type: none">▪ Sales Invoice▪ Cost of Auxiliaries and/or Optional Accessories▪ Freight from source to the site▪ Installation which includes controls and wirings electrical and mechanical (connections millwrights work and foundation)▪ 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 100.00 /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 Market Value (SMV)		5 minutes	George G. Bayhon
	Review and recommended for approval of prepared FAAS		5 minutes	Abner M. Anacay Gloria P. Penales OIC - 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	Gloria P. Penales OIC - 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 Ashley M. Coleto
TOTAL		Php 100/ tax dec	2 hours, 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		Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Letter Request ▪ Approved Subdivision/ Consolidation Plan ▪ Technical Description ▪ C.T.C. of New Title (if titled property) ▪ C.T.C. of Old Title ▪ Sketch Plan in case of portion sale without titled. 		<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 Ashley M. Coletto
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	Gloria P. Penales OIC - City Assessor
	Prepares Field Appraisal & Assessment Sheets (FAAS) as to land sketch, area & boundaries.		1 – 2 days	Gloria P. Penales Ashley M. Coletto Rosenda A. Creus
	Prepares FAAS as to appraisal and assessment in accordance with the Approved Schedule of Market Value (SMV)		1 day	George G. Bayhon Ashley M. Coletto
	Review and recommended for approval of prepared FAAS		20 minutes	Abner M. Anacay Gloria P. Penales OIC - 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	Gloria P. Penales OIC - City Assessor
3. Receives copy Tax Declaration	Releases C.T.C. of Tax			Annabelle F. Caraan Paola Grace P. Cosa Gloria P. Penales



	Declaration/ Tax			Rumer M. Bayot Rosenda P. Creus George B. Bayhon Ashley M. Coletto
TOTAL		Php 100/ 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		Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Authorization Letter in case of the requester is not the declared owner. ▪ ID of the owner ▪ ID of the requester ▪ Filled out for request. 		<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 Tax Division)	Php 130.00 /tax declaration and other	5 minutes	City Treasurers Office (Land Tax Division)



		supporting documents		
	Preparation of Traceback / Trace up 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 OIC - 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 130.00	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		Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Authorization Letter in case of the requester is not the declared owner. ▪ ID of the owner ▪ ID of the requester ▪ Filled out for request. 		<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. Issued order of payment		5 minutes 5 minutes	For CTC Tax Declaration and Other Certification Annabelle F. Caraan Paola Grace P. Cosa For Tax Mapping



	Prepares C.T.C. of Tax Declaration /Tax map and other certification.			Gloria P. Penales Rumer M. Bayot Rosenda P. Creus Ashley M. Coletto
2. Clients pay corresponding fee	City Treasurers Office (Land Tax Division)	Php 130.00 /tax declaration and other certification Php 100.00 /tax map	5 minutes	City Treasurers Office (Land Tax Division)
3. Presents corresponding O.R.	Logs the request, records the O.R. number		1 minute	For CTC Tax Declaration and Other Certification Annabelle F. Caraan Paola Grace P. Cosa For Tax Mapping Gloria P. Penales Rumer M. Bayot Ashley M. Coletto



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 130.00 /tax dec Php 100.00 /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		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ Official Receipt (Fully Paid) <ul style="list-style-type: none"> ✓ Lawn Lots ✓ Condo Apartment ✓ Columbarium ▪ Affidavit of Undertaking (in case of installment) 		<ul style="list-style-type: none"> ▪ City Treasurers Office (Land Tax Division) ▪ 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 For Columbarium Php. 5,000.00	5 minutes	City Treasurers Office (Land Tax Division)



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	



7. REQUESTING FOR CHANGES ON VALUATION AND OTHER ANNOTATIONS

Changes on valuations and other annotations would only take place if the request of the Owner / declarant with supporting documents is approved by the City Assessor.

OFFICE/DIVISION	ASSESSOR'S OFFICE (ADMINISTRATIVE, TAX MAPPING, ASSESSMENT AND RECORD'S DIVISION)
CLASSIFICATION	HIGHLY COMPLEX
TYPE OF TRANSACTION	G2C
WHO MAY AVAIL OF THE SERVICE	Tax Payers (Declared Owner) / Representative with S.P.A.
CHECKLIST OF REQUIREMENTS <ul style="list-style-type: none"> ▪ REQUEST LETTER for Changes on Valuation and other annotations <ul style="list-style-type: none"> a. For Changes on Valuation (Examples) <ul style="list-style-type: none"> • Correction of Area/ Boundaries (must have an Attachment of Approved Plan and Affidavit of Correction) • Re-Assessment and Re-Classification b. For Annotations <ul style="list-style-type: none"> • Mortgage and Cancellation • Adverse Claim • Other documents needed to be annotated on Tax Declaration <p>Note: Some requirements must be notarized (e.g</p>	WHERE TO SECURE <ul style="list-style-type: none"> ▪ From the Declare Owner ▪ Documents needed for the request.



Affidavit... Mortgage, adverse claim etc.) ■ ID of the owner and representative with S.P.A				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request with supporting documents/ reason for request	Receive and logs the request		5 minutes	Frontliners for the day Annabelle F. Caraan Paola Grace P. Cosa Gloria P. Penales Rumer M. Bayot Rosenda P. Creus George B. Bayhon Ashley M. Coleto
2. Verification and assessment of the request	Approval and denial of request (based on the verification report)		3-5 days	Assessment Division Administrative Division Tax Mapping Division Records Division Gloria P. Penales OIC-City Assessor



3. Verified the status of the request	Informing the requestor what will be the status of their request (if it's approved or denied)		5 minutes	Assessment Division Administrative Division Tax Mapping Division Records Division
4. If approved, implementation on changes depending on the request	Preparation of the requested changes on valuations and other annotations		3-5 days	Assessment Division Administrative Division Tax Mapping Division Records Division
5. Clients pay corresponding fees	City Treasurers Office (LandTax Division)	Processing Annotation Fees Php 130.00	5 minutes	City Treasurers Office (LandTax Division)
6. Present corresponding O.R.	Logs the request and records the O.R. number		2 minutes	
7. Receives copy of requested changes on valuation and annotations	Releases Tax Declaration		2 minutes	Gloria P. Penales Rosenda a. Creus Rumer M. Bayot Ashley M. Coletto
TOTAL		Php 130.00	5 days, 19 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Barangay Clearance ▪ Police Clearance ▪ Medical Clearance ▪ Drug Test ▪ Court Clearance ▪ Fiscal Clearance ▪ RTC Clearance ▪ Official Receipt 		<ul style="list-style-type: none"> ▪ Designated Barangays ▪ PNP ▪ City Health Office ▪ Drug Testing Center ▪ Hall of Justice ▪ Hall of Justice ▪ Hall of Justice ▪ 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	450.00	10 minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño Bryan Casi
TOTAL		Php 450.00	10 minutes	



2. WORKING PERMIT

All employees working for private establishments are required to secure a Working Permit. The Working Permit 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Barangay Clearance ▪ Police Clearance/NBI Clearance ▪ Health Card ▪ Drug Test ▪ Court Clearance ▪ Fiscal Clearance ▪ Official Receipt/ Certificate of First Time Job Seeker ▪ Mayor's Referral 		<ul style="list-style-type: none"> ▪ Designated Barangays ▪ PNP/NBI Office ▪ City Health Office ▪ Drug Testing Center ▪ Hall of Justice ▪ Hall of Justice ▪ City Treasurer's Office/Designated Barangay ▪ Municipalities/Cities 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements	1. BPLO staff gives client the needed requirements	New: 520 Renewal: 570	1 minute	Melanie Ereño, Bryan Casi
2. Submit the complete	2. BPLO staff gives application		4 minutes	Melanie Ereño, Bryan Casi



<p>required documents.</p> <p>3. After completing the application form, client proceeds to the City Administrator's Office for the releasing of Working Permit</p>	<p>form for working permit</p> <p>3. City Administrator's Office will prepare and release the working permit</p>			
TOTAL	<p>NEW – 520 Renewal - 570</p>	10 minutes		<p>5minutes</p> <p>Jona Dimapilis, Aireen Alcazar,</p>



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 form 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 must secure clearances from various offices. Processing of licenses for these applicants will take approximately 1hour.

OFFICE /DIVISION:	BUSINESS PERMIT AND LICENSING OFFICE
CLASSIFICATION:	SIMPLE
TYPE OF TRANSACTION:	G2B
WHO MAY AVAIL OF THE SERVICE:	BUSINESS OWNERS
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Zoning/Locational Clearance ▪ DTI (if Sole proprietorship)/SEC Registration (if Partnership or Corporation or CDA (if Cooperative) 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ City Planning and Development Office ▪ Negosyo Center Tagaytay City ▪ City Treasurer Office ▪ City Health Office ▪ Land Tax Division <ul style="list-style-type: none"> Lease Contract – Lessor Lessor’s Permit – BPLO



<ul style="list-style-type: none"> ▪ Barangay Clearance ▪ Sanitary Permit ▪ A. Tax Clearance (RPT) ▪ B. For Leased Premises Lease Contract/Lessor's Permit ▪ Fire Inspection Certificate (after billing) ▪ Working Permit (if applicable) ▪ Liability Insurance (if applicable) ▪ Professional Tax (if applicable) ▪ CCTV Certificate from PNP (if applicable) ▪ Billboard Permit (if applicable) ▪ Character Seminar (if applicable) 		<ul style="list-style-type: none"> ▪ Bureau Of Fire Protection ▪ Bplo Tagaytay City ▪ Business One-Stop-Shop ▪ Land tax Division ▪ City Planning and Development Office ▪ 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		1hr & 30 minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño
	1.1 Review and sign the unified application form. 1.2 Assess the business tax and regulatory fees.			Ma. Paz R. Baybay OIC-BPLO Josephine C. Caraan City Treasurer



2. Proceed to land tax division for payment	1.3 Assess the fees for fire inspection certificate	Base on revenue code of the city of tagaytay	1hr & 30 minutes	Eliza Amora Ma. Gina Guañezo
	2. Process payment		1 hr	Josefa Ferma
3. Claim the business permit, business plate and sticker	3. Prepare and release the business permit, business plate and sticker			
TOTAL		Based on revenue code	4 hours	



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:		
<ul style="list-style-type: none"> ▪ Request Letter ▪ Certificate of Closure ▪ Original Copy of Business Permit ▪ Original Business Plate ▪ Cancellation of DTI (If applicable) 		<ul style="list-style-type: none"> ▪ Business Owner ▪ Designated Barangays ▪ Business Owner ▪ Business Owner ▪ 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 1.1 BPLO staff will compute the taxes and fees.	Base on Revenue Code of the City of Tagaytay	10 minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño
2. Client proceeds to Land Tax	2. Process Payment			Eliza Amora Ma. Gina Guañezo



<p>Division for payment</p> <p>3. Proceeds to BPLO for Certificate of Closure</p>	<p>3. BPLO staff will prepare the Certificate of Closure</p>			<p>Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño</p>
<p>TOTAL</p>		<p>Base on Revenue Code of the City of Tagaytay</p>	<p>10 minutes</p>	



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: 1. Request Letter 2. Certificate of No Existing Business 3. Official Receipt		WHERE TO SECURE: 1. Applicant 2. Designated Barangays 3. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirements	1. BPLO staff gives client the needed requirements	Php 130	10 minutes	Arlene Mercado Althea Janine Juniller Janette De Asis Herbert Costante Melanie Ereño
2. Submit the complete required documents	2. BPLO staff will prepare and release the Certificate of No Existing Business			
TOTAL		Php 130.00	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 clusters regarding the construction		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Application Form for Locational Clearance ▪ Pahintulot ng Barangay ▪ Transfer Certificate Title (TCT) ▪ Tax Declaration ▪ Latest Tax Receipt ▪ Lot Plan ▪ Bill of Materials and Specification ▪ Plans and Drawings ▪ Homeowner's Association (HOA) Approval (if the construction is within the Subdivision) 		<ul style="list-style-type: none"> ▪ CPDO ▪ Barangay Hall where the construction is to be constructed. ▪ Registry of Deeds ▪ Assessor's Office ▪ City Treasury's Office ▪ Assessor's Office ▪ Owner's Copy/Construction Owner's Copy ▪ From the Architect/Engineer who made the Plans and Drawings ▪ HOA of the Subdivision 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Application Form	1. Accept the Application and the submitted documents	Variables depends on type of Construction and Fees are	30 minutes	Celsa Manalo



		based on City Revenue Code for Locational Clearance	(End of transaction at the CPDO)	
2. Complete the Requirements for Locational Clearance	2. Assess the submitted documents and evaluate the Plans and Drawings	Variables depends on type of Construction and Fees are based on City Revenue Code for Locational Clearance	10 minutes	Rogel Rogacion
3. Submit the Application and complete the requirements to CPDO	3. State the findings / if there is, state it back to the client		(End of transaction at the CPDO)	Engr. Emilma Pello
	4. If there is no finding, prepare the assessment of fees to be paid and give to the client		15 minutes	
	5. When the client had already paid the fees, return the receipt to the CPDO Office		(End of transaction at the CPDO)	



	<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 Office for approval</p> <p>*8. After the approval of Locational Clearance, return the approved LC to CPDO for recording and counter signing of the Plans and Drawings</p> <p>*9. Releasing of the approved Locational Clearance to the Applicant</p>		15 minutes	
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	Location al 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: <ul style="list-style-type: none"> ▪ Request Letter ▪ Transfer Certificate Title (TCT) ▪ Tax Declaration ▪ Latest Tax Receipt ▪ Lot Plan / Tax Map 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Lot Owner's Copy ▪ Registry of Deeds ▪ Assessor's Office ▪ City Treasury's Office ▪ Assessor's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete the requirements on the checklist	1. Accept the Application Request for Zoning Certification	Certification Fee based on Building / Revenue Code	15 minutes	Mr. Lamberto P. Manalo Engr. Emilma U. Pello
2. Apply the request to our office (CPDO)	2. Prepare the Certification			
3. Pay the Certification Fee at the City Treasury's Office	3. Signed the Certification 4. Release the Certification			
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: ▪ USB/FLASH DRIVE for soft copy		WHERE TO SECURE: ▪ 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	Reymond Ambion 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		N/A	1 minute	Aileen S. Auditor Admin. Aide III Jesus Dolot, Jr. Admin. Aide III



documents and retrieves his ID card.				
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		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Barangay Certificate of Residency. ▪ Certificate from the City Assessor's Office on non-ownership of real property. ▪ Certificate from the Bureau of Internal Revenue (BIR) as a non-tax filer. 		<ul style="list-style-type: none"> ▪ Concerned Barangay/Barangay Chairman ▪ City Assessor's Office ▪ 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	Florencia Rozul Christine Jean De Castro Alma Calanog
2. Client secures all the requirements needed in securing Certificate of	2. Personnel in charge conduct a one-on-one interview with the client to get pertinent		5 minutes	Florencia Rozul Christine Jean De Castro Alma Calanog



Indigency and submitted to the CSWDO.	information. The result of the interview is written on the Intake Sheet.			
3. Client waits for the Certificate of Indigency.	3. Personnel in charge prepare the Certificate of Indigency in 2 copies.		1 minute	Florenia Rozul Christine Jean De Castro Alma Calanog
4. Client awaits the Certificate of Indigency.	4. CSWDO head approves the Certificate of Indigency.		1 minute	Elma M. Patawe CSWDO Rosalinda P. Eridao Dorinda Ambion
5. Client receives the Certificate of Indigency.	5. Release of documents.		1 minute	Florenia Rozul Christine Jean De Castro Alma Calanog
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		
CHECKLIST OF REQUIREMENTS: ▪ Certification that client is a victim of calamity		WHERE TO SECURE: ▪ 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 centre or other temporary facility.	Not Applicable	5 Minutes	Florencia M. Rozul Mary Jane Gonzales Michael Pincaro
2. Client receives the food packs.	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: ▪ Birth Certificate		WHERE TO SECURE: ▪ 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 Florenzia Rozul Marie Chiarre Sepino



<p>2. Client secures all the requirements needed in securing Certificate of Indigency and submitted to the CSWDO for the purpose of filing the case.</p>	<p>and assessed respectively.</p> <p>2. The personnel in charge assist and refer the minor to the Philippine National Police (PNP) for proper intervention.</p>		<p>20 minutes</p>	<p>Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florenia Rozul Marie Chiarre Sepino</p>
<p>3. Client waits for the schedule of hearing.</p>	<p>3. The personnel in charge conduct counselling to the victim.</p>		<p>20 minutes</p>	<p>Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Florenia Rozul Marie Chiarre Sepino</p>
<p>TOTAL</p>			<p>1 hour</p>	



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)		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Certification from the doctor or attending physician as to qualification for PWD ID. ▪ Three (3) pieces latest 1x1 ID picture. <ul style="list-style-type: none"> a) Whole body picture. b) Birth Certificate (below 18 years old). 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Attending physician ▪ Local Civil Registry 		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client applies PWD ID.	1. Provides list of requirements in securing PWD ID.	Not Applicable	3 minutes	Evangeline Bayla
2. Client writes his/her name and	2. Conducts an interview to assess		10 minutes	Evangeline Bayla



<p>the purpose of the visit on the logbook and signs the same.</p> <p>3. Client secures medical certificate.</p> <p>4. Client waits for the release of prosthesis/gadget/assistive device.</p> <p>5. Client prepares herself/himself to accept the prosthesis/gadget/assistive device.</p> <p>6. The client receives the</p>	<p>the needs of the client or the Person with Disability (PWD);</p> <p>3. Advises client to secure Attending Physician's Certification indicating the necessity for the prosthesis/gadget/assistive devices.</p> <p>4. Prepares and processes all documents required for the provision of the prosthesis/gadget/assistive device needed.</p> <p>5. Documents are signed by the interested parties, Endorsement letter is prepared to release the prosthesis/gadget/assistive devices, conduct a constant follow-up and home visit to monitor the status of the PWD.</p> <p>6. Release of documents.</p>		<p>1 week</p> <p>2 weeks</p> <p>1 month</p> <p>5 minutes</p>	<p>Evangeline Bayla</p> <p>Dorinda A. Ambion Florence Rozul Melody Ambrocio</p> <p>Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino</p> <p>Evangeline Bayla</p>
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prosthesis/ gadget/assistive device.				Melody Ambrocio
TOTAL			1 Month, 3 weeks 18minutes	



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, abuse, or maltreated women		
CHECKLIST OF REQUIREMENTS: ▪ Medico-Legal Certificate		WHERE TO SECURE: ▪ Medico-Legal Doctor		
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports 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 Florenzia Rozul Marie Chiarre Sepino
2. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	2. Interview and provide Counselling and assistance to report to the WCPD of PNP.		10 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino



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 Marie Chiarre Sepino
4. Preparation of required documents for acceptance in a shelter	4. Referral for temporary shelter and custodial care.		3 weeks	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino
TOTAL			3 Weeks 1 hour and 20 minutes	



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		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Medical/Clinical Abstract or Medical Certificate 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ 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. Provides list of requirements in securing social case study report.	Not Applicable	3 Minutes	CSU Personnel on Duty
2. Client gives information to CSWDO Personnel.	2. Conducts an interview to assess the needs of the client.		5 minutes	Officer of the day
3. Client waits for the release of social case study report.	3. The result of the interview is written on an intake sheet for the preparation of social case study report.		4 minutes	Florencia Rozul Christine Jean De Castro Alma Calanog



4. Client receives the social case study report.	Document is signed by a Social Workers and CSWDO; 4. Release of document.		1 minute	Elma M. Patawe Rosalinda P. Eridao Dorinda Ambion Marie Chiarre Sepino
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		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:3		
<ul style="list-style-type: none"> ▪ Birth Certificate. ▪ Medical Certificate. ▪ Police Report. 		<ul style="list-style-type: none"> ▪ Local Civil Registry ▪ Attending Physician ▪ 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.	1. Personnel in charge refer the minor to the social worker.	Not Applicable	2 Minutes	CSU Personnel on Duty
2. Client fills up intake sheet.	2. Prepares discernment tools such as questionnaires and other prescribed forms.		10-15 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino
3. Client answers the	3. The social worker guides		15 minutes	Elma M. Patawe



discernment tools.	the client in answering discernment tools.			Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino
4. Client interacts with the social worker and answer the questions appropriately and properly.	4. The Social worker conduct interview and assessment.		20 minutes	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino
5. Client is endorsed to the parents and Barangay Council for the Protection of Children.	5. The Social worker prepares social case study report for the determination of discernment.		1 hour	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino
6. Client waits for the scheduled hearing.	6. Assists in every scheduled court hearing.		As scheduled by the court	Elma M. Patawe Rosalinda P. Eridao Dorinda A. Ambion Marie Chiarre Sepino
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)		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Birth Certificate; ▪ Marriage Contract; ▪ Medical Certificate; ▪ Family Photo and Photo of the Minor; ▪ Financial Records or Documents; ▪ Endorsement letter from DSWD-Region IV-A. 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Local Civil Registry ▪ Attending Physician ▪ 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 refers the minor to the social worker.	Not Applicable	2 Minutes	CSU Personnel on duty
2. Client submits the documents needed by the social worker.	2. The Social Worker reviews all the documents submitted.		5 minutes	Elma M. Patawe Rosalinda P. Eridao



<p>3. Client interacts with the social worker and answers the inquiry properly and appropriately.</p>	<p>3. The social worker documents all the information from the client.</p>		<p>30 minutes</p>	<p>Elma M. Patawe Rosalinda P. Eridao</p>
<p>4. Client waits for home visitation schedule.</p>	<p>4. The social worker conducts home visitation and collateral interview.</p>		<p>30 minutes – 1 hour</p>	<p>Elma M. Patawe Rosalinda P. Eridao</p>
<p>5. Client awaits for the approval of social case study.</p>	<p>5. The social worker prepares the social case study report and submit all the pertinent documents to DSWD Region IV-A for validation and technical assistance; once the DSWD approves the documents, it will be forwarded to</p>		<p>30 days</p>	<p>Elma M. Patawe Rosalinda P. Eridao</p>



6. Client prepares herself/himself for court hearing	the family court. 6. The social worker assists the client during scheduled court hearings.		As scheduled by the court	Elma M. Patawe Rosalinda P. Eridao
TOTAL			1 month, 1 hour and 37 minutes	



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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Medical/Clinical Abstract or Medical Certificate. ▪ Death Certificate. 		<ul style="list-style-type: none"> ▪ Attending physician ▪ 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		5 minutes	Christine Jean De Castro



	needs of the client;			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: ▪ Request letter		WHERE TO SECURE: ▪ 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 Aurora Marinduque
2. Pay Secretary's fee at the Office of the City Treasurer	2. Prepares document, certified with the city seal.	Php50.00	1 minute	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	5 mins	



2. ISSUANCE OF TRICYCLE FRANCHISE

Tricycle Franchise or Motor Tricycle Operator's Permit (MTO) is a Provisional Authority to operate tricycle unit/s within authorized routes Valid for 5 years (provided that MTO 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: <ul style="list-style-type: none"> ▪ Application Form ▪ Photocopy of Certificate of LTO Registration ▪ Official Receipt of LTO Registration ▪ Barangay Clearance (DRIVER) ▪ Medical Certificate (Driver) ▪ Drug Test of Driver/s ▪ Photocopy – Voter's ID/Registration (Operator/ DRIVER) ▪ Compulsory Motor Vehicle Liability Insurance ▪ Certification of Road Worthiness from TOPS ▪ Certificate of Dropping if applicant is transferee. ▪ Police Clearance (driver) ▪ Photocopy of Driver/s License ▪ Character ID (driver) 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Office of the SP Committee on Tricycle Franchise ▪ Land Transportation Office/Operator ▪ Land Transportation Office/Operator ▪ Barangay ▪ City Health Officer ▪ DOH Accredited Testing Center/ Laboratory ▪ COMELEC ▪ Insurance Company ▪ Tagaytay Office of Public Safety (TOPS) ▪ Tricycle Franchising Office ▪ Tagaytay City Component Police Station ▪ Land Transportation Office/Driver ▪ Character Office



<ul style="list-style-type: none"> ▪ Stencil of Motor No. and Chassis No. ▪ Certification of Membership from the Zone Assoc. ▪ 2x2 Picture applicant/ operator and driver 		<ul style="list-style-type: none"> ▪ Operator ▪ Respective Zone President ▪ Operator 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek application form - Pay Filing Fee 2. Comply with the requirements <ul style="list-style-type: none"> ○ Barangay Clearance ○ Police Clearance ○ Medical Clearance ○ Character Certificate ○ Certification of Membership ○ Drug Test ○ Cert. of Road Worthiness ○ Franchise Tax (New) ○ Mayors Permit ○ Sticker/Plate 	1. Accepts and evaluate application and requirements.		1 minute	Arnel Dimaranan Hensly Marquez
	2. Processing, approval & signing of MTOP	Php 50.00	1-2 minutes	City Treasurer's Office
	3. Releases MTOP	Php 50.00 Php 50.00 Php 20.00	1 day to 5 days (hearing and evaluation per Tricycle Franchising Code)	TFRC Board
		Php 225.00 Php 100.00 Php 100.00	1 minute	SP Tricycle Franchise Office
TOTAL		Php 595.00	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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Copy of Motor Tricycle Operator’s Permit (MTOP) ▪ Medical Certificate (Driver) ▪ Certification of Road Worthiness from TOPS ▪ Police Clearance (driver) ▪ Character ID (driver) ▪ Certification of Membership from the Zone Assoc. 		<ul style="list-style-type: none"> ▪ Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy) ▪ City Health Office ▪ Tagaytay Office of Public Safety (TOPS) ▪ Tagaytay City Component Police Station ▪ Driver or Character Office ▪ 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	Records and release validated Franchise.		1 minute	Arnel Dimaranan/Hensly Marquez



2. Pay necessary validation fees:			1-2 minutes	Arnel Dimaranan/Hensly Marquez
○ Police Clearance		50.00		
○ Medical Clearance		50.00		
○ Character Certificate		20.00		
○ Franchise Tax (New)		225.00		
○ Mayor's Permit		100.00		
○ Sticker		150.00		
TOTAL		P595.00	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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Copy of Motor Tricycle Operator's Permit (MTOP) ▪ Official Receipt 		<ul style="list-style-type: none"> ▪ Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy) ▪ City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request for dropping at the Tricycle Franchising Office	1. Prepares Certification for Dropping/ Cancellation for approval of the TFRC Chairman	Php 50.00	2-5 minutes	Arnel Dimaranan Hensly Marquez
2. Pay corresponding Dropping Fee	2. Release of Certification		1 minute	Arnel Dimaranan Hensly Marquez
TOTAL		P50.00	6 minutes	



5. 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Copy of Motor Tricycle Operator's Permit (MTO)P ▪ Official Receipt 		<ul style="list-style-type: none"> ▪ Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy) ▪ 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	1. Prepares new MTO)P for approval & signature of the TFRC		1 day	Arnel Dimaranan Hensly Marquez
2. Pay corresponding fee	2. Release of revised MTO)P	Php50.00	1 minute	Arnel Dimaranan Hensly Marquez
TOTAL		P50.00	1 day, 1 min	



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: ▪ USB/Flash Drive for soft copy		WHERE TO SECURE: ▪ 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 Admin Asst I 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		N/A	6 minutes	Christian B. Dogelio Admin Asst I



<p>be used in preparing the legal document being requested.</p> <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>		<p>N/A</p> <p>N/A</p> <p>N/A</p>	<p>2 minutes</p> <p>1 minute</p> <p>1 minute</p>	<p>Marelyn A. Villanueva Casual Employee</p> <p>Atty. Gerardo Gabriel C. Reyes Attorney III</p> <p>Christian B. Dogelio Admin Asst I</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: ▪ USB/Flash Drive for soft copy		WHERE TO SECURE: ▪ 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	Christian B. Dogelio Admin Asst I
Client proceeds to the City Legal Officer or other lawyers assigned		N/A	15 minutes to 1 hour depending on the	Atty. Edwin Alden V. Uy City Legal Officer



at the Legal Office who may deepen the interview and render legal counseling on the case at hand.			details of the case	Atty. Gerardo Gabriel C. Reyes Attorney III 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: ▪ USB/Flash Drive for soft copy		WHERE TO SECURE: ▪ 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 which require proof of clean and/or good employment record with the government.	N/A	3 minutes	Christian B. Dogelio <i>Admin Asst I</i>
The clerk prepares the requested certification/ clearance/ document for authentication.		N/A	5 minutes	Marelyn A. Villanueva <i>Casual Employee</i>
Attorney III signs the certification or clearance.		N/A	2 minutes	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: ▪ USB/Flash Drive for soft copy		WHERE TO SECURE: ▪ 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	Christine P. Balingit Hadji Ryan O. Llamera Jobcon
Legal Researcher (LR) conducts research about the query.	The office renders legal opinion based on a written query and given a particular set of facts.	N/A	2 days	Christian B. Dogelio Admin Asst I



City Legal Officer prepares written opinion about the legal query. The designated messenger delivers written opinion to the client		N/A	1 day	Atty. Edwin Alden V. Uy City Legal Officer Atty. Gerardo Gabriel C. Reyes Attorney III Atty. Ronald M. Aala Attorney V
TOTAL		NONE	3 days, 2 mins	



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 ▪ None		WHERE TO SECURE ▪ 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	Jasmine Bayot Aljon Maligaya Lenard Lantican
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 ▪ Approval of Request Letter		WHERE TO SECURE ▪ 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> 1a. If requesting only for Lakbay Aral, client must send a letter of request	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</i>	Entrance Fees at Government Owned Tourist Attractions are free of charge. *** Entrances and other charges of private establishments are shouldered by	8 hours – 2 days	Jasmine Bayot Aljon Maligaya Lenard Lantican



<p>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><i>update (approve/disapproved)</i></p>	<p>the client.</p>		
<p>2. Client must arrive at Tagaytay City with the given details he provided to tourism staff.</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>10 minutes</p>	<p>Jasmine Bayot Aljon Maligaya Lenard Lantican</p>
	<p>Additional for 1a, the staff will include Barangay to visit in their itinerary in line with their Lakbay Aral's</p>			



3. Clients must return to their service vehicle and arrange themselves for city tour.	point of interest.			
	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.	Entrance Fees at Government Owned Tourist Attractions are free of charge. ***	20-25 minutes	Jasmine Bayot Aljon Maligaya Lenard Lantican
	4. Before the arrival of the client, staff must already have the Streamer from GSO. -Upon arrival of the client, Tourism Head and Concern Department will welcome the visitors/clients.	Entrance Fee and other charges of private establishments are shouldered by the client.	8 minutes	Faith G. Maranan Executive Asst IV
5. For City Tour guests and after			5 minutes	Jasmine Bayot Aljon Maligaya



	<p>their welcome, staff will collect them into their service vehicles and can now proceed with City Tour.</p> <p>- 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.</p>		<p>20-30 minutes</p>	<p>Lenard Lantican</p> <p>Jasmine Bayot Aljon Maligaya Lenard Lantican</p>
TOTAL			2 days, 1hr and 18 mins	



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 <ul style="list-style-type: none"> Business validation from City Planning and Development Office (CPDO) must be under tourism related. 		WHERE TO SECURE <ul style="list-style-type: none"> 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	Jasmine Bayot Aljon Maligaya Lenard Lantican (secretariat to the Tagaytay Tourism Council)
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request for Pre-Registration Seminar ▪ Certificate of completion of Pre-registration seminar ▪ Accomplished Articles of Cooperation and By-Laws, Economic Survey, Feasibility Study. 		<ul style="list-style-type: none"> ▪ The group/organization who intends to be registered as cooperative. ▪ City Cooperative Office ▪ 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	1 day	Nelia C. Cotoner Elvira Macaspac
2. Process and submit the Articles of Cooperation, By-Laws, Economic Survey and Feasibility Study.	2. Review and evaluate the submitted documents.	None	1 day	Nelia C. Cotoner
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	1 day	Elvira V. Macaspac Anna P. Dimaranan



		lower to be paid to the Cooperative Development Authority		
4. Secure Certificate of Tax Exemption from the Bureau of Internal Revenue.	4. Prepare documents required in securing Tax Exemption.	None	1 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	2 days	Nelia C. Cotoner Elvira V. Macaspac
	6. Monitor the implementation of the development plans and programs.	None	1 day	Nelia C. Cotoner
	7. Provide technical assistance to cooperatives in areas of bookkeeping, preparation and submission of compliance reports, and other	None	Continuing activity	Elvira V. Macaspac Magdalena Cruzada



	organizational functions of the cooperative.			
	8. Provision of Continuous Education and Training to officers and members of cooperatives.	None	Continuing activity	Nelia Cotoner Elvira Macaspac Magdalena Cruzada
TOTAL			Continuing Activity	



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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Property Acknowledgement Receipt (Property Equipment) ▪ Property Acknowledgement Receipt (Government Vehicle) 		<ul style="list-style-type: none"> ▪ General Services Office ▪ General Services Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Check the required document (Property Equipment)	1.1 Controlled Numbering of Property Acknowledgement Receipt from different offices 1.2 Updating of Property Acknowledgement Receipt	None	2- 3 minutes	Charlene R. Landicho <i>Admin. Aide III</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: ▪ Inventory Custodian Slip		WHERE TO SECURE: ▪ 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 Inventory Custodian Slip from different offices	None	2- 3 minutes	Charlene R. Landicho <i>Admin. Aide III</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: <ul style="list-style-type: none"> ▪ Receiving /Recording /Filing of Memo's, Travel Order, etc. 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ 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	Charlene R. Landicho <i>Admin. Aide III</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: ▪ Inspection and Acceptance Report		WHERE TO SECURE: ▪ 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 <i>GSO-Staff</i>
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Checking of Property, Plants & Equipment ▪ Tagging Stickers 		<ul style="list-style-type: none"> ▪ 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 Admin Aide I Albert R. Lariosa Admin Aide I Dexter M. Palima Job-Con Charlene R. Landicho Admin Aide III
	b. Tagging of New Acquired Government Equipment and Actual Inventory of Property, Plants & Equipment.	None	30 minutes to 1 hour	Charlene R. Landicho Admin Aide III Myrna D. De Villa Admin Aide I Albert R. Lariosa Admin Aide I



				Dexter M. Palima Job-Con Ferdinand Sampayan Job-Con
TOTAL			2 hours	



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: <ul style="list-style-type: none"> ▪ Checking of Waste Materials Report, Condemnations, Return Card etc. 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ 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	Charlene R. Landicho Admin Aide III Myrna D. De Villa Admin Aide I Albert R. Lariosa Admin Aide I Dexter M. Palima Job-Con Ferdinand Sampayan Job-Con
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Checking and updating Government Vehicles Inventory and Report ▪ Updating Government Vehicles Insurance (GSIS) 		<ul style="list-style-type: none"> ▪ 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.	None	3 minutes to 5 minutes	Myrna D. De Villa Admin Aide I Albert R. Lariosa Admin Aide I Dexter M. Palima Job-Con
	2. Updating Papers and Payment for Government Vehicles Insurance (GSIS)	None	30 minutes to 1 hour	Albert R. Lariosa Admin Aide I Dexter M. Palima Job-Con
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request letter ▪ RIS (Requisition and Issuance Slip) 		<ul style="list-style-type: none"> ▪ By departments/Offices ▪ GSO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Submit Request letter	1. Accept and verify the stock availability of supplies	None	5-7 minutes	Ana B. Angcaya Admin Aide I
2. Receiving and Sign RIS	2. Prepare Requisition and Issuance Slip	None	30 minutes – 1 hour	Ana B. Angcaya Admin Aide I Eric N. Ferma Casual
	3. Release supplies	None	10-15 minutes	Ana B. Angcaya Admin Aide I Eric N. Ferma Casual Michael Gatpandan Casual
TOTAL			1 hour and 22 minutes	



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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Signature of the Officer-in-Charge of GSO 		<ul style="list-style-type: none"> ▪ 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 <i>Casual</i> Charlene R. Landicho <i>Admin Aide III</i> Melody M. Aala <i>Admin Aide I</i>
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Signature of the requested Head Officer ▪ Signature of the Officer-in-Charge of GSO ▪ Signature of the assigned personnel ▪ Signature of the receiving personnel 		<ul style="list-style-type: none"> ▪ Office concerned. ▪ GSO ▪ GSO ▪ Office concerned 		
CLIENT STEPS	AGENCY ACTION	FEEES 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 <i>Casual</i> Charlene R. Landicho <i>Admin Aide III</i> Melody M. Aala <i>Admin Aide I</i>
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Purchase Request ▪ Purchase Order 		<ul style="list-style-type: none"> ▪ GSO ▪ 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 required 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	Jennifer A. Bayot OIC-GSO Ana B. Angcaya Admin.Aide I
TOTAL			2 hours	



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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Complete Signature of office involved. ▪ Purchase Request copy (needed in numbering of Purchase Order) ▪ 2 extra copies 		<ul style="list-style-type: none"> ▪ General Services Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completing the signatures needed	1. Numbering, recording, and taking of extra copies.	None	1-2 minutes	Melody M. Aala <i>Admin Aide I</i>
TOTAL			1-2 minutes	



13. PROPERTY ACKNOWLEDGEMENT RECEIPT (VEHICLES)

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: ▪ Property Acknowledgement Receipt		WHERE TO SECURE ▪ 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. 1.2 Preparation/ Updating of Property Acknowledgement Receipt	None	1-2 minutes	Albert R. Lariosa <i>Admin Aide I</i>
TOTAL			1-2 minutes	



14. CONSOLIDATION OF REPORT ON PHYSICAL COUNT OF INVENTORIES (RPCI)

Submitting consolidated report for semi-annual of Report on Physical Count of Inventories (RPCI) to Commission on Audit and Accounting Office.

OFFICE /DIVISION		General Services Office		
CLASSIFICATION		Complex		
TYPE OF TRANSACTION		G2G Government to Government		
WHO MAY AVAIL OF THE SERVICE		Different Offices		
CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Complete Signature of Office Involved ▪ Report on Physical Count of Inventories (RPCI) ▪ 3 extra copies 		<ul style="list-style-type: none"> ▪ General Services Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Completing the signatures needed	1.1 Check and verify if the all the signatories have proper signature.	None	30 minutes to 1 hour	Eric N. Ferma <i>Casual</i>
TOTAL			30 minutes to 1 hour	



15. CERTIFICATE TRANSFER PRIVATE VEHICLE TO GOVERNMENT VEHICLE (Due for transfer of ownership to CGO-Tagaytay)

To certify that the following vehicles are all properties of the City Government of Tagaytay to wit.

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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Complete details of Government Vehicle from Private to Government/Red Plate ▪ 3 extra copies 		<ul style="list-style-type: none"> ▪ General Services Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting of Certificate from private to Government Vehicle/Red plate	1.1 Check and verify all the details are correct	None	1-2 minutes	Albert R. Lariosa <i>Admin Aide I</i>
TOTAL			1-2 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 75.00/Guest	2 minutes	Edlyn Luciano Ma. Marilyn Acub
2. Present Cash Ticket	2.Counted/checked issued ticket		2 minutes	Elsa Caguitla Cristina Anarna
TOTAL		Php 75.00/ 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Type of Vehicle ▪ Passenger (No. Of person) 		<ul style="list-style-type: none"> ▪ Entrance/Parking Attendant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Entrance	2. Assessed the Guest	Php 75.00/ guest	2 minutes	Eric Austria Ramil Maiso Ericson Panaligan Senado Natanauan Arthur Mendoza Dester Santos Emmanuel Causaren
2. Proceed to Payment	2.Issued OR/Exit Pass		5 minutes	Lourdes Baurile Ma. Victoria Cosme



				Emalou De Castro Eva Ruth San Juan Loreta Espineli Jackilyn Valdez Michelle Poblete Jennylyn Lagunsad
3. Present Official Receipt/Exit Pass	3. Get Exit Pass		2 minutes	Raphy Guzman
TOTAL		Php 75.00/ 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: Park Administrator's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Park Admin	1. Verify status of Payment		2 minutes	Marlyn Gutierrez Analita De Leon Rachel Domingo
2. Proceed to Payment	2. Issued Official Receipt	Php 4,500.00	3 minutes	Lourdes Baurile Emalou De Castro Ma. Victoria Cosme Eva Ruth San Juan Loreta Espineli Jackilyn Valdez Michelle Poblete Jennylyn Lagunsad Jenelyn Malana
3. Present Official Receipt	3. Issued Certification		3 minutes	Marlyn Gutierrez



4. Present Certification				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	1. Issued Official Receipt	Php 250.00, 150.00, 400.00, 600.00 /use	2 minutes	Juanito Mendoza Noel Javier
2. Present Official Receipt	2. Counted/ checked issued Official Receipt		2 minutes	Jeffrey Manlapas Joel Cortado
TOTAL		Php 250.00, 150.00, 400.00, 600.00/ 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ 1 set of Certificate of Birth ▪ Parents' Certificate of Marriage (1 original) <p>FOR ILLEGITIMATE CHILD:</p> <ul style="list-style-type: none"> ▪ Notarized Affidavit to Use the Surname of the Father if the child was acknowledged. ▪ Any Government Issued Valid ID's ▪ Community Tax certificate 		<ul style="list-style-type: none"> ▪ Hospital, Maternity/Lying-In Clinic ▪ PSA ▪ Public Attorney's Office, Law Offices, Notary Public ▪ 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	Not Married: Registration Fee – Php 100.00 Admission of Paternity – Php 150.00	10 minutes	Rufina P. Angcaya Admin Aide I Atty. Emerson U. Palad City Civil Registrar



	1.2 If complete, Assigns registry number	AUSF – Php 150.00 Certification Fee – Php 100.00 Doc Stamp – Php 30.00 Married: Registration Fee – Php 100.00		
2. Receive released document.	2. Release personal copy to registrant.			Rufina P. Angcaya <i>Admin Aide I</i>
TOTAL		Php 100.00 – 530.00	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: <ul style="list-style-type: none"> ▪ 1 set of Certificate of Birth for Late Registration ▪ Negative Result from PSA (1 original) ▪ Parents Certificate of Marriage (1 original & 2 photocopies) ▪ Baptismal Certificate (1 original & 2 photocopies) ▪ Form 137 (1 original & 2 photocopies) ▪ Joint Affidavit of 2 witnesses with cedula ▪ Cedula of parents/applicant ▪ Valid ID's of mother or applicant ▪ Voter's Certification of applicant (18 above) ▪ Marriage Contract of applicant (if married) FOR ILLEGITIMATE CHILD: <ul style="list-style-type: none"> ▪ 1 set of Certificate of Birth for Late Registration 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ 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 <ul style="list-style-type: none"> ▪ PSA



<ul style="list-style-type: none"> ▪ Negative Result from PSA (1 original) ▪ Baptismal Certificate (1 original & 2 photocopies) ▪ Form 137 (1 original & 2 photocopies) ▪ Joint Affidavit of 2 witnesses with cedula ▪ Cedula of parents/applicant ▪ Any government Valid ID's of mother or applicant ▪ Voter's Certification of applicant (18 above) ▪ Other documents declaring the date and place of birth of the subject person. <p>NOTE: Father's appearance is needed if parents were not married from the time of birth</p>		<ul style="list-style-type: none"> ▪ PSA ▪ Church, place of baptismal ▪ School ▪ Public Attorney's Office, Law Offices, Notary Public ▪ City Treasurer's Office ▪ COMELEC 		
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
2. Pay at the City Treasurer's Office the corresponding fee(s).	2. Upon receipt of the of the official receipt, process the delayed registration of birth, give	<p style="text-align: center;">Not Married:</p> <p>Registration Fee – Php 100.00</p> <p>Processing Fee – Php 150.00</p>		Rufina P. Angcaya Admin Aide I



	<p>contact number for follow up after 15 days</p>	<p>Admission of Paternity – Php 150.00</p> <p>AUSF – Php 150.00</p> <p>Certification Fee – Php 100.00</p> <p>Doc Stamp – Php 30.00</p> <p>Verification Fee – Php 100.00</p> <p>Married: Registration Fee – Php 100.00</p> <p>Processing Fee – Php 150.00</p> <p>Doc Stamp – Php 30.00</p> <p>Verification Fee – Php 100.00</p> <p>-P-310 .00 (Illegitimate)</p>		
	<p>3. Prepare notice and certificate of no record</p>	<p>None</p>	<p>5 minutes 10 Days posting period</p>	<p>Rufina P. Angcaya Admin. Aide I</p>



	4. 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
5. Receive registered document.	5. Release the document	None	5 minutes	Rufina P. Angcaya Admin. Aide I
TOTAL		Php 380.00 - 780.00	35 minutes	



3. 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: <ul style="list-style-type: none"> ▪ 1 set of Certificate of Marriage ▪ If necessary: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> ▪ Provided by the Solemnizing Officer <ul style="list-style-type: none"> 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. Determines timeliness, signatures, and completion of data. b. 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 corresponding fee(s).	3. Issues client's documents with signed and assessed Document Registration Slip.	Registration Fee – Php 100.00	5 minutes	City Treasurer's Office
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, assign	None	5 minutes	Maria I. Ferma Admin Aide I



	registry number and release the document to the client.			Joseph Nhoel T. De Castro Registration Officer I Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 100.00	15 minutes	



4. 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: <ul style="list-style-type: none"> ▪ Marriage License Application Form ▪ Government Issued/Valid Identification Card ▪ PSA Birth Certificate ▪ PSA CENOMAR ▪ Community Tax Certificate ▪ Certificate of Pre-Marriage Counselling and Family Planning Seminar ▪ If applicable: <ul 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) ▪ If Annulled: <ul style="list-style-type: none"> a. Copy of Decree of Nullity of Marriage 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ LCRO Tagaytay City ▪ BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Postal ID ▪ Issued by Philippine Statistics Office (PSA) ▪ Issued by Philippine Statistics Office (PSA) ▪ City Treasurer’s Office of Tagaytay City ▪ DSWD Tagaytay City ▪ <ul style="list-style-type: none"> a. LCRO Tagaytay City b. LCRO Tagaytay City ▪ <ul style="list-style-type: none"> a. Issued by Philippine Statistics Office (PSA)



<ul style="list-style-type: none"> b. Annotated Marriage Contract from previous marriage ▪ If widowed: <ul style="list-style-type: none"> a. Death Certificate of previous spouse b. Marriage Contract from previous marriage ▪ If a Foreign National: <ul style="list-style-type: none"> a. Photocopy of valid passport b. Legal Capacity to Marry c. If Divorce, copy of final decree or absolute divorce 		<ul style="list-style-type: none"> b. Issued by Philippine Statistics Office (PSA) ▪ <ul style="list-style-type: none"> a. Issued by Philippine Statistics Office (PSA) b. Issued by Philippine Statistics Office (PSA) ▪ <ul style="list-style-type: none"> 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	1 minutes	Maria I. Ferma <i>Admin Aide I</i> Joseph Nhoel T. De Castro <i>Registration Officer I</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 <i>Admin Aide I</i> Joseph Nhoel T. De Castro <i>Registration Officer I</i>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3. Issues client's documents with signed and	Application Fee – Php 100.00	5 minutes	City Treasurer's Office



	assessed Document Registration Slip.	<p>Marriage Counselling – Php 100.00</p> <p>Character Seminar – Php 100.00</p> <p>Family Planning & Tree Planting – Php 100.00</p> <p>License Fee – Php 200.00</p>		
4. Returns the document to LCRO	4. 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 Counselling Seminar	None	2 minutes	<p>Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I</p>
5. Attends Pre-Marriage Counselling Seminar		None	2 minutes	DSWD



6. Receive registered document.	6. 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	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 600.00	11 days and 12 minutes	



5. APPLICATION FOR MARRIAGE LICENSE

For couple applying for and issuing a Marriage License wherein at least one or both 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: <ul style="list-style-type: none"> ▪ 1 set of Certificate of Marriage ▪ If necessary: <ul style="list-style-type: none"> a. PSA Negative Result b. Notarized Affidavit of Delayed Registration c. Affidavit of Cohabitation (for Marriage under Art.34) d. Affidavit of Solemnizing Officer (for Marriage under Art.34) e. Marriage License f. Certificate of Registration of the Authority to Solemnize Marriage (CRASM) g. Approved request for celebration of marriage in a place other than those authorized by law. h. Certification from Venue 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Provided by the Solemnizing Officer <ul 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	10 minutes	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. Determines timeliness, signatures, and completion of data. b. 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 corresponding fee(s).	3. Issues client's documents with signed and assessed Document Registration Slip.	Application Fee – Php 200.00 Marriage Counselling & Family Planning – Php 200.00 Character Seminar – Php 150.00	5 minutes	City Treasurer's Office



		Family Planning Tree Planting – Php 150.00 License Fee – Php 250.00 Accountable Form #54 – Php 2.00		
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 the document to the client.	None	11 days	Maria I. Ferma Admin Aide I Joseph Nhoel T. De Castro Registration Officer I Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 952.00	11 days and 19 minutes	



6. 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:		
<ul style="list-style-type: none"> ▪ 1 set of Certificate of Death ▪ Autopsy Report, if applicable ▪ Affidavit of Not Embalm ▪ Certification of Embalmer 		<ul style="list-style-type: none"> ▪ Hospitals, Funeral Parlors ▪ PNP-Medico Legal Section ▪ Legal Office or Any Notary Public ▪ 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	Registration Fee – 100.00 Cemetery fee-100.00	15 Minutes	Cash Division City Treasurer's Office



		Embalmer's fee-100.00 Interment Fee – 200.00 Burial fee-100.00 Other fees: Transfer fee - 200.00 Re-Opening – 300.00 Public Cemetery Lot: Per Year – 350.00 For 5 Years – 1,750.00		
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 I Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 200.00 – 900.00	20 minutes	



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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ 1 set of Certificate of Death ▪ Autopsy Report, if applicable ▪ Affidavit of Not Embalm ▪ PSA Negative Certification ▪ Affidavit for Delayed Registration of Death Certificate ▪ Certificate of No Record 		<ul style="list-style-type: none"> ▪ Hospitals, Funeral Parlors ▪ PNP-Medico Legal Section ▪ Legal Office or Any Notary Public ▪ PSA ▪ Legal Office or Any Notary Public ▪ 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 – Php 100.00 Certification Fee – Php 100.00 Doc. Stamp – Php 30.00 Processing Fee – Php 150.00 Verification Fee – Php 100.00	**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 480.00	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: <ul style="list-style-type: none"> ▪ Latest PSA Copy sought to be changed (1 original & 2 photocopies) ▪ Certified Photocopies of the Certificate of Live Birth (2 copies) ▪ 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 ▪ Baptismal Certificate (1 original & 2 photocopies) ▪ School Records (1 original & 2 photocopies) ▪ Voter’s Certificate (1 original & 2 photocopies) ▪ Affidavit of Publisher & News clipping ▪ Community Tax Certificate 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Philippine Statistics Authority ▪ Local Civil Registry Office / Client ▪ Employer of Client ▪ Law Offices ▪ NBI/Police Station ▪ Church of Client ▪ School of Client ▪ COMELEC ▪ Client ▪ Provided by Client



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.	Filing Fee – Php 3,000.00 Processing Fee – 500.00 Posting Fee – 150.00 Notarial Fee – 250.00 Certificate of Finality – 250.00	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.	None	5 minutes	Atty. Emerson U. Palad City Civil Registrar
	3.3 Prepare Certificate of Posting and Decision		5 minutes	Normita S. Matienzo Admin. Aide III Atty. Emerson U. Palad City Civil Registrar
	3.4 Prepare transmittal letter.		5 minutes 8 weeks (PSA Legal Office)	Normita S. Matienzo Admin. Aide III 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
TOTAL			5 months	
		Php 4,150.00		



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) 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Philippine Statistics Authority ▪ Local Civil Registry Office / Client ▪ Employer of Client ▪ Law Offices ▪ NBI/Police Station ▪ Church of Client



<ul style="list-style-type: none"> ▪ Earliest School Records (1 original & 2 photocopies) ▪ Medical Record ▪ Medical Certificate ▪ Voter's Certificate (1 original & 2 photocopies) ▪ Affidavit of Publisher & News clipping ▪ Community Tax Certificate 		<ul style="list-style-type: none"> ▪ School of Client ▪ Clinic/Hospital ▪ City Health Office ▪ COMELEC ▪ Client ▪ Provided by Client 		
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.	Filing Fee – Php 3,000.00 Processing Fee – 500.00 Posting Fee – 150.00 Notarial Fee – 250.00 Certificate of Finality – 250.00	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.	None	5 minutes	Atty. Emerson U. Palad City Civil Registrar
	3.3 Prepare Certificate of Posting and Decision	None	5 minutes	Normita S. Matienzo Admin. Aide III 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 Atty. Emerson U. Palad City Civil Registrar
	3.5 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	None	20 minutes	Normita S. Matienzo Admin. Aide III Atty. Emerson U. Palad City Civil Registrar
TOTAL		Php 4,150.00	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: <ul style="list-style-type: none"> ▪ Latest PSA Copy sought to be corrected (1 original & 2 photocopies) ▪ Certified Photocopies of the Certificate of Live Birth (2 copies) ▪ Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original and 2 photocopies. <ul style="list-style-type: none"> a. Certificate of Live Birth (Wife/Husband, for Marriage Petition) b. Baptismal Certificate c. School Records d. Voter’s Certificate e. SSS/GSIS Record f. Certificate of Marriage g. Certificate of Live Birth of Child/children 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Philippine Statistics Authority ▪ Local Civil Registry Office / Client ▪ PSA/Civil Registry Office ▪ Church ▪ School of Client ▪ COMELEC ▪ SSS/GSIS ▪ PSA/Civil Registry Office



h. Certificate of Live Birth of the Father, Mother and Siblings i. Certificate of Marriage of parents j. 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.	Filing Fee – Php 1,000.00 Processing Fee – 500.00 Posting Fee – 150.00 Notarial Fee – 250.00 Certificate of Finality – 250.00	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.	None	5 minutes	Atty. Emerson U. Palad City Civil Registrar
	3.3 Prepare Certificate of Posting and Decision	None	5 minutes	Normita S. Matienzo Admin. Aide III 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 Atty. Emerson U. Palad City Civil Registrar
	3.5 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	None	20 minutes	Normita S. Matienzo Admin. Aide III 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: <ul style="list-style-type: none"> ▪ <i>For Legitimation with Admission of Paternity and Legitimation including R.A. 9858</i> <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> a. Father’s Employment Record b. SSS/GSIS Record c. Insurance Policy d. SALN e. ITR 	WHERE TO SECURE: <ul style="list-style-type: none"> a. PSA b. PSA/LCR Office c. PSA/LCR Office d. Church e. School a. Company/Employer b. SSS/GSIS c. Company d. BIR e. 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 Fee - Php 150.00 Processing Fee – Php 150.00 Cert. Fee – 100.00 CTC Birth - 200.00 Doc Stamp – 30.00	10 minutes	Normita S. Matienzo Admin Aide III
	3. Upon receipt of official receipt, process legitimation.		10 minutes	Normita S. Matienzo Admin Aide III



	Gives Contact Nos. for follow up after 1 week.			
	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 600.00 - 630.00	1 week	



12. 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:		
<ul style="list-style-type: none"> ▪ PSA form Birth, Marriage, Death and CENOMAR ▪ Valid ID's ▪ If Relatives or Representative will present with Authorization letter and 2 Valid ID's 		<ul style="list-style-type: none"> ▪ Extension of Philippine Statistic Authority PSA Trece Martires Office Cavite ▪ Any Government Agency issuing valid Id's ▪ 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 logbook.	None	1 minute	Ma. Ana M. Bugarin Household Attendant II Rengie M. Mercado Casual Employee
TOTAL		Birth, Marriage, Death Php 255.00/ CENOMAR Php 310.00	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: ▪ 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. 2. Submit to the City Mayors Office the complete requirements.	1. Contact the client to accompany the technician to their place for ocular inspection 2. Prepare ocular inspection report w/ recommendation for approval of the city Mayor.	Base on the ocular inspection result w/ corresponding seedling as replacement. Trees Small 500-1000 Medium 1500-3000 Large 3500-5000 Extra Large 5500 - 10,000	4 hours prepared & submitted to the office of the city Mayor for approval	Dr. Joselito R. Laguardia Carlito M. Prado Jr.



3. Wait for the notification from Agriculture Office Personnel for the Ocular Inspection schedule.	3. Notification 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: ▪ None		WHERE TO SECURE: ▪ Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Consult personally to Agriculture Office 2. Sign to client's logbook 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: ▪ None		WHERE TO SECURE: ▪ Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Personally to Agriculture Office	1. Offer the logbook for signature	Free of charge	10 minutes	Charito A. dela Cruz Rolando Mago Gil Panaligan Carlito Prado Jr. Ma. Victoria Ferma
2. Sign to client's logbook	2. Provide the requested vegetable seeds			
3. Sign to Master list of farmers received intervention.	3. Give recommendation on proper cultural practice and management.			
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: <i>(6 copies each)</i> <ol style="list-style-type: none"> 1. Proof of Ownership <ul style="list-style-type: none"> • Certified true copy of Transfer Certificate of Title <p><i>TCT is not yet in the name of applicant.</i></p> <ul style="list-style-type: none"> • Deed of Absolute Sale • Contract to Sell • Deed of Assignment/Donation or any equivalent <p><i>Applicant is a lessee or TCT is in the name of a corporation.</i></p> <ul style="list-style-type: none"> • Lease Contract • Corporate Secretary’s Certificate <p><i>Applicant is not the registered owner or with co-owner of the land.</i></p> <ul style="list-style-type: none"> • Landowner’s Affidavit of Consent • Extrajudicial Settlement 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Register of Deeds <ul style="list-style-type: none"> • Client/Applicant • Client/Applicant • Client/Applicant • Client/Applicant • Client/Applicant • Client/Applicant • Client/Applicant



<ol style="list-style-type: none"> 2. Tax Declaration 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) 	<ul style="list-style-type: none"> ▪ Assessor’s Office ▪ Treasurer’s Office ▪ Barangay ▪ Client/Applicant’s Geodetic Engineer ▪ Client/Applicant’s Architect or Civil Engineer ▪ Client/Applicant’s Architect or Civil Engineer ▪ Client/Applicant’s Architect or Civil Engineer ▪ Client/Applicant’s Structural Engineer or Civil Engineer ▪ Department of Labor and Employment (DOLE) ▪ Bureau of Fire Protection (BFP) ▪ City Planning and Development Office ▪ Client/Applicant’s Architect or Civil Engineer ▪ Client/Applicant ▪ BP 344 or Accessibility Law
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Fill out & submit accomplished application forms, plans and the required supporting documents and approved clearances from 	<ol style="list-style-type: none"> 1. Check & receive the application and other supporting documents. 2. Evaluation and Assessment 	<p>NONE</p>	<p>15 minutes</p>	<p style="text-align: center;">Cristi Nerisse Gonzales Casual Employee</p> <p style="text-align: center;">Christianne Faye Villanueva Engineer II</p>



other government agencies.				
	<p>3. Evaluates and assess Line and Grade, Structural Plans, Architectural plans, and Related Documents</p> <p>4. Evaluates and assess Electrical Plans and other related documents.</p> <p>5. Evaluates and assess Sanitary/Plumbing Plans and other related documents.</p> <p>6. Evaluates and assess Mechanical Plans and other related documents.</p>	<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>20 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>Emma Gomez Engineering Asst.</p> <p>Prescila Mendoza Admin. Officer IV</p> <p>Engr. Allan Paul Madrazo Zoning Inspector II</p> <p>Leonard Eric Olegario Draftsman I</p> <p>Engr. Allan Paul Madrazo Zoning Inspector II</p>
2. Inquire about the result of evaluation and assessment of application.	1. Returned Plans and documents if there are deficiencies.	NONE	15 minutes	<p>Emma Gomez Engineering Asst.</p> <p>Prescila Mendoza Admin. Officer IV</p>



	<p>2. If no deficiencies, the technical staff reviews the submitted corrected plans and completeness of documents for processing.</p> <p>3. Issue order of payment</p>		<p>30 minutes</p> <p>5 minutes</p>	<p>Jennifer Bayot Admin Officer V</p> <p>Engr. Allan Paul Madrazo Zoning Inspector II</p> <p>Leonard Eric Olegario Draftsman I</p> <p>Engr. Davy John Miranda Engineer I</p> <p>Emma Gomez Engineering Asst.</p> <p>Prescila Mendoza Admin. Officer IV</p>
<p>3. Pay the required fees.</p>	<p>1. Receive payment & issue official receipt</p>	<p>Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other Incremental & Admin cost</p>		<p>Cashier- Treasury</p>
<p>4. Submit the official receipt</p>	<p>1. Receive the official receipt</p>	<p>NONE</p>	<p>5 minutes</p>	<p>Emma Gomez Engineering Asst.</p>



				Prescila Mendoza Admin. Officer IV
	2. Sign the approved permit	NONE	10 minutes	Engr. Noel C. Baybay (Building Official)
	3. Endorse to City Mayor (for Ridge Area & Commercial Building) 4. Endorse to City Administrator (for residential and non-Ridge Area)	NONE	10 minutes	Building Official Staff
	5. Sort, stamp & record and issue the permit number	NONE	15 minutes	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV
5. Claim the permit & sign logbook for acknowledgement	1. Release the approved permit	NONE	10 minutes	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV
	2. Scan & archive the approved permit	NONE	30 minutes	Cristi Nerisse Gonzales Casual Employee
TOTAL			3 hours & 40 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: <i>(3 copies each)</i> <ul style="list-style-type: none"> ▪ Completion Form ▪ As-Built Plan if there are Changes or Alteration ▪ Photocopy of approved Building Permit ▪ Photocopy of Approved Electrical Permit ▪ Photocopy of Approved Sanitary/Plumbing Permit ▪ Photocopy of Approved Mechanical Permit ▪ Photocopy of Locational Clearance ▪ Fire Safety Inspection Certificate (FSIC) ▪ Tree Planting Certification ▪ Picture of Structure/Building (front, rear, and sides) ▪ Photocopy of PTR & PRC License who will signed and sealed the permit and in-charge of construction. 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Office of the Building Official ▪ Client/Applicant's Architect or Civil Engineer ▪ Client/Applicant ▪ Client/Applicant ▪ Client/Applicant ▪ Client/Applicant ▪ Bureau of Fire Protection (BFP) ▪ Department of Agriculture ▪ Client/Applicant ▪ 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.	1. Check & receive the application and other supporting documents	NONE	15 minutes	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV
2. Actual Site Inspection	1. Building inspectors/ technical staff conduct actual inspection of the completed building/ structure in accordance with the approved plans and specifications	NONE	2 hours	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV Engr. Allan Paul Madrazo Inspector II Leonard Eric Olegario Draftsman I Enrg. Davy John Miranda Engineer I Melissa Arcullo Admin Aide IV Jennifer Bayot Admin Office V
3. If the Building Inspector Find that the completed project had	1. Re-inspection of the Building	NONE	30 minutes	Emma Gomez Engineering Asst.



<p>deviation from the approved plans, Make the necessary corrections/submits 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>Technical Staff conducts re-inspection if the deficiencies stated at the inspection report have been corrected.</p> <p>2. Once all the requirements have been complied with, an assessment will be given to applicant.</p>	<p>NONE</p>	<p>30 minutes</p>	<p>Prescila Mendoza Admin. Officer IV Leonard Eric Olegario Draftsman I Enrg. Davy John Miranda Engineer I Engr. Allan Paul Madrazo Zoning Inspector II Engr. Ronnel Dogelio Engineer I Jennifer Bayot Admin Office V</p>
<p>4. Pay the required fees</p>	<p>1. Receive payment & issue official receipt</p>	<p>Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other</p>		<p>Cashier-Treasury</p>



		Incremental & Admin cost		
5. Submit the official receipt	1. Receive the official receipt	NONE	5 minutes	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV
	2. Prepare the Certificate of Occupancy and process the submitted documents for final Approval	NONE	30 minutes	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV
	3. Sign the approved permit	NONE	10 minutes	Engr. Noel C. Baybay (Building Official)
	4. Endorse to City Mayor (for Ridge Area & Commercial Building) 5. Endorse to City Administrator (for residential and non-Ridge Area)	NONE	10 minutes	Building Official Staff
	6. Sort, stamp & record and issue the	NONE	15 minutes	Emma Gomez Engineering Asst.



	permit number			Prescila Mendoza Admin. Officer IV
6. Claim the permit & sign logbook for acknowledgement	1. Release the approved permit	NONE	10 minutes	Emma Gomez Engineering Asst. Prescila Mendoza Admin. Officer IV
	2. Scan & archive the approved permit	NONE	30 minutes	Cristi Nerisse Gonzales Casual Employee
TOTAL			5 hours & 5 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request Letter ▪ Project proposal ▪ Title ▪ Lot Plan 		<ul style="list-style-type: none"> ▪ Client/Applicant ▪ Client/Applicant ▪ Client/Applicant ▪ Client/Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the personnel in charge	1. Staff receives and record the request in logbook and submit the same to the City Engineer	NONE	15 minutes	Cristi Nerisse Gonzales Casual Employee Christianne Faye Villanueva Engineer II
2. Actual Site Inspection	1. Technical staff conduct actual inspection and investigation of the site or location of the	NONE	2 hours	Engr. Ronnel Dogelio Engineer I Christianne Faye Villanueva Engineer II



	<p>proposed project.</p>			<p>Dave Ronillo Villanueva Architect I Engr. Davy John Miranda Engineer I Melissa Arcullo Admin. Aide IV</p> <p>Cristi Nerisse Gonzales Casual Employee Christianne Faye Villanueva Engineer II</p> <p>Dave Ronillo Villanueva Architect I Engr. Ronnel Dogelio Engineer I</p> <p>Melissa Arcullo Admin. Aide IV</p> <p>Cristi Nerisse Gonzales Casual Employee Christianne Faye Villanueva Engineer II</p>
	<p>2. Engineer who made the evaluation and assessment talks to person and barangay official concerned on site.</p>	<p>NONE</p>	<p>60 minutes</p>	<p>Cristi Nerisse Gonzales Casual Employee Christianne Faye Villanueva Engineer II</p>
	<p>3. Engineer proceeds to survey works if a survey is needed.</p>	<p>NONE</p>	<p>5 days</p>	<p>Engr. Ronnel Dogelio Engineer I</p>
	<p>4. Prepare detailed plan and specification.</p>	<p>NONE</p>	<p>3 days</p>	<p>Melissa Arcullo Admin. Aide IV</p> <p>Cristi Nerisse Gonzales Casual Employee Christianne Faye Villanueva Engineer II</p>



	5. Estimate the cost and prepare a bill of Materials.	NONE	20 minutes	Engr. Ronnel Dogelio Engineer I Dave Ronillo Villanueva Architect I Engr. Davy John Miranda Engineer I Christianne Faye Villanueva Engineer II
	6. City Engineer evaluates and recommend the plans and Program of Work.	NONE		Engr. Noel C. Baybay City Engineer
	7. Approval of City Mayor/ Barangay Chairman	NONE		
3. Claim the approved Program of Work and Plans	1. Release the approved Program of work and Plans	NONE	10 minutes	Frontliner CEO Staff
TOTAL			8 days, 3 hrs & 45 mins	



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: <i>(3 copies each)</i> <ul style="list-style-type: none"> ▪ Request Letter ▪ Authorization of owner if the requesting personnel is not the register owner. 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Client/Applicant ▪ Client/Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the personnel in charge	1. Staff receives and record the request in logbook and submit the same to the City Engineer	NONE	15 minutes	Cristi Nerisse Gonzales Casual Employee Christianne Faye Villanueva Engineer II
2. Actual Site Inspection	1. Attending Staff checks if the requested data is available		60 minutes	Engr. Davy John Miranda Engineer I Engr. Ronnel Dogelio Engineer I



	and retrievable. 2. Certified and photocopy the requested data.			Dave Ronillo Villanueva Architect I Christianne Faye Villanueva Engineer II
3. Pay the required fees	1. Receive payment & issue official receipt	50.00 certification fee		Cashier-Treasury
4. Submit the official receipt	1. Receive the official receipt	NONE	5 minutes	Engr. Ronnel Dogelio Engineer I Dave Ronillo Villanueva Architect I
	2. Sign the requested data/certification	NONE	10 minutes	Engr. Noel C. Baybay (Building Official)
5. Claim the permit & sign logbook for acknowledgment	1. 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Copy of latest real property tax receipt, or ▪ Copy of latest RPT Declaration, or ▪ If none of the above, give the complete name of declared owner or the Property Index Number 		<ul style="list-style-type: none"> ▪ Land Tax 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 accuracy of the tax bill. It is, then released to the taxpayer.	N/A	2 minutes per PIN	Anna Marie Mabuti Jonalyn Salamat
	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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Copy of latest real property tax receipt, or ▪ Certification Fee/ Tax Clearance Official Receipt. ▪ 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. 		<ul style="list-style-type: none"> ▪ Landtax ▪ Landtax ▪ 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	N/A	3 minutes per property	Lennie Brizuela Lorelyn Elpos



	requested clearance.			
2. Payment for Certification	2. Client proceeds to the License Division, pays the Certification Fee and get his/her Tax Clearance Official Receipt.	Php 100.00 per property 30 docs. Stamp	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 130.00	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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Certificate Authorizing Registration (CAR) ▪ Deed of Sale ▪ Latest Tax Declaration ▪ Certification of No-Improvement ▪ Tax Clearance 		<ul style="list-style-type: none"> ▪ (Taxpayer) ▪ (Taxpayer) ▪ Assessor's Office ▪ Assessor's Office ▪ 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. Computation 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, whichever is higher.	15 seconds	
TOTAL		75% of 1% of the total consideration or fair market value, whichever 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: <ul style="list-style-type: none"> ▪ Application form from Sangguniang Panlungsod for new Applicants ▪ Computation from Sanggunian for Renewal Application 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Sangguniang Panlungsod ▪ 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	3. Sticker will issue 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Result Of Fecalysis ▪ Result Of Chest X-Ray ▪ Vaccination Card 		<ul style="list-style-type: none"> ▪ Laboratory ▪ Hospital ▪ 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Health Certificate ▪ Health Card ▪ Vaccination Card 		<ul style="list-style-type: none"> ▪ CHO 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present official receipt for health certificate fee to the person-in-charge.	Check the receipt		1 minute	Dan Sanales Jennie Sembrana Emmylou Nerveza Sanitary Inspector
2. Present the requirements.	Assess completeness of requirements.		1 minute	Dan Sanales Jennie Sembrana Emmylou Nerveza Sanitary Inspector
3. Register	Register client and purpose of issuance.		2 minutes	Dan Sanales Jennie Sembrana Emmylou Nerveza Sanitary Inspector



4. Accomplish health card, sanitary permit form and business license.	Record and Accomplish forms and Business License		4 minutes	Dan Sanales Jennie Sembrana Emmylou Nerveza Sanitary Inspector
5. 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
6. Wait for the release of Documents	Release Sanitary permit.		1 minute	Dan Sanales Jennie Sembrana Emmylou Nerveza 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
1. 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
2. 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



3. 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
4. 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	16 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
1. 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
2. Immunization	Midwife on Duty /EPI nurse gives immunization as required	none	5mins	Midwife on duty/EPI Coordinator



3. 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
1. 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
2. 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. Frannie Bathan



3. 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	50 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
1. Inquiry (inquire about the TB drug Dispensary and the requirements)	Record and interview the client	none	2 mins	Nurse in Charge Kathleen Carla Changco
2. Receive Instruction	Instruct the Client for proper sputum collection	none	3 mins	Nurse in Charge Kathleen Carla Changco
3. 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 Miranda



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	none	30 mins	Kathleen Carla Changco
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	schedule of follow up sputum re-exam			
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
1. Register in the Logbook Couple Proceeds to CNPO before 8:00 am and register their names in the logbook	Assess and register their names the couple to be married for record purposes	none	5 mins	Dolores Legaspi
2. Attend Seminar	Directs the couple to social development centre 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	8hrs, 7 mins	



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
1. 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	Midwife on duty Gretel Mae Montealegre
2. Issuance of Supplies	Issue a supply of condoms or pills; and discusses with client the method for using the contraceptives as well as its normal side effects	none	5 mins	Midwife on duty Gretel Mae Montealegre



3. Register	Client Register his /her name in the logbook for documentation purposes	none	2 mins	Midwife on duty Gretel Mae Montealegre
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
1. Request for DMPA Injection	Asses/ interview the client	none	5-10 mins	Midwife on duty Gretel Mae Montealegre
2. 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 min	Midwife on duty Gretel Mae Montealegre



3. 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	Midwife on duty Gretel Mae Montealegre
4. Administration of DMPA Injection	If clients blood Pressure is within normal limits, person in charge administers DMPA injection	none	5-10 mins	Midwife on duty Gretel Mae Montealegre
5. 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	Midwife on duty Gretel Mae Montealegre
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
1. Ready for Interview	Person in charges request the client for personal interview	none	6 mins	Midwife or nurse on duty
2. Counselling	Conducts counselling regarding the client's chosen method of family planning	none	6 mins	Midwife or nurse on duty
3. Screening	Conducts screening through medical and obstetrical gynaecological history taking and physical examination	none	6mins	Midwife on duty Gretel Mae Montealegre



4. Signing of Consent Form	Signs the client a consent form specifying her consenting to the litigation surgical procedure	none	6 mins	Midwife on duty Gretel Mae Montealegre
5. 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	Midwife on duty Gretel Mae Montealegre
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
1. Accomplish Information Record	Verify Details	none	3 mins	Nurse On Duty
2. Ready for Interview	Interview and Assessment	none	5 mins	Nurse On Duty
3. 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	15 minutes	



12. ISOLATION OF CONFIRMED COVID 19 PATIENTS

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
1. Prepare For Isolation	Referral For Isolation Facility	none	3 mins	Nurse On Duty
	Verify Record	none	2 mins	Nurse On Duty
2. 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
1. Submit to vaccination focal person	Recording to Database for master list and for scheduling	none	3mins	IT
2. Proceed to Vaccination Site	Assessment/Taking of vital signs, counselling	none	2 mins	Nurse midwife on duty
3. Signing of Consent	Signing of Consent, Screening Assessment	none	1 min	nurse midwife on duty
4. Proceed to Vaccination	Inoculate Covid 19 vaccine	none	2 mins	nurse/midwife on duty
5. 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
1. Accomplish ITR	Verify personal interview.	none	2mins	nurse on duty
	Assessment	none	2 mins	nurse on duty
2. 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 compromises 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: ▪ Prescription		WHERE TO SECURE: ▪ 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.Prepare 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: ▪ Health Declaration Form		WHERE TO SECURE: ▪ Triage ▪ 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Health Declaration Form ▪ Medical Abstract Form 		<ul style="list-style-type: none"> ▪ Triage ▪ 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: ▪ Medico Legal Certificate		WHERE TO SECURE: ▪ 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: ▪ Birth Certificate		WHERE TO SECURE: ▪ 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 250.00	5 minutes	Billing Clerk
5. Collect the birth certificate form	5. Releasing of birth certificate to the new-born baby patients relative	NA	3 minutes	Record Personnel
TOTAL		P250.00	1hr, 3 mins	



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	NA	5 minutes	Clients Relative



the death certificate	the death certificate			
5. Pay necessary fees	5. Assist to proceed to the cashier	P 250.00	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		P250.00	1hr, 8 mins	



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: ▪ List Of Requirements		WHERE TO SECURE: ▪ 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request/Referral Form 		<ul style="list-style-type: none"> ▪ ER/OPD Doctor ▪ Medical Doctor 		
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: ▪ Request/Referral Form		WHERE TO SECURE: ▪ ER/Opd Doctor ▪ 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 320.00	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		P320.00	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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Pmrf Form/ Birth Certificate/ ID Copy ▪ Request Letter ▪ MDR 		<ul style="list-style-type: none"> ▪ PhilHealth Section ▪ 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: ▪ Billing Form		WHERE TO SECURE: ▪ Records		
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request/Referral Form ▪ Health Declaration Form 		<ul style="list-style-type: none"> ▪ ER/Medical Officer ▪ 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 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:		
<ul style="list-style-type: none"> ▪ Request/Referral Forms ▪ Specimen 		<ul style="list-style-type: none"> ▪ ER/Medical Officer ▪ 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Request/Referral Form ▪ Specimen ▪ Health Declaration Form 		<ul style="list-style-type: none"> ▪ ER/Medical Officer ▪ Laboratory ▪ 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	PF - P300.00	10 minutes	Medical Officer



	general consultation and prescribe medications			
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	1hr, 17mins	



15. 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: <ul style="list-style-type: none"> ▪ Record Book ▪ Statement of Account ▪ Discharge Clearance Form ▪ Prescription and Medication Instruction 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ ER ▪ Billing Section ▪ Medical Officer ▪ 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 the total hospital bill	3. Prepare chart billing and hand over to	NA	10 minutes	Nurse



	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	8. If necessary, the Medical	P250.00	Within 24 hrs	Medical Record Personnel



Discharge Summary	Record Officer will issue the Medical Certificate and/or Medico Legal of the patient			
TOTAL		P250.00	Within 24 hrs	



16. 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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Registration Form ▪ Statement of Account ▪ Blood Specimen 		<ul style="list-style-type: none"> ▪ ER ▪ Billing Section ▪ 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 for Blood Extraction	4. Mother will leave the baby inside the room to proceed with the procedure and will wait outside the room	NA	10 minutes	Nurse/Medical Technologist



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: ▪ 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	150 / 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			150 / ID, 600 / ream, document printing (DUPLO), 700 back-to-back document printing	25 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:		
<ul style="list-style-type: none"> ▪ Death Certificate ▪ Barangay Clearance ▪ Certificate of Indigency ▪ Valid ID ▪ Pink Card/Voter's ID 		<ul style="list-style-type: none"> ▪ Barangay ▪ City Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate to City Health Office and Barangay.	1. Receive and validate request of assistance.	None	3minutes	Nelita Maligaya Ronaldo Pardo HSKBS Staff Oscar B. Laurenciana OIC -HSKBS
2. Submit all the requirements to <i>Hanggang sa Kabilang Buhay</i> office.	2. Review completeness of Requirements .	None	3minutes	Nelita Maligaya Ronaldo Pardo Hanggang sa kabilangBuhay
	3. Pick up/ Transfer of deceased to HSKBS.	None	Depends upon the Location	HSKBS Staffs



	4. Embalming /Cremation 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 hrs, 6 mins	



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 - P30.00 Jeep - 12.00 Tricycle - 6.00	1 minute	Ticket Collectors (By Duty) Dyosa Cabrera Mary Jane Angcaya Rosalie Rellores Nellie Dimapilis
2. Payment of Stall Rentals	Issue Official Receipt (Form 51) upon payment of Client	1,320.00	5 minutes	Duty Office Staff: Aileen Frondoso Rizalina Alcantara
3. Payment of Rentals (Rest Room Concessionaire)	Issue Official Receipt upon payment of client	10,000.00	5 minutes	Duty Office Staff Aileen Frondoso Rizalina Alcantara



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
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 Terminal Administrator Emer Martinez
TOTAL		Php 11,368.00	22 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: ▪ Approved application for Stall		WHERE TO SECURE: ▪ Mayor's Office thru City Admin Office ▪ Submit to Terminal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID/ REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 Aileen Frondoso Rizalina Alcantara Terminal Administrator Emer Martinez
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:		WHERE TO SECURE:		
<ul style="list-style-type: none"> ▪ Updated payments on rentals ▪ Updated payments on Utilities 		<ul style="list-style-type: none"> ▪ Terminal Office ▪ 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 Emer Martinez (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: ▪ Mahogany Market Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Market Clearance as a Prerequisite 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.	Not applicable	5 minutes	Julieta G. Biscocho Roselyn M. Nuestro Arlyn R. Dimailig Daniel P. Alcala
	Present Official receipt for Preparation of market clearance Present market clearance for signature Releasing of market clearance	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



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



<p>4. Securing of Contract of Lease</p>	<p>payment for Preparation of contract of Lease Approval of contract of Lease Releasing of approved contract of lease.</p> <p>4.Present approved application for Stall Prepare contract of lease Approved of contract of lease Releasing of approved contract of lease</p>			
TOTAL			20 minutes	



PEOPLE'S PARK IN THE SKY (EXTERNAL SERVICES)



1. ISSUANCE OF DEPARTURE TICKET

All guest with vehicle is required to avail parking ticket upon entering the Park.

OFFICE /DIVISION		PEOPLE'S PARK IN THE SKY		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C		
WHO MAY AVAIL OF THE SERVICE		Guests with private vehicle		
CHECKLIST OF REQUIREMENTS: ▪ Departure Ticket (Parking Fee)		WHERE TO SECURE: ▪ Ticketing Booth		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ticketing booth.	1. Assessment & Issuance of ticket			Parking Attendant Jimuel Redil Jerry Terrible Bernie Tolentino
2. Payment of Parking Ticket	Payment			Teller Judith Ramos Kathleen Vibar
TOTAL			N/A	



2. ISSUANCE OF CASH TICKET

Our guest is required to avail 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: ▪ Cash Ticket (Entrance Fee)		WHERE TO SECURE: ▪ Payment Area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ticketing booth for payment	1. Assess the guest and issue cash ticket.	P 50.00	N/A	Ticket Teller Regidor Timbol Aldrich Natanauan
2. Checking of Cash Ticket	1. Count/ Secure every guest tickets.		1 min	Checker SG Benjie Rabino SG Anthony Canete CSU Vic Ramos CSU Edison Payad CSU Ronald Lanting
TOTAL			1 min	



3. ISSUANCE OF OFFICIAL RECEIPT

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: ▪ Official Receipt (Picnic Huts Rental)		WHERE TO SECURE: ▪ Park Administrator’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Picnic Huts	1. Assess every guest. (Provide clean and safe Picnic Huts)	P100.00 / P-Huts	1 min	Admin Staff Daisy Rabino Ailyn De Ocampo
2. Payment	1. Issued Official Receipt		2 mins	Reymark Inocencio Nancy P. Ramos Remelyn Ramos
TOTAL		100.00	3 mins	



4. ISSUANCE OF CERTIFICATION

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		Guests		
CHECKLIST OF REQUIREMENTS: ▪ Fully Paid (Rental & Electrical Fees)		WHERE TO SECURE: ▪ Park Administrator’s Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Park Administrator’s Office	1. Assess every guest. (Provide clean and safe Picnic Huts)	P100.00 / P-Huts	2 min	Admin Staff Daisy Rabino Ailyn De Ocampo Reymark Inocencio Nancy P. Ramos Remelyn Ramos
3. Payment	1. Issued Official Receipt		2 mins	
TOTAL		100.00	3 mins	



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: <ul style="list-style-type: none"> ▪ Issuance of Market Clearance as a Pre-requisite to securing Mayor's/Business Permit ▪ Renewal of Contract of Lease ▪ Accommodation of Application for stall ▪ Surrender of Stall 		WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Market Administration Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. a. Proceed to Market Administrator's Office to verify status of rental & electric fees.	assisting stallholders/ applicants/ 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 payment of Market Fees & rentals (should there be any delinquencies)			2 minutes	Ariel M. Dimapilis Grace Primo Aubrei Roselie V. Rivas



<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 preparation of Contract of Lease</p> <p>c. Submit duly signed Contract of Lease</p> <p>d. Wait for signature of City Administrator</p>		5 minutes	Victoria S. Parra Leovigilda Dimaano Maria Lorena D. Paraiso
		2 minutes	Daniel P. Alcala
		1 minute	Ariel Dimapilis Victoria S. Parra Leovigilda Dimaano Maria Lorena D. Paraiso Merly Ambat
		2 minutes	Victoria S. Parra
		5 minutes	Leovigilda Dimaano
		2 minutes	Victoria S. Parra
		2 days	Alma A. Malabanan City Administrator



<p>and notary of the Lease of Contract</p> <p>e. Releasing of Approved Contract of Lease</p> <p>3. a. Proceeds to Market Administrator 's Office for Certification of stall availability</p> <p>b. Secure & fill-up Application form</p> <p>c. Submits the application form for recommendation and application.</p> <p>d. Approval of Stall Application</p> <p>e. Payment of necessary fees Reservation Fee (Php 1,000.00) Application Fee (Php 150.00)</p>				<p>City Legal Office for Notary</p>
		2 minutes	Leovigilda Dimaano Victoria S. Parra	
		2 minutes	Daniel P. Alcala	
		5 minutes	Victoria S. Parra	
		2 minutes	Daniel P. Alcala	
		2 minutes	Hon. Abraham N. Tolentino Alma A. Malabanan City Administrator	
	Reservati on Fees (dependi ng on stall applied for)	5 minutes	Ariel M. Dimapilis Market Collectors	



Miscellaneous fee (Php 50.00) one month deposit & 2 months advance fees (depending on stall applied for)				
4. a. Proceeds to Market Administrator's Office to inform intent of surrendering the stall			10 minutes	Daniel P. Alcala -OIC Economic Enterprise Office/City Market
b. Verify statue of stall requested to surrender			2 minutes	Ariel M. Dimapilis Victoria S. Parra
c. Payment of Outstanding balance			2 minutes	Market Collectors
d. Submission of surrender letter			2 minutes	Daniel P. Alcala -OIC Economic Enterprise Office/ City Market
TOTAL			2 days, 58 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 /DIVISION	PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	Government of Citizens
WHO MAY AVAIL OF THE SERVICE	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: ➤ <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/neighbour/ barangay official. ➤ <i>Recipients/ Beneficiary (User of the assistive device)</i> <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 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Barangay Hall ▪ Client ▪ Client ▪ Client ▪ Client



<ul style="list-style-type: none"> One (1) Photocopy of any government- issued identification card (I.D.) if available (Ex.: PWD/Senior Citizen ID) 		<ul style="list-style-type: none"> Client 		
CLIENT STEPS	AGENCY ACTION	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 releasethe requested device	N/A	3 minutes	Ms. Melody Ambrocio
TOTAL		N/A	12 minutes	



2. MECHANISM FOR THE ISSUANCE OF IDs FOR PERSON WITH DISABILITY

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

OFFICE /DIVISION	PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	Government of Citizens
WHO MAY AVAIL OF THE SERVICE	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: ➤ <i>If found qualified, list of requirements will be given to with:</i> <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) 	WHERE TO SECURE: <ul style="list-style-type: none"> ▪ Client ▪ Client ▪ Client ▪ Barangay ▪ Physician ▪ Client ▪ Client



CLIENT 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.	Interview the client using the Intake Form.	N/A	3 minutes	Ms. Evangeline Bayla
2. Client secures all the requirements needed in securing PWD ID.	Personnel in charge give the list of requirements to the client.	N/A	1 minute	Ms. Evangeline Bayla
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. Abraham N. Tolentino
4. Client Receives the PWD ID.	Release of documents. The name of the client will be written in the receiving	N/A	1 day, 4 minutes	Ms. Evangeline Bayla



	logbook and transfer to another roster per Barangay where they belong. Encode the name of the PWD to the computer per Barangay.			
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TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY (INTERNAL SERVICES)



1. SCHEDULING OF CLIENTS

OFFICE /DIVISION		TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY		
CLASSIFICATION		Simple – Complex – Highly Technical		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL OF THE SERVICE		All		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Letter of Request for a schedule ▪ Forms given by the Katuwang’s personnel 		WHERE TO SECURE: Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of request for a schedule stating the client’s concern	1.1 Receive and have the letter reviewed by the authorized personnel.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	1.2 Give the forms to the client for them to answer the client’s information and informed consent.	None	1 minute	Rencelle Salvacion Jasmine Bayot
2. Fill out the forms and return them to the personnel in charge	2.1 Receive and have the forms reviewed by the authorized personnel.	None	5 minutes	Rencelle Salvacion Jasmine Bayot
	2.2 Inform the client and confirm the details of the schedule	None	1 minute	Rencelle Salvacion Jasmine Bayot



	including the date and time.			
3. Return to the Office of Katuwang based on the scheduled appointment	3.1 Prepare the necessary documents.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	3.2 Inform the concerned personnel/doctor to be present in the counselling.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	3.3 The concerned personnel/doctor will give counselling to the client.	None	1 hour	Dr. Antero Rosauero Arias Jr. Dr. Luzviminda Katigbak Dr. Liza Fe Capupus Dr. Agnes Tolentino
4. Wait for the follow-up schedule	4.1 Give feedback forms to the client after counselling.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	4.2 Inform the client of their follow-up schedule.	None	1 minute	Rencelle Salvacion Jasmine Bayot
TOTAL		None	1 hour, 12 minutes	



2. RECEIVING AND RESPONDING TO THE INCOMING DOCUMENTS (Proposals, Referrals, Research, etc)

OFFICE /DIVISION		TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL OF THE SERVICE		All		
CHECKLIST OF REQUIREMENTS: <ul style="list-style-type: none"> ▪ Incoming documents received from the client personally hand-carried or e-mailed ▪ 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 the completeness of the document.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	1.2 Receive document indicating date/time, and follow-up contact number.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	1.3 Prepare for review.	None	1 minute	
	1.4 Initial review and classify the	None	3 minutes	Rencelle Salvacion Jasmine Bayot



	complexity of the document. 1.5 Final, review, comment and action by the concerned personnel/doctor.	None	5 minutes	Rencelle Salvacion Jasmine Bayot Dr. Antero Rosauro Arias Jr.
TOTAL		None	11 minutes	



3. RECEIVING REQUEST FOR CERTIFICATE

OFFICE /DIVISION		TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY		
CLASSIFICATION		Simple		
TYPE OF TRANSACTION		G2C – Government to Citizen		
WHO MAY AVAIL OF THE SERVICE		All		
CHECKLIST OF REQUIREMENTS: ▪ Letter of Request for a certificate		WHERE TO SECURE: Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter of request for a certificate of appearance	1.1 Receive and have the letter reviewed by the authorized personnel.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	1.2 Give the letter to the concerned personnel/doctor.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	1.3 Make a certificate of appearance request by the client.	None	1 day	Dr. Antero Rosauro Arias Jr.
2. Return to the Office of Katuwang for the issuance of the certificate	2.1 Prepare the necessary documents.	None	1 minute	Rencelle Salvacion Jasmine Bayot
	2.2 Issue the certificate to the client.	None	1 minute	Rencelle Salvacion Jasmine Bayot
TOTAL		None	1 day, 4 minutes	



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)	Brgy. Maitim II East, Tagaytay City	888 – 9510 loc 211
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)	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)	Brgy. Maharlika West, Tagaytay City	(046) 404-9872
Tagaytay Picnic Grove	Brgy. Sungay East, 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 (CDRRMO)	Brgy. Sungay West, Tagaytay City	(046) 483-0446
City Cooperative Office (COOP)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 423-3832
City Agriculture Office	Brgy. Guinhawa North, 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
Katuwang sa Pangkalusugang Mental ng Tagaytay	2nd Floor, Ospital Ng Tagaytay Building, Maitim II East, Tagaytay City	(046) 888 9510



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, 304, 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 (<https://forms.gle/un8PKnER5pxu1UAV9>). 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, 304, 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, 304, 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)