



**CITY OF TALISAY  
NEGROS OCCIDENTAL**

**CITIZENS' CHARTER**  
**2020(2<sup>nd</sup> Edition)**



## **I. MANDATE:**

In consonance with RA 7160, otherwise known as the “*Local Government Code of 1991*,” the City of Talisay shall exercise the powers expressly granted, those necessarily implied there from, as well as powers necessary, appropriate, or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare.

Within its respective territorial jurisdiction, the City Government of Talisay shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological abilities, improve public morals, enhance economic prosperity and social justice, promote full employment among its residents, maintain peace and order, and preserve the comfort and convenience of its citizens.

## **II. VISSION:**

The City of Talisay envisions to be the first Green, Smart and Disaster-Resilient City in the Province of Negros Occidental.

## **III. MISSION:**

The City of Talisay endeavors to be self-reliant, exercise the powers and discharge the duties and functions vested upon it. The City shall discharge the functions and responsibilities of national agencies and offices devolved to it by virtue of RA 7160 and shall exercise other functions and responsibilities as deemed necessary, appropriate or incidental to the efficient and effective provision of basic services and facilities which include the provision and implementation of the following services:

- ❖ Extension and on-site research services and facilities related to agriculture and fishery activities;
- ❖ Community-based forestry projects;
- ❖ Programs and projects on primary health care, maternal care and communicable and non-communicable control services;
- ❖ Social welfare services which include programs and projects on child and youth welfare, family and community welfare, women’s welfare, welfare of the elderly and disabled persons, community-based rehabilitation programs, livelihood and other pro-poor projects, nutrition services and family planning services;



- ❖ Information services which include investments and job placement information systems, tax and marketing information systems and maintenance of a public library;
- ❖ Solid waste disposal or environmental management system and services or facilities related to general hygiene and sanitation;
- ❖ Buildings, cultural centers, public parks, playgrounds, sports facilities and equipment and other similar facilities;
- ❖ Infrastructure facilities such as roads and bridges, school buildings and related facilities, health centers and other health facilities, communal irrigation, small water impounding projects and similar projects, fish ports, artesian wells, spring development, rain water collectors and water supply systems, seawalls, dikes, drainage and sewerage systems, flood control, traffic signals and road signages and other facilities intended primarily to service the needs of its residents;
- ❖ Public markets, slaughterhouses, cemetery and other city enterprises;
- ❖ Tourism development and promotion programs and facilities and other tourist attractions, including the acquisition of equipment, regulation and supervision of business concessions and security services for these facilities;
- ❖ Investment support services, including access to credit financing;
- ❖ Sites for police and fire stations, substations and city jail;
- ❖ Programs and projects for low-cost housing and other mass dwellings;
- ❖ Adequate communication and transportation facilities; and
- ❖ Support for education.

## **I. Service Pledge:**

To achieve our collective vision for the City of Talisay, we commit:

- ✓ To the provision of efficient and effective governance and public service supported by a core of dignified and competent officials and employees;
- ✓ To fostering an empowered citizenry and compassionate civil servants driven by the ideals of responsible stewardship, transparency, accountability and equitable governance;
- ✓ To the promotion of an ecologically-balanced environment in the context of a bustling economy and inclusive growth; and
- ✓ To nurturing a God-centered and law-aiding community collectively working together towards the attainment of transformative, responsive, relevant and inclusive governance and public service.



## LIST OF SERVICES

<b>MAYOR'S OFFICE</b>	<b>10</b>
<b>EXTERNAL SERVICES</b>	<b>10</b>
Burial Assistance	32
Expanded Burial Assistance	25
Financial Assistance for Projects/Activities	27
Mayor's Clearance for Employment	11
Medical Assistance	30
Permit for Benefit Dance or Group of Activities	15
Permit for Exhumation of Bones	14
Permit for Parade, Motorcades, Recorrida and Processionsa	24
Permit for Product Sampling or Promotions, Product Selling and Flyer	17
Permit for Streamer and Tarpauline	18
Permit for Talisay Sports and Cultural Center(GYM), De La Rama Hall and Minulu-an Hall Rentals	19
Permit of Plaza and Pavillion	22
Permit to Transfer of Bones	13
Permit to Transfer of Cadaver	12
Request for the Use of Sound System,Tables, Chairs and Canopies	26
Senior Longevity Assistance	29
Special Permit for Cockfight	21
<b>OFFICE OF THE CITY ADMINISTRATOR</b>	<b>34</b>
<b>EXTERNAL SERVICES</b>	<b>34</b>
Approval of Burial Permit	38
Approval of Business/Mayor's Permit	35
Approval of Request for the Use of Government Facilities	40
Approval of Request for Transfer of Bones	37
Approval of Request for Transfer of Cadaver	36
<b>INTERNAL SERVICES</b>	<b>42</b>
Approval of Program of Works	44
Signing of Cheques issued by the City of Talisay	43
<b>OFFICE OF THE CITY LEGAL</b>	<b>45</b>
<b>INTERNAL SERVICES</b>	<b>46</b>
Administrative Proceeding (Diciplinary Cases)	53
Certification of No Pending Administrative Case	59
Contracts, Bonds, Leases and Other Instruments	63
Enforcement of Law and Ordinances(Violations)	66
Legal Consultation	62
Legal Representation in Court and Quasi-Judicial Bodies	47
Legal Review and/or Opinion(Written)	58
<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>	<b>71</b>



<b>INTERNAL SERVICES</b>	<b>71</b>
Acceptance of Application to vacant Position	73
Facilitation of Application for Grant of CSC Skill Eligibility	77
Facilitation of CSC Related Transaction(Personal Data Correction)	76
Issuance of Certifications	72
Leave Administration	74
Loan Confirmation(GSIS)	75
PhilHealth Membership	81
<b>CITY OF TALISAY ECONOMIC &amp; INVESTMENT PROMOTION OFFICE</b>	<b>82</b>
<b>EXTERNAL SERVICES</b>	<b>82</b>
Investment Aftercare Services	88
Investment Counselling	83
Investment Incentive Application	84
Investment Opportunity Presentation	83
<b>CITY COOPERATIVE OFFICE</b>	<b>90</b>
<b>EXTERNAL SERVICES</b>	<b>90</b>
Assist and Facilitate Registration with the Cooperative Development Authority (CDA)	91
Assist and Facilitate Registration of Assisted Assn./Groups with the Department of Labor and Employment (DOLE)	92
Assist in the Organization of Groups into Cooperatives and Associations	91
Assist in the Preparation of Cooperative's and Association's Annual Reportorial Requirements	95
City Funded Livelihood and Skills Trainings/Seminars	97
Conduct and Facilitate Barangay Livelihood Skills Trainings	96
Conduct and Facilitate Mandatory and Capability Building Trainings and Seminars	94
Facilitate the City of Talisay Accreditations of Cooperatives, Associations and Other People's Organization	93
<b>CITY NUTRITION COMMITTEE OFFICE</b>	<b>98</b>
<b>EXTERNAL SERVICES</b>	<b>98</b>
Food Supplementation	100
Growth Monitoring	101
Infant and Young Child peer group	103
Pabasa Sa Nutrisyon [ PSN ]	102
Operation Timbang Plus Height/Length Measurement [ OPT+ ]	99
<b>COMMUNITY AFFAIRS OFFICE</b>	<b>105</b>
<b>EXTERNAL SERVICES</b>	<b>105</b>
Emergency – Accident Assistance Program (E-ASAP)	110
Expanded Program of Scholarship Para sa Masa	108
Scholarship Para sa Masa Program	106



<b>OFFICE OF THE CITY TOURISM</b>	<b>113</b>
<b>EXTERNAL SERVICES</b>	<b>113</b>
Issuance of Tourism Clearance	114
<b>OFFICE OF THE VICE MAYOR</b>	<b>116</b>
<b>EXTERNAL SERVICES</b>	<b>116</b>
Burial Assistance	118
Medical Assistance	117
Special Assistance	119
<b>OFFICE OF THE SANGUNIANG PANLUNGSOD</b>	<b>121</b>
<b>EXTERNAL SERVICES</b>	<b>121</b>
Request for Certified Copies of Legislative Documents	122
<b>OFFICE OF THE CITY TREASURER</b>	<b>124</b>
<b>EXTERNAL SERVICES</b>	<b>125</b>
Accepts Payment of Various Business Taxes, Fees and Charges, Service Fees and Other City Charges	128
Certification of the City Treasurer as to Availability of funds of Disbursement Vouchers, Job Requests, Purchase Requests and Program of Works	125
Disbursement/Releasing of Checks	130
Issuance of Community Tax Certificate (CTC/Cedula)	126
Issuance of Real Property Tax Clearance/Certificate	132
Issuance of Tax Bill (Tax Order of Payment – TOP)	128
Payment of Business Taxes	125
Payment of Transfer Tax	133
Real Property Tax Payment	129
Remittance of Collection to Liquidating Officer	131
<b>BUSINESS PERMIT AND LICENSING OFFICE</b>	<b>317</b>
<b>EXTERNAL SERVICES</b>	<b>317</b>
Processing of Application for Amendment/change of Business Name or Commercial Address and Issuance of Mayor's Business Permit	328
Processing of Application for Certified True Copies of Original Documents issued by the BPLO	335
Processing of Application for Issuance of Certificate of No Business Registration	333
Processing of Applications for Closure or Cessation of Business and Issuance of Certification	324
Processing of New Application for Mayor's Business Permit	318
Processing of Renewal of Applications for Mayor's Business Permit	321
Processing of Request for Computation of Delinquent and Quarterly Business Tax Payment	327
Processing of Request for issuance of Certificate and/or Official Record of Registered Businesses to other Government Agencies	334



Processing of Request for Issuance of Certificate of Business Records to Business Owners	332
Processing for Transfer of Business Registration to Heirs of Deceased Block or Stall Holders	330
<b>ACCOUNTING OFFICE</b>	<b>135</b>
<b>INTERNAL TRANSACTION</b>	<b>135</b>
Audit of the City Collections and Deposits	139
Audit of Payroll/Voucher for claims, Supplies and Infrastructure Projects.	136
Audit of Vouchers, Payroll, Collections and Deposits of 27 Barangays	137
Remittances for Philhealth, GSIS, BIR, Loans & Premiums of Insurances	140
<b>OFFICE OF THE CITY BUDGET</b>	<b>142</b>
<b>INTERNAL TRANSACTION</b>	<b>142</b>
Obligation Request of Payroll, Program of Works and Other Documents	143
Review of Barangay Annual & Supplemental Budget	144
<b>OFFICE OF THE GENERAL SERVICES</b>	<b>146</b>
<b>EXTERNAL SERVICES</b>	<b>146</b>
Inspection of Delivered Supplies, Office Equipments, Vehicles and Etc.	147
Issuance of Acknowledgement Receipt for Equipment(MR)	154
Issuance of Clearance for Property Accountability	160
Issuance of Property Return Slip	156
Releasing of New Delivered Construction Supplies, Office Supplies, Medical Supplies, Office Equipment and Fixtures Etc.	148
Request for Acceptance and Inspection Report	151
Transfer of Acknowledgement Receipt for Equipment from One Official/Employee to Another	157
<b>CITY ASSESSOR'S OFFICE</b>	<b>162</b>
<b>EXTERNAL SERVICES</b>	<b>162</b>
Consolidation/Subdivision (Multiple Transaction)	167
Issuance of Property Certification	164
Issuance of Tax Declaration	163
Transfer of Ownership of Real Property (Single Transaction)	165
<b>INTERNAL SERVICES</b>	<b>169</b>
Issuance of Tax Declaration and Certification	170
<b>CITY PLANNING AND DEVELOPMENT OFFICE</b>	<b>171</b>
<b>INTERNAL SERVICES</b>	<b>171</b>
Issuance of Business Permit Clearance (Quarry)	174
Issuance of Electrical Clearance Permit	179
Issuance of Locational Clearance Permit	173





Request for Data/Ecopy/Zoning Maps/Documents	177
Request for Zoning Certification on Land Uses	178
Request for Zoning Reclassification/Rezoning	176
Submission of Annual Investment Program	172
Submission of OPCR	180
<b>CITY AGRICULTURE OFFICE</b>	<b>182</b>
<b>EXTERNAL SERVICES</b>	<b>182</b>
Application of Divers Permit/License	185
Claiming of Impounded Stray Dogs	194
Insurance Coverage for Crops (Rice, HVC, Corn, Sugarcane, Coconut)	186
Insurance Coverage for Fishing Boat	189
Insurance Coverage for Livestock	188
Registration of Fishing Vessel 3 Gross Tonnage and below	183
Registry System for Basic Sector in Agriculture (RSBSA)	192
Soil Laboratory Analysis	191
<b>OFFICE OF THE LOCAL CIVIL REGISTRAR</b>	<b>196</b>
<b>EXTERNAL SERVICES</b>	<b>196</b>
Applying and Issuance of Marriage License	209
Delayed/Late Registration and Out-of-Town Late Registration of Birth, Marriage and Death Certificate of Civil Registry Records	206
Endorsement of Registry Records to the Civil Registrar General	205
Issuance of Certified Machine Copy of Birth Certificate, Marriage Certificate, Death Certificate and Other Legal Documents	199
Processing Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE)	213
Processing Petition for Correction of Sex and Clerical Error of Day and/or Month in the Date of Birth of a Person appearing in the in the Certificate of Live Birth (COLB)	216
Registration of Birth	197
Registration of Court Order/Decrees and Request of Annotated Record	201
Registration of Death	198
Registration of Foundling/Abandoned Children	218
Registration of Legitimation of Natural Child	204
Registration of Marriage	197
Registration of Supplemental Support	219
Verification of the Authenticated Civil Registry Documents such as Birth, Marriage, Death Certificate and Certificate of No Marriage (CENOMAR) thru Batch Request System - PSA (BREQS).	220
<b>CITY SOCIAL WELFARE AND DEV'T. OFFICE</b>	<b>223</b>
<b>EXTERNAL SERVICES</b>	<b>223</b>
Attend to Special Cases	227
Facilitate Requests for Financial Assistance for Emergency Needs	224
Make Referrals to other Agencies	226
Training Out of School Youth for Information Communication	





Technology Program	235
<b>OFFICE OF THE SENIOR CITIZENS AFFAIRS</b>	<b>237</b>
<b>EXTERNAL SERVICES</b>	<b>237</b>
Facilitate Application to Social Pension Program	244
Financial Assistance(Centenarians)	245
Financial Assistance (Longevity Assistance)	242
Issuance of Senior Citizen's ID and Booklet	238
Replacement of Senior Citizen ID or Booklet	240
Senior Citizen Transportation Allowance	241
<b>CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE</b>	<b>247</b>
<b>EXTERNAL SERVICES</b>	<b>247</b>
Certification to Cut Trees, Fuel Wood and Wood Charcoal	248
Certification to Transport Cut Trees, Fuel Wood and Charcoal	249
Commercial/Industrial Sand and Gravel, Small Scale Mining,	250
Private and Government Gratuitous and Guano Certification	
Environmental Certification for Business Permit	248
<b>MARKET AND SLAUGHTER HOUSE</b>	<b>253</b>
<b>EXTERNAL SERVICES</b>	<b>253</b>
Business Permit Evaluation	256
Calibration of Weighing Scale	258
Issuance of Certificate of Ownership for Large Cattle	259
Issuance of Transfer of Certificate of Ownership of Large Cattle	260
Market Blocks/Stall Repair and Renovation	255
Market Certification	255
Product Promotional Sampling and Selling	254
Settlement of Dispute	257
<b>TALISAY CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE</b>	<b>261</b>
<b>EXTERNAL SERVICES</b>	<b>261</b>
Conduct of Trainings	262
Emergency Response	265
Facilitation of Requested Rescue Equipment	263
Provision of Resource Speaker/Trainers	263
Provision of Risk and Hazard Maps	264
<b>CITY HEALTH OFFICE</b>	<b>267</b>
<b>EXTERNAL SERVICES</b>	<b>267</b>
Out Patient Consultation	268
Laboratory Services	270
Emergency Room Services	272



Dental Services	274
Animal Bite Treatment Services	275
Immunization Services	376
TB-DOTS Center Services	277
Maternal Care Services	278
Family Planning Services	279
Birthing Facility Services	280
New Born Screening Test Services (Expanded)	282
Environmental Sanitation Services	283
Medico-legal Services	287
Radiology/Ultrasound Services	288
Voluntary Blood Program Services	290
Adolescent Health Services	291
Population Commission (POP COM)	293
 <b>OFFICE OF THE CITY ENGINEERING</b>	 <b>295</b>
<b>EXTERNAL SERVICES</b>	<b>295</b>
Issuance of Building Permit	298
Issuance of Fencing/Sign/Excavation Permit	304
Issuance of Temporary Electrical Permit	296
 <b>CITY ENGINEERING OFFICE - MOTORPOOL SECTION</b>	 <b>309</b>
<b>INTERNAL SERVICES</b>	<b>309</b>
Provision of City Heavy Equipment Service	310
Repair of City Heavy Equipment/Vehicles	311
 <b>FEEDBACK AND COMPLAINT MECHANISM</b>	 <b>352</b>
<b>OFFICES DIRECTORY</b>	<b>353</b>



## **OFFICE OF THE CITY MAYOR**

### **EXTERNAL SERVICES**



## 1. Mayor's Clearance for Employment

The Mayor's Clearance for Employment is issued to individuals that certify him/her that he/she has a good moral character.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Resident of City 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photo copy of Police Clearance  2. One (1) photo copy of barangay Clearance issued recently  3. One (1) photocopy of latest Community Tax Certificate		1. Pay at the Treasurer's Office for the Official Receipt for Police Clearance and bring the official receipt to PNP for the issuance of Police Clearance. 2. Baranay Hall where the applicant resides  3. City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1.1 Evaluation of documentary requirements	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
	1.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Payment of fees	2. City Treasurer's Office	200.00	2mins.	<b>Sarah Jane Lacson</b> Computer Operator IV



3. Approval and dry sealing of documents with Official Receipt (O.R.)	3. Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
4. Releasing of documents	4. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I
<b>TOTAL</b>		<b>200.00</b>	<b>8 mins.</b>	

## 2. Permit to Transfer of Cadaver

Service Information: It is requirement of every interment with in the City that the permit will be issued as required by law under P.D. 856 specifically the disposal of cadaver.

<b>Office or Division:</b>		City Mayor's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C (Government to Citizen)		
<b>Who may avail:</b>		Relative of the departed individuals		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of Death Certificate and the place of the death should be in the City of Talisay.		1. From Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1.1 Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
	1.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Payment of fees	2. City Treasurer's Office	60.00	2 mins.	<b>Sarah Jane Lacson</b>



3. Approval and dry sealing of documents with Official Receipt (O.R.)	3. Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
4. Releasing of documents	4. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I
5. Client must provide or furnished one (1) copy to Talisay City Health Office	5. Talisay City Health Office received for file	None	3 mins	<b>Maricel Benjamin</b> Sanitary Inspection III
TOTAL		60.00	10 mins.	

### 3. Permit to Transfer of Bones

Service Information: It is issued upon the request of the relative to transfer the bones of the deceased.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Relative of the departed individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of Official receipt from Parish Church		1. From San Nicholas Church Parish Church		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1.1 Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
	1.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I





2. Payment of fees	2. City Treasurer's Office	60.00	2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
3. Approval and dry sealing of documents with Official Receipt (O.R.)	3. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
4. Releasing of documents	4. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
5. Client must provide or furnished one (1) copy to Talisay City Health Office	5. Talisay City Health Office received for file	None	3 mins.	<b>Maricel Benjamin</b> Sanitary Inspection III
TOTAL		60.00	10 mins.	

#### 4. Permit Exhumation of Bones

Service Information: It is issued upon the request of the relative to exhume the bones of the deceased.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Citizen)			
<b>Who may avail:</b>	Relative of the departed individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) photocopy of the letter request from the Parish Church for Exhumation  2. If the deceased is buried at the Public cemetery one (1) photocopy of Official receipt from San Nicholas Parish Church		1. From the Parish Church where the deceased buried  2. From San Nicholas Parish Church		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1.1 Mayor's Office assessment	None	1 min.	<b>Caren Garcia</b> Administrative



	documents			Aide I <b>Liezel Cordero</b> Utility Worker I
	1.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Payment of fees	2. City Treasurer's Office	60.00	2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
3. Approval and dry sealing of documents with Official Receipt (O.R.)	3. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
4. Releasing of documents	4. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
5. Client must provide or furnished one (1) copy to Talisay City Health Office	5. Talisay City Health Office received for file	None	3 mins.	<b>Maricel Benjamin</b> Sanitary Inspection IV
	<b>TOTAL</b>	<b>60.00</b>	<b>10 mins.</b>	

## 5. Permit for Benefit Dance or Group of Activities

Service Information: Permit for Benefit Dance or Group of Activities is issued for the requesting individual or applicant for holding a benefit dance or Group of Activities in a given date and time with in the City of Talisay.

<b>Office or Division:</b>	City Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B (Government to Business)  G2G (Government to Government)
<b>Who may avail:</b>	All who is 18 years old and above



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to City mayor stating the date, time and the venue		1. From the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of required documents	1. Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Approval of the letter request	2.1 City Assistant Administrator Office		2 mins.	
	2.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
3. Payment of fees	3. City Treasurer's Office The payment of fees may vary depending on the kinds of activity being conducted		2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
4. Approval and dry sealing of documents with Official Receipt (O.R.)	4. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
5. Releasing of documents	5. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
6. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office	6. Talisay Philippine National Police Office received for file	None	3 mins.	<b>Ruel Gubac</b> Police Chief Master Sergeant
TOTAL			12 mins.	



## 6. Permit for Product Sampling or Promotions, Product Selling and Flyers

Service Information: It is issued for companies and other entities for business promotions and advocacies.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Company			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to City mayor stating the date, time and the venue		1. From the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1. Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Approval of the letter request	2.1 Assistant City Administrator's Office	None	3 mins.	<b>Ismael Penado</b> Assistant City Administrator
	2.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
3. Payment of fees	3.1 City Treasurer's Office	300.00	2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
	Product Sampling/Promotions	500.00 8.00/pc		



	Product Selling Flyers			
4. Approval and dry sealing of documents with Official Receipt (O.R.)	4. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
5. Releasing of documents	5. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
6. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office	6. Talisay Philippine National Police Office received for file	None	3 min.	<b>Ruel Gubac</b> Police Chief Master Sergeant
TOTAL			13 mins.	

## 7. Permit for Streamers or Tarpaulin

Service Information: It is issued for companies and other entities for business promotions and advocacies.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business)			
<b>Who may avail:</b>	Company			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to City mayor stating the date, time and the venue		1. From the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1. Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I



2. Approval of the letter request	2.1 Assistant City Administrator's Office	None	3 mins.	<b>Ismael Penado</b> Assistant City Administrator
	2.2 Preparation of requested documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
3. For computation of payment	3. City Engineering Office	None	2 mins.	<b>Ruel Ablina</b> Records Officer II
4. Payment of fees	4. City Treasurer's Office  Computation of payment may vary from the type/size of streamer or tarpaulin that the applicant would like to hang		2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
5. Approval and dry sealing of documents with Official Receipt (O.R.)	5. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
6. Releasing of documents	6. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
7. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office	7. Talisay Philippine National Police Office received for file	None	3 mins.	<b>Ruel Gubac</b> Police Chief Master Sergeant
TOTAL			15 mins.	





## 8. Permit for Talisay Sports and Cultural Center (GYM), De La Rama Hall, Minulu-an Hall Rentals

To extend the use of government facilities to individuals and other organization.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2G (Government to Government) G2C (Government to Client)			
<b>Who may avail:</b>	All who is 18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to City mayor stating the date, time and the venue		1. From the applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon submission of required documents	Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Approval of the letter request	Assistant City Administrator's Office	None	3 mins.	<b>Ismael Penado</b> Assistant City Administrator
	Preparation of requested documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
3. For computation of payment for electricity	City Engineering Office  Electricity may vary for the number of hours being		3 mins.	<b>Ruel Ablina</b> Records Officer II



	rented			
4. Payment of fees	City Treasurer's Office	3,000.00/rental	2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
5. Approval and dry sealing of documents with Official Receipt (O.R.)	City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
6. Releasing of documents	City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
5. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office	Talisay Philippine National Police Office received for file	None	3 mins	<b>Ruel Gubac</b> Police Chief Master Sergeant
	<b>TOTAL</b>		<b>16 mins.</b>	

## 9. Special Permit for Cockfight

Special Permit for Cockfight is given to the requesting applicant for their cockfight gaming on the specify date and venue.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B (Government to Business) G2G (Government to Government)			
<b>Who may avail:</b>	All who is 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to City Mayor stating the date, time and the venue 2. For business purposes on a cockfight SP Resolution is required		1. From the applicant  2. Sangguniang Panlungsod Office		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



	<b>ACTIONS</b>	<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
1. Upon submission of required documents	1. Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Approval of the letter request	2.1 Assistant City Administrator's Office	None	3 mins.	<b>Ismael Penado</b> Assistant City Administrator
	2.2 Preparation of requested documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
3. Payment of fees	3. City Treasurer's Office  Fees may vary on the Kinds of Cockfighting Events		2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
4. Approval and dry sealing of documents with Official Receipt (O.R.)	4. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
5. Releasing of documents	5. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
6. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office	6. Talisay Philippine National Police Office received for file	None	3 mins.	<b>Ruel Gubac</b> Police Chief Master Sergeant
<b>TOTAL</b>			13 mins.	



## 10 Permit of Plaza and Pavillion

Service Information: Permit for Plaza and Pavillion is issued for the requesting individual or applicant who can use or occupy the Plaza or Pavillion in connection with their activities.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2B (Government to Business)			
<b>Who may avail:</b>	All who is 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to City Mayor stating the date and time		1. From the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1. Mayor's Office assessment documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
2. Approval of the letter request	2.1 City Assistant Administrator Office	None	3 mins.	<b>Ismael Penado</b> City Assistant Administrator
	2. 2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I



3. Payment of fees	3. City Treasurer's Office	150.00	2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
4. Approval and dry sealing of documents with Official Receipt (O.R.)	4. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
5. Releasing of documents	5. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
6. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office	6. Talisay Philippine National Police Office received for file	None	3 mins.	<b>Ruel Gubac</b> Police Chief Master Sergeant
TOTAL		150.00	13 mins.	

## 11. Permit for Parades, Motorcades, Recorrida and Processions

It is issued for the requesting individual or applicant in holding a parade, motorcade, recorrida and procession.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2B (Government to Business)			
<b>Who may avail:</b>	All who is 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to City Mayor stating the date, time and a sketch or route		1. From the applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of required documents	1. Mayor's Office assessment	None	1 min.	<b>Caren Garcia</b> Administrative Aide I



	documents			<b>Liezel Cordero</b> Utility Worker I
2. Approval of the letter request	2.1 City Assistant Administrator Office	None	3 mins.	<b>Ismael Penado</b> City Assistant Administrator
	2.2 Preparation of request with documents	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
3. Payment of fees	3. City Treasurer's Office	200.00	2 mins.	<b>Sarah Jane Lacson</b> Computer Operator IV
4. Approval and dry sealing of documents with Official Receipt (O.R.)	4. City Administrator's Office	None	2 mins.	<b>Atty Jonathan Ealdama</b> City Administrator
5. Releasing of documents	5. City Mayor's Office	None	1 min.	<b>Caren Garcia</b> Administrative Aide I  <b>Liezel Cordero</b> Utility Worker I
6. Client must provide or furnished one (1) copy to Talisay Philippine National Police Office and TMA	6. Talisay Philippine National Police Office received for file	None	3 mins.	<b>Ruel Gubac</b> Police Chief Master Sergeant
TOTAL		200.00	13 mins.	

## 12. Expanded Burial Assistance

Service Information: Expanded Burial Assistance is given to the bereaved families resides in the City of Talisay.

<b>Office or Division:</b>	City Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Client)





<b>Who may avail:</b>		All who is 18 years old and above and a Residence of Talisay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) photocopy of Death Certificate 2. Letter Request 3. One (1) PHOTOCOPY OF BARANGAY Certificate of the Claimant		1. Local Civil Registrar's Office 2. Claimant 3. Barangay Hall where the claimant resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits the required documents to the Office of the City Mayor	1.1 Assessment of documents	None	5 mins.	<b>Mia S. Estelloso</b> Computer Operator II
	1.2 City Mayor's Office receives and verifies documents	None	2 mins.	<b>Lynn F. Conlu</b> Computer Operator II
	1.3 Preparation of Vale Slip for Rice, Juice and Bottled Water	None	5 mins.	<b>Lynn F. Conlu</b> Computer Operator II  <b>Mia S. Estelloso</b> Computer Operator II  <b>Giselle J. Genis</b> Bookbinder IV
	1.4 Approval of Vale Slip	None	3 mins.	<b>Marlyn E. Simondo</b> Community Affairs Officer IV
	1.5 The delivery of Rice, Juice and Bottled Water to the bereaved families per Barangay is scheduled every Wednesday and Friday	None	Whole day/delivery	<b>Noel T. Conlu</b> Construction and Maintenance Man  <b>Antonio Jose Arcenia</b> Construction and Maintenance Man



### 13.Request for Use of Sounds System/Tables/Chairs/Canopies


Facilities offered by the City for temporary use of different sectors.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2B (Government to Business) G2C (Government to Client)			
<b>Who may avail:</b>	Government and Private Institutions/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter request addressed to the City Mayor (One (1) original copy and One (1) photo copy )		1. Requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon submission of letter request	1.1 Receives and verifies the complete documents  Client is advised to follow up the request before the date needed	None	1 min.	<b>Charlotte Lizares</b> Computer Operator I
	1.2 Assessment of letter request and endorsed it to the Office of the Assistant City Administrator	None	5 mins.	<b>Marlyn E. Simondo</b> Community Affairs Officer IV
	1.3 Approved request is referred to the office/person concerned for appropriate action	None	15 mins.	<b>Ismael P. Penado</b> Assistant City Administrator
TOTAL			21 mins.	



## 14. Financial Assistance for Projects/Activities

Service Information: Assistance given by the City to partner/support different official projects and activities.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G (Government to Government) G2B (Government to Business)			
<b>Who may avail:</b>	Government and Private Institutions/Individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
One (1) Original; One (1) PhotoCopy each  1. Letter request addressed to the City Mayor 2. Budgetary requirements (noted by the authorized signatory of the requesting party) 3. Project Proposal 4. MOA (if applicable) 5. Valid ID of authorized signatory				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of complete and valid requirements to the Office of the City Mayor	1.1 Assess and receives the requirements presented  Client is advised to make a follow-up of the request thru phone/email/or personally whichever is convenient	None	5 mins.	<b>Charlotte Lizares</b> Computer Operator I
	1.2 Validation of the request and supporting documents and endorsing the same to the City Mayor for approval	None	1 day	<b>Marlyn E. Simondo</b> Community Affairs Officer IV



	1.3 Approval or disapproval of request	None	1-2 days	<b>Mayor Neil E. Lizares</b>
	1.4 Approved requests are processed.	None	2-3 days	<b>Ruby Bernadas</b> RMO III  <b>Cariness Garcia</b> Utility Worker I (Regular)  <b>Rodney Sayon</b> Utility Worker I (Casual)
	1.5 Client is notified once the cheque is ready for release	None	1 day	<b>Ruby Bernadas</b> RMO III  <b>Cariness Garcia</b> Utility Worker I (Regular)  <b>Rodney Sayon</b> Utility Worker I (Casual)
2. Client claims the cheque at the City Treasurer's Office  Client must issue official receipt (if applicable)	2. Releasing of Cheque	None	5 mins	<b>Ana Marie F. Amaguin</b> Computer Operator Iv  <b>Thelda Jayme</b> Utility Worker I (Casual)
<b>TOTAL 7 DAYS AND 10 MINUTES</b>				

## 15. Senior Longevity Assistance

Assistance for bonafide residents of the City of Talisay whose age are 80, 90 and 100 years old within the current year.

<b>Office or Division:</b>	City Mayor's Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C (Government to Client)
<b>Who may avail:</b>	Bonafide Senior Citizens of the City of Talisay who are 80, 90 and



		100 years old within the current year.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) photo copy of Birth Certificate or OSCA ID 2. Original Certificate of Residency		1. Local Civil Registrar's Office/Office of the Senior Citizens 2. Barangay Hall where the applicant resides		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and valid requirements to the Office of the Senior Citizen	1.1 Assess the documents, if complete client is given a received copy and is advised to wait for notification when to claim the cheque	None	5 mins.	<b>Farah B. Jayme</b> Executive Assistant IV
	1.2 Applications received are endorsed to the Office of the City Mayor bi-monthly for verification and approval	None	Twice a month	<b>Farah B. Jayme</b> Executive Assistant IV
	1.3 City Mayor's Office receives, verifies documents and approves	None	5 mins.	<b>Marlyn E. Simondo</b> Community Affairs Officer IV
	1.4 Approved application are endorsed to the City Budget Office, City Accounting Office and City Treasurer's Office for preparation of cheque		1-2 days	<b>Rea Mae Javier</b> Utility Worker I (Casual)
	1.5 Check to City Treasurer's Office if cheque is ready to released		5 mins.	<b>Rea Mae Javier</b> Utility Worker I (Casual)
	1.6 Client is notified to claim the longevity assistance			<b>Rea Mae Javier</b> Utility Worker I (Casual)
2. Client claims the	2. City Treasurer's			<b>Ana Marie F.</b>



cheque and must present valid I.D.	Office Released the cheque			<b>Amaguin</b> Computer Operator IV  <b>Thelda B. Jayme</b> Utility Worker I (Casual)
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## 16. Medical Assistance

Service Information: Cash Assistance for indigent residents of City for medical and hospital expenses.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C (Government to Client)			
<b>Who may avail:</b>	Indigent residents of Talisay City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request for Financial Assistance (Original) 2. Claimant's certificate of Brgy. Indigency (Original) 3. Claimant's Valid I.D. one (1) photo copy 4. Hospital Bill/s (One (1) photo copy) 5. Physician's Medical/Laboratory prescription One (1) photo copy 6. Official Receipts of Medicines One (1) photo copy 7. Laboratory Result/s One (1) photo copy		1. Claimant  2. Barangay Hall where the applicant resides  3. Claimant 4. Hospital 5. City Health or Private Clinics  6. Claimant  7. City Health or Private Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of complete and valid requirements	1. Assessment and verification of documents	None	5 mins.	<b>Analee Bañas</b> RMO I  <b>Ruby Bernadas</b> RMO II  <b>Angelina Mabansag</b> Utility Worker I (Casual)





2. Client proceeds to CSWDO	2.1 CSWD personnel interviews the client	None	5 mins.	<b>Dionela Madrona</b> Dept. Head CSWDO
	2.2 Mayor's Office validation of financial aid	None	5 mins.	<b>Juvenile Madrona</b> Administrative Officer II
	2.3 Documents are endorsed to Accounting Office for encoding	None	10 mins.	<b>Ma. Isabel Montelibano</b> Utility Worker I (Casual)
	2.4 Approval by the Mayor's Office	None	5 mins.	<b>Marlyn E. Simondo</b> Community Affairs Officer IV
3. Clients claim the cash assistance	3. City mayor's Office Release of cash assistance	None	3 mins.	<b>Analee Bañas</b> RMO I

## 17. Burial Assistance

Service Information: Cash Assistance to augment burial expenses

Office or Division:	City Mayor's Office		
Classification:	Simple		
Type of Transaction:	G2C (Government to Client)		
Who may avail:	Family at least (18 years old) of the deceased. Both claimant and the deceased must be certified of Talisay City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Original and One (1) photo copy of the following: 1. Certified copy of Death Certificate 2. Letter Request of Burial assistance 3. Barangay Residency of Claimant 4. Valid I.D. of Claimant 5. Deceased proof of membership with SSS/GSIS 6. SSS Verificatio (for non SSS Member) 7. Case Summary Intake		Local Civil Registrar's Office Claimant Barangay Hall where the claimant resides Claimant Claimant  SSS CSWDO	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits required document at the Office of Congressman Kiko Benitez	1.1 Assessment of documents  Complete and valid documents are then endorsed to Office of the City Mayor	None	15 mins.	<b>Leah Quimod</b> Utility Worker I (Casual)  <b>Mike Dajay</b> Utility Worker I (Casual)
	1.2 City Mayor's Office receives and verifies documents  Endorses the same to City Accounting Office for encoding and control	None	20 mins.	<b>Charlotte Lizares</b> Computer Operator I
	1.3 Approval of burial assistance	None	5 mins.	<b>Marlyn E. Simondo</b> Community Officer IV
2. Clients claim the cash assistance	2.Releasing of Cash	None	5 mins.	<b>Charlotte Lizares</b> Computer Operator I
TOTAL			45 MINUTES	



## **OFFICE OF THE CITY ADMINISTRATOR**

### **EXTERNAL SERVICES**



## 1. APPROVAL OF BUSINESS/MAYOR'S PERMIT

The City Administrator is the authorized signatory of the Business/Mayor's Permit granted to the entrepreneurs/business owners within the City of Talisay. Business/Mayor's Permit is a privilege granted to a person doing business within the jurisdiction of the LGU.

<b>Office or Division:</b>	Office of the City Administrator (OCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Citizens of Talisay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Attachments of required documents prescribed by the BPLO		Depends on the nature and purpose of business.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits required documents to the Business Processing and Licensing Office (BPLO)	1. The BPLO prepares the Business/Mayor's Permit ready to be signed with all attachments required	c/o BPLO	1 hour	BPLO personnel
2. Waits for approval	2. BPLO transfers/forwards documents to the Office of the City Administrator for signing.	None	15 minutes	BPLO personnel
	2.1. OCA receives and records the Mayor's Permit application with complete attachments	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
	2.2. OCA	None	15 minutes	Maria Asuncion



	personnel examines documents and all attachments required			Posadas (Bookbinder IV)
	2.3. The City Administrator signs the Mayor's/Business Permit	None	2 hours	Atty. Jose Jonathan Ealdama (City Administrator)
3. Claim approved Business/Mayor's Permit and acknowledgment receipt	3. BPLO records the outgoing documents and releases the Approved Permit	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time			4 hours	

## 2. APPROVAL OF REQUEST FOR TRANSFER OF CADAVER

The City Administrator approves the request for transfer of cadaver from Talisay City.

<b>Office or Division:</b>	Office of the City Administrator (OCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Citizens of Talisay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request for Transfer of Bones Death Certificate Other Supporting Documents		Concerned Government offices.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request and other documents for	1. Receive the request and	None	5 minutes	Maria Asuncion Posadas



the transfer of Cadaver.	other documentary requirements for the transfer of cadaver			(Bookbinder IV)
2. Wait for approval	2. Review request and other documents	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
	2.1. Record the request for transfer of cadaver	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
3. Claim approved request for transfer of cadaver	3. Act on request. Approve or deny request	None	1 day	Atty. Jose Jonathan Ealdama (City Administrator)
3.1. Acknowledge Receipt	3.1. Record and release approved request	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time			1 day and 30 minutes	

### 3. APPROVAL OF REQUEST FOR TRANSFER OF BONES

The City Administrator approves the request for transfer of bones from Talisay City.

<b>Office or Division:</b>	Office of the City Administrator (OCA)	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Citizens of Talisay City	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter Request for Transfer of Bones		Concerned Government offices.



Death Certificate Other Supporting Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other documents for the transfer of Bones	1. Receive the request and other documentary requirements for the transfer of Bones	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
2. Wait for approval	2. Review request and other documents	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
	2.1. Record the request for transfer of bones	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
3. Claim approved request for transfer of bones	3. Act on request. Approve or deny request	None	1 day	Atty. Jose Jonathan Ealdama (City Administrator)
3.1. Acknowledge Receipt	3.1. Record and release approved request	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time			1 day and 20 minutes	

#### 4. APPROVAL OF BURIAL PERMIT

The City Administrator approves the request for Burial Permit.

<b>Office or Division:</b>	Office of the City Administrator (OCA)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Citizens of Talisay City



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request for Burial Permit Death Certificate Other Supporting Documents		Concerned Government Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and other documents for the Burial Permit	1. Receive the request and other documentary requirements for the Burial Permit	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
2. Wait for approval	2. Review request and other documents	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
	2.1. Record the request for Burial Permit	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
3. Claim approved request for Burial Permit	3. Act on request. Approve or deny request	None	1 day	Atty. Jose Jonathan Ealdama (City Administrator)
4. Acknowledge Receipt	3.1. Record and release approved request	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time			1 day and 30 minutes	





## 5. APPROVAL OF REQUEST FOR THE USE OF GOVERNMENT FACILITIES

The City Administrator approves the request for the use of government offices requested by a citizen or an organized group of Talisay City.

<b>Office or Division:</b>		Office of the City Administrator (OCA)		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Client		
<b>Who may avail:</b>		Citizens of Talisay City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Prepared by a citizen or group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request and other documents for the use of government facilities	1. Receive the request and other documentary requirements for the use of government facilities	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
2. Wait for approval	2. Review request and other documents	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
	2.1. Record the request for the use of government facilities	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
3. Claim approved request for the use of government facilities	3. Act on request. Approve or deny request	None	1 day	Atty. Jose Jonathan Ealdama (City Administrator)



3.1. Acknowledge Receipt	3.1. Record and release approved request	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time			1 day and 30 minutes	



# **OFFICE OF THE CITY ADMINISTRATOR**

## **INTERNAL SERVICES**



## 1. SIGNING OF CHECKS ISSUED BY THE CITY OF TALISAY

The City Administrator is one of the authorized signatories of the checks issued by the City of Talisay.

<b>Office or Division:</b>	Office of the City Administrator			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Citizens of Talisay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete requirements required by the City Treasurer's Office according to the purpose of the check		Concerned Government offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transmit checks with supporting documents for signature	1. Receive check and other supporting documents	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
	1.1. Review documents and record the same	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
	1.2. Forward to City Administrator for signing	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
2. Receive signed checks	2. Sign issued check as authorized signatory	None	1 hour	Atty. Jonathan Ealdama (City Administrator)



2.1. Acknowledge Receipt	2.1. Record and release signed checks	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time 2 hours				

## 2. APPROVAL OF PROGRAM OF WORKS

The City Administrator approves the program of works prepared by the internal offices of the City Government of Talisay for a certain public project.

<b>Office or Division:</b>	Office of the City Administrator (OCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Government			
<b>Who may avail:</b>	Government Offices of Talisay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Program of Works Plan		Prepared by the requesting office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Program of Works for approval	1. Receive the request for Program of Works	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
	1.1. Review documents and all attachments required	None	5 minutes	Maria Asuncion Posadas (Bookbinder IV)
	1.2. Record the request for Program of Works	None	15 minutes	Maria Asuncion Posadas (Bookbinder IV)
2. Attend conference and discuss with City Administrator	2. Confer with requesting office to discuss the program of works	None	3 hours	Atty. Jose Jonathan Ealdama (City Administrator)



3. Claim approved Program of Works/Receive advise and instructions for necessary corrections/ revisions	3. Act on proposed program/project	None	1 day	Atty. Jose Jonathan Ealdama (City Administrator)
3.1. Acknowledge Receipt	3.1. Record and release		15 minutes	Maria Asuncion Posadas (Bookbinder IV)
Total Processing Time			1 day, 3 hours, and 40 minutes	



# **CITY LEGAL OFFICE**

## **Internal Services**



## 1. Legal Representation in Court and Quasi-Judicial Bodies

Represent the Local Government Unit (LGU) in all civil actions and special proceedings wherein the LGU or any official thereof, in his official capacity, is a party

<b>Office or Division:</b>	Office for City Legal Services			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	The City Mayor or the government official concerned			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Situational - Case to Case Basis		Case to case basis		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.The City Mayor or the government official concerned refers the matter to the City Legal Officer for filing of appropriate legal action	<i>*In cases where the City is the Petitioner or Complainant</i>  1.1 The City Legal Officer assigns the matter to an Attorney	None	10-15 minutes	Atty. Kirk Andrew T. Magnabe
	1.2 The Legal Officer/Attorney assigned refers the matter to the Legal Asst./Researcher for initial study and research	None	10-15 minutes	Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla, Kristianly Hazel E. Prado/Mary Rose Garcia/Anna





	1.3 Initial Study and Research	None	2 to 5 days	Lydia Ibonia
	1.4 The Legal Asst./Researcher discusses her initial study and research with the Legal Officer/Attorney assigned	None	30 minutes to 1 hour	Kristianly Hazel E. Prado/Mary Rose Garcia/Anna Lydia Ibonia
	1.5 Preparation of the necessary complaints/petition/pleadings with the help of clerk/typist/legal researcher	None	3 to 7 days	Kristianly Hazel E. Prado/Mary Rose Garcia/Anna Lydia Ibonia
	1.6 The Legal Officer/Attorney submits the complaint/petition/pleadings to the City Legal Officer for approval and signature	None	1 day processing (court or quasi-judicial body)	Kristianly Hazel E. Prado, Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
				Atty. Kirk



	1.7 Request for assessment of court fees	None	1 to 3 days processing	Andrew T. Magnabe/ Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
	1.8 The City Legal Officer requests for release of funds necessary for the costs of suit.	None	1 day processing (court or quasi-judicial body)	Kristianly Hazel E. Prado/ Anna Lydia Ibonia/Mary Rose Garcia
	1.9 Filing of the case in court	Case to case basis	Within the reglementary period	Atty. Kirk Andrew T. Magnabe
	1.10 The City Legal Officer or Legal Officer/Attorney assigned attends hearings in court/quasi-judicial agency.	None	30 minutes to 1 hour	Kristianly Hazel E. Prado/ Anna Lydia Ibonia/Mary Rose Garcia
	1.11 Update the City Legal Officer and/or the City Mayor, as the case may be, of the status of the case	None	30 minutes to 1 hour	Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L.
	1.12 The City		Within the	



	<p>Legal Officer submits and discusses the decision of the case to the City Mayor.</p> <p>1.13 Execution and satisfaction of the decision, or appeal in case of active judgment.</p>	<p>None</p> <p>Case to case basis</p>	<p>reglementary period</p> <p>Within the reglementary period</p>	<p>Despi/Atty. Nieco Cecilio D. Hojilla</p> <p>Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla</p> <p>Atty. Kirk Andrew T. Magnabe</p> <p>Atty. Kirk Andrew T. Magnabe</p>
	<p><i>* In cases where the City is the accused or respondent</i></p> <p>1.1 Upon receipt of the summon or petition as</p>	<p>None</p>	<p>10-15 minutes</p>	<p>Atty. Kirk Andrew T. Magnabe</p>



	indorsed by the City Mayor, the City Legal Officer assigns the case to the Legal Officer/Attorney			
	1.2 The Legal Officer/Attorney refers the case to the Legal Asst./Researcher for initial study and research	None	10-15 minutes	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
	1.3 Initial study and research	None	1 to 2 days	
	1.4 The Legal Asst./Researcher discusses her initial findings with the Legal Officer/Attorney assigned	None	30 minutes to 1 hour	Kristianly Hazel E. Prado/Mary Rose Garcia/Anna Lydia Ibonia Kristianly Hazel E. Prado/Mary Rose Garcia/Anna Lydia Ibonia,
	1.5 Preparation of the necessary pleadings/documents with the help of the clerk/typist	None	Within the reglementary period	
	1.6 The Legal Officer/Attorney assigned submits the	None	Within the reglementary period	Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla



	pleadings/documents to the City Legal Officer for approval and signature			
	1.7 Filing of the answer/pleadings in court	None	Within the reglementary period	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla, Kristianly Hazel E. Prado/Mary Rose Garcia/Anna Lydia Ibonia
	1.8 The City Legal Officer or Legal Officer/Attorney assigned attends hearings in court/quasi-judicial agency.	None	Within the reglementary period	Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla Kristianly Hazel E. Prado/ Anna Lydia Ibonia/Mary Rose Garcia
	1.9 Update the City Legal Officer and/or the City Mayor of the status of the case	None	30 minutes to 1 hour	Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
	1.10 The City Legal Officer submits and discusses the decision of the case to the City Mayor	None	30 minutes to 1 hour	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie L.
	1.11 In case of		Within the	





<p>b. When initiated by another person other than the City Mayor or his Authorized Representative:</p> <p>1. Complaint in writing, duly subscribed and sworn to by the Complainant (3 original copies). Should there be more than one (1) person complained of, Complainant is required to submit additional copies corresponding to the number of persons complained of.</p> <p>2. Documentary or direct evidence in support of the complaint, if any (same number of copies with Complaint</p>		<p>Complainant/Complainant's Lawyer, Notary Public</p> <p>Case to case basis</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. a. When initiated by the City Mayor or his Authorized Representative - Endorse a copy of the Show Cause Memorandum, together with the written comment/counter-affidavit/explanation of the person complained of to the City Legal Officer for appropriate action</p> <p>b. When initiated by a</p>	<p>1.1 Receive Endorsement of Show Cause Memorandum or Complaint, as the case may be, together with documentary or direct evidence, if any; provided, that in case of a Complaint, there must be substantial compliance with the form prescribed. Otherwise, the</p>	None	5-15 minutes	Kristianly Hazel E. Prado/ Mary Rose Garcia/Anna Lydia Ibonia



<p>person other than the City Mayor - File written complaint, duly subscribed and sworn to by the Complainant in triplicate original copies, supported by documentary or direct evidence. Should there be more than one (1) person complained of, Complainant is required to submit additional copies corresponding to the number of persons complained of</p>	<p>Complaint will neither be received nor given due course.</p> <p>1.2 Conduct of Preliminary Investigation (PI) – to determine whether a prima facie case exists to warrant the issuance of a formal charge; involves a fact-finding investigation and/or ex-parte examination of records and documents submitted by the complainant and the person /s complained of, as well as documents readily available from other government offices.</p>	None	<p>Shall commence within 5 days from referral of the complaint and shall be terminated within 20 days thereafter</p>	<p>Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla</p>
	<p>1.3 The Investigation Officer shall submit the Investigation Report with recommendation and the complete records of the case to the City Mayor</p>	None	<p>Within 5 days from the termination of the Preliminary Investigation (PI)</p>	<p>Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla</p> <p>Hon. Nilo Jesus Antonio Neil Lizaress III – City Mayor</p>





	<p>1.4 Issuance of Formal Charge or Written Notice of Charge, as the case may be, after a finding of a prima facie case. Otherwise, the case shall be dismissed.</p>	None	Within the reglementary period	Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
	<p>1.5 Conduct of Formal Investigation – A formal investigation shall be conducted where the merits of the case cannot be decided judiciously without conducting such investigation or when the respondent elects to have one.</p> <p>a. Submission of Position Paper/ Memorandum</p>	None	Within the Reglementary Period	Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla



2. City Mayor shall discuss Resolution of the case with the City Legal Officer	b. Prehearing Conference			
	c. Continuous hearing until terminated			
	1.6 Submission of Formal Investigation Report with the City Mayor	None	Within 15 days after the conclusion of the formal investigation	Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
	2.1 Drafting and printing of the Decision	None	Within 30 days from receipt of the Formal Investigation Report	Atty. Kirk Andrew T. Magnabe/Atty. Cheryl Marie L. Despi/Atty. Nieco Cecilio D. Hojilla
	2.2 Submit written Decision to the City Mayor for his approval and signature		Within 30 days from receipt of the Formal	Atty. Kirk Andrew T. Magnabe



	2.3. Furnish all parties and the HRMO with copy of the Decision	None	Investigation Report	
		None	Within 30 days from receipt of the Formal Investigation Report	Kristianly Hazel E. Prado/Mary Rose Garcia/Anna Lydia Ibonia

### 3. Legal Review and/or Opinion (written)

Render legal opinion in writing on any question of law (upon request)

<b>Office or Division:</b>	Office for City Legal Services			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Mayor, members of the Sangguniang Panlungsod and other government officials in their official capacity			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter requesting for legal opinion stating facts and circumstances of the query/issue in particular		Case to Case basis		
2. Documents that are subject of the query, whenever applicable		Case to Case basis		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit letter and relevant documents at the receiving section	Receive and record request on logbook and present the same to the City Legal Officer	None	2 minutes	Kristianly Hazel Esclares-Prado,  Anna Lydia C. Ibonia,  Mary Rose L. Garcia
	1.6 Log the written legal opinion/review for release to the requesting office/party  1.7 Release/ forward the written legal opinion/review to the requesting office/party	None  None	2 minutes  10 minutes	Kristianly Hazel Esclares-Prado,  Anna Lydia C. Ibonia,  Mary Rose L. Garcia  Kristianly Hazel Esclares-Prado,  Anna Lydia C. Ibonia,  Mary Rose L. Garcia

#### 4. Certification of No Pending Administrative Case

The Certification is issued upon request to City Employees needing this document that states that he/she has no pending case filed against him/her as per records of the Office for City Legal Services

<b>Office or Division:</b>	Office for City Legal Services		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	City Officials and Employees		
<table> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



LGU I.D.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Requesting individual presents LGU I.D. and submits his/her name, current position and office at the Receiving Section	1.1 Check and verify whether or not the individual concerned has any pending administrative case as per records of the office.	None	5 minutes	Kristianly Hazel Esclares-Prado,  Anna Lydia C. Ibonia,  Mary Rose L. Garcia



	1.2 If individual has no pending administrative case, prepare certification. Otherwise,	None	5 minutes	Kristianly Hazel Esclares-Prado,
	prepare a letter informing the concerned individual in writing that he/she cannot be issued the requested certification by reason of his/her pending case, citing the case and its status thereof	None	10 minutes	Anna Lydia C. Ibonia, Mary Rose L. Garcia
	1.3 Submit the Certification or letter, whichever is applicable, to the City Legal Officer or any of the Attorneys for approval and signature.	None	5 minutes	Kristianly Hazel Esclares-Prado,
	1.4 Release of the Certification, or letter, as the case may be.	None	1 minute	Anna Lydia C. Ibonia, Mary Rose L. Garcia



## 5. Legal Consultation

Render legal consultation/advice on legal queries (verbal) pertaining to decision-making functions of the Department Heads of the City government

<b>Office or Division:</b>	Office for City Legal Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	City Department Heads and Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None, but Client is encouraged to bring documents that are subject of the query, if any, for a more accurate advice		Case to Case basis		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Approach and inform the clerk at the receiving section of your intention to seek for a legal consultation/ advise	1.1 Record request on logbook and refer Client to any available attorney/law yer of the day	None	5-10 minutes	Kristianly Hazel Esclares-Prado,  Anna Lydia C. Ibonia,  Mary Rose L. Garcia
2. Relays concerns/inquiry, and present documents that are subject of the query (whenever applicable)	2.1 Client's concerns are responded to and acted upon with legal advice (Legal Consultation	None	30 minutes – 1 hour	Atty. Kirk Andrew Magnabe  Atty. Cheryl Marie Ledesma-Despi  Atty. Nieco Cecilio Hojilla



	Proper)			
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## 6.Contracts, Bonds, Leases and Other Instruments

Draft contracts, bonds, leases and other instruments involving any interest of the City

<b>Office or Division:</b>		Office for City Legal Services		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		City officials and employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Case to case basis		Case to case basis		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach and inform the clerk at the receiving section of request for the drafting of the legal document/instrument	1.1 Record request on logbook and refer the Client to any available attorney/lawyer of the day	None	5-10 minutes	Kristianly Hazel Esclares-Prado,  Anna Lydia C. Ibonia,  Mary Rose L. Garcia
2. Discuss circumstances and purpose of the document, and relay desired terms and conditions as agreed upon by the parties, if any.	2.1 Attorney takes down notes, including desired terms and conditions as relayed by the client, and also advises the client of the	None	15-30 minutes	Atty. Kirk Andrew Magnabe  Atty. Cheryl Marie Ledesma-Despi  Atty. Nieco Cecilio Hojilla





	appropriate/ applicable document/ instrument when necessary			
	2.2 Attorney-in-charge does initial study and research on legal requirements and/or issues, if any, of the document to be drafted	None	1-2 days	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla
	2.3 Preparation of the necessary document/instrument with the help of legal assistant/clerk/typist	None	1-2 days	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla
	2.4 Attorney-in-charge reviews the draft of the document, and makes corrections	None	1 day	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla



	when necessary.			
	2.5 Attorney-in-charge submits the draft of the document/instrument to the City Legal Officer for his final review and approval.	None	1 day	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla
	2.6 Print the final document/instrument	None	10 minutes	Kristianly Hazel Esclares-Prado, Anna Lydia C. Ibonia, Mary Rose L. Garcia
	2.7 Log the document/instrument for release to the requesting Office	None	2 minutes	Kristianly Hazel Esclares-Prado, Anna Lydia C. Ibonia, Mary Rose L. Garcia
	2.8 Forward the Document/Instrument to the Requesting Office	None	10 minutes	Kristianly Hazel Esclares-Prado, Anna Lydia C. Ibonia, Mary Rose L. Garcia



## 7. Enforcement of laws and ordinances (violations)

<b>Office or Division:</b>	Office for City Legal Services			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Implementing Office/Department of laws and ordinances alleged to be violated;			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Complaint letter (of private complainant), if any		Private Complainant, if any		
2. Inspection Report prepared by the implementing office/department and other proof(s) of alleged violation		Implementing government office/agency		
3. Endorsement letter from the implementing office/department re: violation(s) of any person/firm/corporation		Implementing government office/agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Endorsement of violation(s) of any person/ firm/ corporation for appropriate legal action by the implementing office/ department  (implementing office/department - i.e. CENRO for violations of environmental laws, City Agriculture Office for violations of	1.1 Record request on logbook  1.2 Refer the matter/documen ts to the City Legal Officer	None  None	1 minutes  2 minutes	Kristianly Hazel Esclares-Prado, Anna Lydia C. Ibonia,  Mary Rose L. Garcia



Agricultural laws, City Engineering Office for violations of the Building Code, etc.)	1.3 The City Legal Officer assigns the matter to Legal Officer/Attorney	None	5 minutes	Atty. Kirk Andrew T. Magnabe
	1.4 The Legal Officer/Attorney assigned does initial study and research on the alleged violation(s) with the help of the Legal Asst./Researcher	None	1-2 days	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla
	1.5 Preparation of Notice of Violation/Notice for Compliance/ Demand Letter, as the case may be, with the help of clerk/typist	None	1 day	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla
	1.6 The Legal Officer/Attorney submits the Notice of Violation or Demand Letter, as the case may be, to the City Legal Officer for approval and	None	1 day	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla



	signature			
	1.7 Deliver the Notice of Violation or Demand Letter to the person/firm/corporation concerned either through personal delivery or registered mail	None	1 day	Mary Rose L. Garcia
	1.8 Conduct inspection with the assistance of the implementing department to check compliance with First Notice, then staff reports observations to the City Legal Officer	None	Within 3 days after lapse of given period to comply (period to comply is usually 3-5 days)	Mary Rose L. Garcia
	1.9 If non-compliant or violation(s) continues to exist, report and refer to City Legal Officer for the preparation of Final Notice of Violation.	None	15 minutes	Atty. Kirk Andrew T. Magnabe



	1.10 Preparation of Final Notice of Violation/Notice for Compliance/ Demand Letter	None	1 day	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/ Atty. Nieco Cecilio D. Hojilla
	1.11 Conduct inspection with the assistance of the implementing department to check compliance with Final Notice	None	Within 3 days after lapse of given period to comply (period to comply is usually 3-5 days)	Mary Rose L. Garcia
	1.12 If still non- compliant or violation(s) continues to exist, report and refer to City Legal Officer for the implementation of corresponding laws and ordinances by the Legal Enforcement Team	None	15 minutes	Atty. Kirk Andrew T. Magnabe
	1.13 Implementation of corresponding laws and	None	3-5 days	Atty. Kirk Andrew T. Magnabe/ Atty. Cheryl Marie Ledesma-Despi/



	ordinanances by the Legal Enforcement Team with the assistance of the implementing office/department, the police and the barangay			Atty. Nieco Cecilio D. Hojilla, Mary Rose L. Garcia
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# **HUMAN RESOURCE AND MANAGEMENT OFFICE**

## **INTERNAL SERVICES**





## 1. Issuance of Certifications

For reference purposes, employees are issued certification(s) with details of their employment in the city government.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2G-Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All employees of LGU Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request form		1. HR Office		
2. Updated leave credits from assigned Office Admin		2. Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out request form	1.1 Receive and review request	None	15-20 minutes	Emily Banaria Comp. Optr. I
	1.2 Prepare requested certification	None	15-20 minutes	Emily Banaria Comp. Optr. I
	1.3 Sign requested document	None	2-3 minutes	Arlene S. Firmeza CGADH I
1. Sign logbook to acknowledge receipt	2. Release request	None	2-3 minutes	Emily Banaria Comp. Optr. I
TOTAL 43 minutes				



## 2. Acceptance of Application to vacant Position

Published vacant positions in the city government are open to all interested qualified applicant who may personally submit application letter.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2G-Government to Government, G2C-Government to Citizen			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All Filipino citizen of legal age			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Application letter (1 copy)  2. Duly accomplished Personal data Sheet  <u>Additional requirements:</u>  3. Authenticated eligibility (if applicable; 1 original, 1 photocopy)  4. Certified true copy of school record (if applicable; either diploma or transcript)		1. Applicant  2. CSC website downloadable forms  3. CSC regional office (May be coursed thru the field office)  4. School Attended		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application to HR office	1.1 Validate vacant position	None	2 minutes	<b>JemmaFerolino HRMO IV JemmaFerolino HRMO IV</b>
	1.2 Check as to completeness of submitted requirements	None	1 minutes	
	1.3 Check qualification	None	3 minutes	<b>JemmaFerolino HRMO IV</b>
2. Receive final instruction	2. Give instruction as to details of HRMPBSB screening	None	2 minutes	<b>JemmaFerolino HRMO IV</b>
<b>TOTAL 9 minutes</b>				



### 3. Leave Administration

City employees may avail of leave benefits and privileges pursuant to CSC rules and regulations pertinent to leave administration.

<b>Office or Division:</b>		Human Resource Management Office		
<b>Classification:</b>		G2G-Government to Government		
<b>Type of Transaction:</b>		Simple		
<b>Who may avail:</b>		All employees of LGU Talisay		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Accomplished Leave Application Form (CSC Form 6, Rev. 1998)		1. Respective Admin Designate		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Application for Leave signed by the applicant and Head of Office	1.1.Receive and process application	None	2 to 3 minutes	Emily Banaria Comp. Oprtr. I
	1.2.Update leave credits in the data base	None	5-10 minutes	Emily Banaria Comp. Oprtr. I
	1.3.Certify Statement of leave credits	None	5 minutes	Arlene S. Firmeza CGADH I
	1.4.Forward accomplished application for approval of the City Administrator	None	10 minutes	Emily Banaria Comp. Oprtr. I
	1.5.Make final action on leave application	None	4 hours	Atty. Jose Jonathan Ealdama City Administrator
2.Receive copy of approved application for leave	2.Release approved leave	None	3 minutes	Emily Banaria Comp. Oprtr. I
TOTAL 31 minutes				



#### 4. Loan Confirmation(GSIS)

Employees whose net take-home pay are compliant with GAA provisions are granted loan entitlement.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2G-Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All employees of LGU Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Employee's payslip		1. HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply loan with GSIS at any available GSIS Kiosk / GSIS Main office (if without UMID card)	1.1.Print payslip of loan applicant	None	2 Minutes	Emily Banaria Comp. Oprtr. I
	1.2.Check for pending loans and indicate current net pay	None	10 minutes	Emily Banaria Comp. Oprtr. I
	1.3.Open AAO login website	None	3 minutes	Arlene S. Firmeza CGADH I Jemma Ferolino HRMO IV
	1.4.Confirm / disapprove loan	None	2 minutes	Arlene S. Firmeza CGADH I Jemma Ferolino HRMO IV
2. Receive information on loan application	2.Inform applicant of loan approval/disapproval	None	2 minutes	Emily Banaria Comp. Oprtr. I



TOTAL 20 minutes

## 5. Facilitation of CSC Related Transaction(Personal Data Correction)

CSC related concerns and transactions such as correction of personal information of city employees are facilitated by this office.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2G-Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All employees of LGU Talisay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished request form for correction of personal data		1. Employee		
2. Affidavit of discrepancy		2. Notary Public		
3. Original Birth Certificate ( 1 original, 1 photocopy)		3. Employee		
4. Passport size picture (2 pcs.)		4. Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form and attach passport size picture	1. Release CSC Form and give instructions	None	5 minutes	Bryan Jardeleza HRMO I
2. Submit accomplished form together with other documentary requirements and CSC required payment.	2. Receive and check as to completeness of requirements.	None	5 minutes	Bryan Jardeleza HRMO I
	2.1 Prepare letter request and the document to be corrected	None	5-15 minutes	Bryan Jardeleza HRMO I
	2.2 Transmit	760.00	1 day	Bryan Jardeleza HRMO I

3. Claim official receipt and receive final instruction	3. Furnish employee with CSC-generated receipt and give final instruction request and make payment for correction to CSC	None	5 minutes	Bryan Jardeleza HRMO I
TOTAL 30 minutes				

## 6. Facilitation of Application for Grant of CSC Skill Eligibility





<p>and photocopy of Marriage Certificate authenticated/issued by the NSO;</p> <p>N.B.: In case where the NSO Marriage Certificate is not legible, the applicant shall, in addition, submit the original and photocopy of her Marriage Certificate authenticated/issued by the LCR.</p> <p>6. Certification of No Pending Case/Non-Conviction of Any Offense (CSC SPEL Form 1, April 2012); and</p> <p>7. If the application is filed through a representative:</p> <p>a. Authorization letter executed by the applicant; and</p> <p>b. Original and photocopy of at least one (1) valid I.D. card of the representative, as listed under Item No. 3 above.</p> <p>8. Original and photocopy of appointment paper indicating the status of appointment as "Temporary"</p> <p>9. Certification from the Head of Agency that the appointee obtained at least very satisfactory rating for two rating periods during the 1 year.</p> <p>10. Statement of actual duties and responsibilities of the applicant executed by the applicant's immediate supervisor.</p> <p>11. Authenticated copy of the applicant's Performance Rating Form for the 2 rating periods covered by the 1 year temporary appointment.</p> <p><b>SPECIFIC DOCUMENTARY REQUIREMENTS (Shall apply depending on the type of eligibility)</b></p>	<p>5. Applicant</p> <p>6. Applicant</p> <p>7. Applicant</p> <p>8. HRMO</p> <p>9. HRMO</p> <p>10. Head of Office</p>
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		11. HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application form (CS Form 101-G revised Sept. 2013)	1.1 Inform employee of qualification to grant of CSC Skill Eligibility	None	2 minutes	Jemma Ferolino HRMO IV
	1.2 Give detail instruction as to accomplishment of form and other requirements.	None	3 minutes	Jemma Ferolino HRMO IV Bryan Jardeleza HRMO I
2. Submit accomplished form and all documentary requirements	2.1 Receive and check as to completeness of the documents needed.	None	10 minutes	Jemma Ferolino HRMO IV Bryan Jardeleza HRMO I
	2.2 Transmit to CSC Field office Neg. Occ.	None	1 day	Bryan Jardeleza HRMO I
	2.3 Make prescribed payment to CSC officer of the day	760.00	10 minutes	CSC Officer of the day  Bryan Jardeleza
3. Receive CSC-generated OR and final instruction	3. Furnish employee with CSC-generated receipt and give final instruction.			Jemma Ferolino HRMO IV Bryan Jardeleza HRMO I
TOTAL 25 minutes				

## 7. PhilHealth Membership

Philhealth membership of newly hired employees of the city government are facilitated for issuance of printed copy of Member Data Record (MDR).



<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	G2G-Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	All – newly hired employees of LGU Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. PhilHealth Membership Registration Form. <u>Additional requirements (if applicable) :</u> <ul style="list-style-type: none"> <li>a. Marriage Certificate</li> <li>b. Birth Certificate/Baptismal of children below 21 years old</li> <li>c. Birth certificate/Senior I.D of parents 60 yrs. old and above</li> </ul>			1. HR Office  2. Employee  3. Employee  4. Employee	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit accomplished PhilHealth Registration Form.	1.1 Receive and review requirements	None	5 minutes	Bryan Jardeleza HRMO I
	1.2 Prepare transmittal (Form ER2)	None	5 minutes	Bryan Jardeleza HRMO I
	1.3 Submit ER2 to PhilHealth	None	1 day	Bryan Jardeleza HRMO I
2. Acknowledge receipt of MDR copy	2. Furnish employee with MDR copy	None	5 minutes	Bryan Jardeleza HRMO I
<b>TOTAL 15 minutes</b>				



# **City of Talisay Economic and Investment Promotion Office (CTEIPO)**

## **External Services**



## 1. Investment Counseling

Investment Counseling is extended to existing and potential investors who are in the process of planning and/or expanding their operations.

<b>Office or Division:</b>	City of Talisay Economic and Investment Promotion Office				
<b>Classification:</b>	Simple				
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizens				
<b>Who may avail:</b>	Potential and existing investors (local or foreign), local MSMEs and private individuals				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Business Registration from DTI or SEC (one photocopy)			Department of Trade and Industry or Securities and Exchange Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>	
1. File Request for Investment Counseling	1.1 Receive and process request form	None	5 minutes	Business Counselor	
	1.2 Provide client with Investment Counseling schedule and details	None	15 minutes	Investment Officer	
2. Attend Investment Counseling	2.1 Conduct Investment Counseling	None	60 minutes	Investment Officer	
TOTAL		None			

## 2. Investment Opportunity Presentation

Investment Opportunity Presentation is a service feature intended to provide a forum of existing and potential group of investors to be able to discuss the priority investment projects and opportunities as well as the incentives and services offered by the office.



<b>Office or Division:</b>	City of Talisay Economic and Investment Promotion Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizens			
<b>Who may avail:</b>	Potential and existing investors (local or foreign), local MSMEs and private individuals			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File Request for Investment Opportunity Presentation	1.1 Receive and process request form	None	5 minutes	Business Counselor
	1.2 Provide client with Investment Opportunity Presentation schedule and details	None	15 minutes	Investment Promotion Officer
2. Attend Investment Opportunity Presentation	2.1 Conduct Investment Opportunity Presentation	None	180 minutes	Investment Promotion Officer
TOTAL		None	200 minutes	

### 3. Investment Incentive Application

Investment Incentives are extended to potential investors whose line or nature of business falls within the Investment Priority Areas identified and indicated in the City Ordinance No. 597 s.2018 also known as *“The Revised City of Talisay Local Investment and Incentives Code of 2018.”* This service feature is designed to be in consonance with the processes and procedures of EO 226 otherwise known as the *“Omnibus Investment Code of 1987”* and shall be duly approved by the Investment Board.

<b>Office or Division:</b>	City of Talisay Economic and Investment Promotion Office
<b>Classification:</b>	Covered by a Special Law (Omnibus Investment Code of 1987)
<b>Type of Transaction:</b>	G2B – Government to Business



<b>Who may avail:</b>	Single proprietorships, partnerships and corporations operating within the territorial jurisdiction of the City of Talisay, Province of Negros, Province of Negros Occidental and whose line or nature of business falls within the Investment Priority Areas identified and indicated in the City Ordinance No. 597 s.2018 also known as “The Revised City of Talisay Local Investment and Incentives Code of 2018.”	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Single Proprietorship		
a. One photocopy of Business Registration		Department of Trade and Industry
b. One photocopy of audited financial statements if company already exists		Client/Company
c. One copy of completed Application Form for Investment Incentive		City of Talisay Economic and Investment Promotion Office
2. Partnership/Corporation		
a. One photocopy of Articles of Partnership or Incorporation		Client/Company
b. One certified true copy of Certificate of Registration		Securities and Exchange Commission
c. One copy of Certificate of Good Standing from SEC if business is already existing		Securities and Exchange Commission
d. Resolution authorizing the filing of application by the applicant’s Board of Directors		Client/Company
e. One photocopy of audited financial statements if company already exists		Client/Company
f. Environmental Compliance Certificate (if applicable)		Client/Company
g. One copy of completed Application Form for Investment Incentive		City of Talisay Economic and Investment Promotion Office
h. for enterprises registered under an existing incentives law:		Client/Company
i. Certified true copy of the BOI Certificate of Registration		
ii. One photocopy of documents submitted to the appropriate		



registration for which an incentive was applied for				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application Form for Investment Incentive	1.1 Receive Application Form	None	5 minutes	Business Counselor
	1.2 Provide client acknowledgment indicating checklist of requirements and schedule of follow-up (by phone and/or email) regarding status of application	None	30 minutes	Investment Officer
	1.3 Assess the veracity and completeness of supporting documents and advise client on the status of application	None	2 working days	Investment Officer
	1.4 Prepare endorsement of the application for review by the Investment Board	None	60 minutes	Investment Officer
	1.5 Review of application by the	None	14 working days	Investment Officer
		None	1 working day	Investment



	Investment Board 1.6 Advise client on status of application (by phone & email) and payment details (if application is approved)			Officer
2. Pay the Registration Fee at the City Treasurer's Office	2.1 Receive receipt of payment of client 2.2 Release Certificate of Registration with Investment Incentive details	<b>Registration Fees (one-time) based on asset size:</b> <ul style="list-style-type: none"> <li>• 10 Million to 15 Million pesos -Php 10,000.00</li> <li>• Over 15 Million to 30 Million pesos -Php 15,000.00</li> <li>• Over 30 Million to 45 Million pesos -Php 20,000.00</li> <li>• Over 45 Million to 60 Million pesos -Php 25,000.00</li> <li>• Over 60 Million to 100 Million pesos -Php 30,000.00</li> <li>• Over 100 Million to 150 Million pesos -Php 40,000.00</li> <li>• Excess of 150 Million pesos</li> </ul>	60 minutes	Cashier





		- Php 40,000.00 plus 1/10 of 1% in excess of Php 150 Million		
3. Present Official Receipt to CTEIPO	3.1 Receive official receipt 3.2 Release Certificate of Registratio n with Investment Incentive details	None  None	5 minutes  25 minutes	Business Counselor  Investment Officer
TOTAL		*Please refer to table above	17 working days and 185 minutes	

#### 4. Investment Aftercare Services

Investment Aftercare Services ensures a business-friendly and nurturing relationship between the City and its investors by way of providing assistance to its clients throughout the course of their business and investments.

<b>Office or Division:</b>	City of Talisay Economic and Investment Promotion Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business and G2C – Government to Citizens			
<b>Who may avail:</b>	Single proprietorship, partnership and corporations within the territorial jurisdiction of the City of Talisay, Province of Negros Occidental			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Registration from DTI or SEC (one photocopy)		Department of Trade and Industry or Securities and Exchange Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. File Request for Investment Aftercare Service	1.1Receive and process request form	None	5 minutes	Business Counselor
	1.2Provide client with Investment Aftercare Service schedule and details	None	15 minutes	Investment Officer
2. Attend Aftercare Service	2.1Conduct Investment Aftercare Service	None	60 minutes	Investment Officer
TOTAL		None	80 minutes	



# **CITY COOPERATIVE OFFICE**

## **EXTERNAL SERVICES**



## INSTITUTIONAL DEVELOPMENT

### 1. ASSIST IN THE ORGANIZATION OF GROUPS INTO COOPERATIVES AND ASSOCIATIONS

Groups interested to form into cooperatives or associations are assisted and guided by the Office.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office (Institutional Development section)			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Organized groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved letter request		Office of the City Mayor/City Cooperative Officer		
2. Organizations profile and baseline data		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the approved letter request, organization profile and baseline data	1. Receive and Verify	None	3 minutes	Roceremia H. Consing
1.1 Receive and confirm schedule for the conduct of orientation seminar or PMES	1.1 Set schedule of orientation seminar or PMES	None	1 minute	Melina P. Ablina
2. Attend orientation seminar/PMES	2. Conduct of orientation seminar or PMES	none	3 hours	Melina P. Ablina Roceremia H. Consing Jaszer C. Tapalla
Total Processing Time:			3 hours and 2 min.	

### 2. ASSIST AND FACILITATE REGISTRATION WITH THE COOPERATIVE DEVELOPMENT AUTHORITY (CDA)

Groups/associations who wanted to be a cooperative are assisted by the Office with their registration and requirements with the CDA.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office (Institutional Development section)
<b>Classification:</b>	G2C
<b>Type of Transaction:</b>	Simple



<b>Who may avail:</b>		Organized groups		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-registration Seminar Certificate		Cooperative Development Authority (CDA)		
2. Economic Survey		CDA Website/CCLDO		
3. Approved Cooperative name reservation Slip/		Cooperative Development Authority (CDA)		
4. Articles of Cooperation		CDA Website/CCLDO		
5. By-Laws		CDA Website/CCLDO		
6. Lists of Officers		CDA Website/CCLDO		
7. Surety Bond of accountable officer		CDA Accredited Insurance Company		
8. Organizational structure		Cooperative		
9. BOD and Secretary Certificate		Cooperative		
10. Treasurer's Affidavit		Cooperative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and accomplish Pro-forma registration documents	1. Release of list of requirements for CDA Registration	none	1 minute	Roceremia H. Consing
	1.1 Print pro-Forma registration documents	none	10 minutes	Jaszer C. Tapalla
	1.2 Encode and print registration documents	none	4 hours	Melina P. Ablina
3. Submit accomplished Registration documents to CDA	1.3 Email to CDA the accomplished registration documents	none	30 minutes	Melina P. Ablina
Total Processing Time: 4 hours and 41 minutes				

### 3.ASSIST AND FACILITATE REGISTRATION OF ASSISTED ASSOCIATIONS/GROUPS WITH THE DEPARTMENT OF LABOR AND EMPLOYMENT (DOLE)

Groups interested to be registered with the DOLE are assisted and guided in their registration and requirements.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office (Institutional Development section)
<b>Classification:</b>	G2C
<b>Type of Transaction:</b>	Simple
<b>Who may avail:</b>	Organized groups



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished and notarized application Form		DOLE Website/CCLDO		
2. List of Association officers and their addresses		Association		
3. List of members		Association		
4. Financial report if existing for at least 1 year, if less than 1 year and has not collected any amount certification to this effect		Association		
5. Constitution and By-Laws accompanied by the names and signatures of ratifying members		Association		
6. Minutes for adoption or ratification of the constitution and by-laws, date when ratification was made and list of ratifying members		Association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out and accomplish Pro-forma registration documents	1.1Release list of requirements for registration	none	1 minute	Roceremia H. Consing
	1.2Print proforma registration documents	none	10 minutes	Jaszer C. Tapalla
	1.3Encode and print registration documents	none	4 – 6 hours	Melina P. Ablina
2.Submit accomplished registration documents to DOLE	2.1Check and verify the completeness of registration documents	none	30 minutes	Melina P. Ablina
Total Processing Time:				4-6 hours and 41 min.

#### 4. FACILITATE THE CITY OF TALISAY ACCREDITATIONS OF COOPERATIVES, ASSOCIATIONS AND OTHER PEOPLE'S ORGANIZATION

Cooperatives and associations need to accredit to avail of the various assistance extended by the City and other LGUs.



<b>Office or Division:</b>	City Cooperative and Livelihood Development Office (Institutional Development section)			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Organized groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Articles of Cooperation or Incorporation		Client		
By-Laws		Client		
Certificate of registration from CDA/DOLE/SEC		Client		
Letter of Intent		Client		
Financial Statement		Client		
List of plans and programs		Client		
List of Officers and Members		Client		
Annual Accomplishment result		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1. check, verify and photocopy documents	None	20 minutes	Roceremia H. Consing
	1.1 Submit to SP Office	None	3 minutes	Roceremia H. Consing
Total Processing Time:			23 minutes	

## 5. CONDUCT AND FACILITATE MANDATORY AND CAPABILITY BUILDING TRAININGS AND SEMINARS

Empower cooperatives and its members and to encourage associations and groups to become cooperatives, the City of Talisay through the Office, subsidized the CDA mandated coop trainings and seminars.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office (Institutional Development section)			
<b>Classification:</b>	G2C			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Organized groups			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		



Approved Project Proposal		CCLDO/City Cooperative Officer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved letter Request	1.1 Receive and review approved request	None	1 minute	Roceremia H. Consing
	1.2 Set appropriate schedule for the conduct of the training	None	10 minutes	Melina P. Ablina
2. Receive and confirm attendance to training	2. Confirm participation and number of participants	None	2 hours	Roceremia H. Consing
3. Attend training	3. Conduct training/seminar	None	24 hours	Melina P. Ablina
Total Processing Time:				26 hours and 11 minutes

## 6. ASSIST IN THE PREPARATION OF COOPERATIVE'S AND ASSOCIATION'S ANNUAL REPORTORIAL REQUIREMENTS

Micro coops is deficient in their annual reports submission to the CDA due to lack of access to internet connections and inadequacy in using new technology. Through the Office, they can now email and submit their annual reports as required.

<b>Office or Division:</b>	City Cooperative and Livelihood Development Office (Institutional Development section)			
<b>Classification:</b>	G2C			
<b>Type of Transaction</b>	Simple			
<b>Who may avail</b>	Organized groups			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Reportorial reports		Clients		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE





1. Submit hard copy of the required reports	1.1 Encode coop's annual reports	None	1 hour	Melina P. Ablina
	1.2 Photocopy, scan, and email reports to CDA/DOLE	none	1 hour	Melina P. Ablina
Total Processing Time:				2 hour

## LIVELIHOOD DEVELOPMENT

### 7. CONDUCT AND FACILITATE BARANGAY LIVELIHOOD SKILLS TRAININGS

Livelihood and skills trainings are conducted through the initiative of the requesting barangay/s. The Office will only provide resource person/s and/or trainer while other expenses shall be provided by the requesting barangay.

<b>Office or Division:</b>		City Cooperative and Livelihood Development Office		
<b>Classification:</b>		G2G		
<b>Type of Transaction :</b>		Simple		
<b>Who may avail:</b>		Residents of every barangays of Talisay City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approval of Letter Request from Barangay for Training		Mayor's Office		
2. Submission of letter request		City Cooperative and Livelihood Development Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit approved letter request	Receive, Review and Verify approved request	None	2 minutes	Caroline T. Tabianan Wilma S. Jarina
1.1 Receive and confirm schedule	Set schedule of barangay sponsored livelihood and skills trainings	None	20 minutes	Caroline T. Tabianan Wilma S. Jarina



2. Attend Livelihood and skills trainings	Conduct livelihood and skills trainings	None	8 hours minimum	Wilma Jarina Juliebeth A. Ambus Nimrod Oquila
Total Processing Time: 8 hours and 22 minutes				

## 8. CITY FUNDED LIVELIHOOD AND SKILLS TRAININGS/SEMINARS

Livelihood and skills trainings are conducted to help improve and increase the income generating capacities and opportunities of our low income groups/individuals and assisted communities.

<b>Office or Division:</b>		City Cooperative and Livelihood Development Office		
<b>Classification:</b>		G2C		
<b>Type of Transaction :</b>		Simple		
<b>Who may avail:</b>		Residents and members of organized group in Talisay City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Project Proposal Livelihood Program Budget		City Cooperative and Livelihood Development Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit name/s and contact numbers for training slot/s allocation	1.1 Receive and Review submitted list of participants	None	1 minute	Caroline T. Tabianan Wilma S. Jarina
	1.2 Schedule livelihood and skills trainings	None	2 minutes	Caroline T. Tabianan Wilma S. Jarina
	1.3 Call and confirm participants for the slot/s allocation	None	45 minutes	Wilma S. Jarina
Total Processing Time:		48 minutes		



# **CITY NUTRITION COMMITTEE OFFICE [CNC]**

## **External Service**



## 1. Operation Timbang Plus Height/Length Measurement [ OPT+ ]

It is the annual weighing and height measurement of all 0-59 months children and children 0-71 months.

<b>Office or Division:</b>		City Nutrition Office/ Mayor's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Preschool children and School Children		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
List of Malnourished children of 27 brgys		27 Barangays through Barangay Nutrition Scholars		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Barangay Nutrition Scholars [BNS] taking weight of all preschoolers and measuring their height/length	CNO	NONE	1 day	Gemma B. Gonzaga City Nutrition Officer III Christine Velasco Administrative Aide I Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I Marinel Porsuelo Utility Worker I [Casual]
2.Barangay Nutrition Scholar [BNS] submit all their weighing report to the office	CNO	NONE	1 hour	Gemma B. Gonzaga City Nutrition Officer III Christine Velasco Administrative Aide I Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I Marinel Porsuelo Utility Worker I [Casual] Melinda Ordiales Utility Worker I [Casual]



## 2. Food Supplementation

Giving of Food Commodities to identified undernourished children

<b>Office or Division:</b>		City Nutrition Office/ Mayor's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Undernourished Preschool children		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
List of Malnourished children of 27 brgys		27 Barangays through Barangay Nutrition Scholars		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay Nutrition Scholars [BNS] get the supply from the office with the list of identified pre-schooler's children	CNO	NONE	1 day	Gemma B. Gonzaga City Nutrition Officer III Christine Velasco Administrative Aide I Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I Marinel Porsuelo Utility Worker I [Casual] Melinda Ordiales Utility Worker I [Casual]
2. Barangay Nutrition Scholar [BNS] distribute the feeding commodities to the target pre-schoolers	CNO	NONE	1 day	Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I
3. Barangay Nutrition Scholar [BNS] follow-up for monitoring of the feeding	CNO	NONE	1 day	Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I



### 3. Growth Monitoring

Monitoring the Monthly Weighing and Nutritional Status of the pre-schoolers.

<b>Office or Division:</b>		City Nutrition Office/ Mayor's Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		Undernourished Preschool children		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Pre-school children of 27 brgys		27 Barangays through Barangay Nutrition Scholars		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Barangay Nutrition Scholars [BNS] follow-up monitoring of weight & height / length of the targeted pre-schoolers	1. CNO	NONE	1 day	Gemma B. Gonzaga City Nutrition Officer III Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I
2.Barangay Nutrition Scholar [BNS] submit their monthly weighing report	2. CNO	NONE	1 day	Christine M. Velasco Administrative Aide I Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I Marinel A. Porsuelo Utility Worker I [Casual]
3.Nutrition Office Consolidate and posting all the reports to the computer	3. CNO	NONE	1 day	Christine M. Velasco Administrative Aide I Juvy Calero



				Utility Worker II
TOTAL PROCESSING TIME: 3 DAYS				

#### 4. Pabasa Sa Nutrisyon [ PSN ]

It is a strategy of giving a Nutrition Education to the targeted mothers in the Barangays. A 10 days session conducted with the use of IEC Materials. It is a sharing type of education

<b>Office or Division:</b>	City Nutrition Office/ Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Pregnant, Lactating Mothers and Identified Mothers of Undernourished Preschool children			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of Pregnant, Lactating Mothers and Identified Mothers of Undernourished Preschool children of 27 brgys		27 Barangays through Barangay Nutrition Scholars		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay Nutrition Scholars [BNS] organized the target mothers	1. CNO	NONE	1 day	Gemma B. Gonzaga City Nutrition Officer III Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I
2. Barangay Nutrition Scholar [BNS] submit list of Mothers	2. CNO	NONE	1 day	Christine M. Velasco Administrative Aide I Juvy Calero Utility Worker II Rodaline



				Torreno Administrative Aide I Marinel A. Porsuelo Utility Worker I [Casual]
3. Nutrition Staff conduct the orientation per Barangay for the Pabasa sa Nutrisyon	3. CNO	NONE	1 day	Christine M. Velasco Administrative Aide I Juvy Calero Utility Worker II
4. Barangay Nutrition Scholar [BNS] facilitate 10-day session with the help of midwives and other health workers	4. CNO	NONE	1 day	Gemma B. Gonzaga City Nutrition Officer III Rodaline Torreno Administrative Aide I Juvy Calero Utility Worker II
TOTAL PROCESSING TIME: 4 DAYS				

## 5. Infant and Young Child Peer Group

Organizing the group of health care workers in a barangay to give Infant and Young Child Feeding Counseling to pregnant and lactating mothers

<b>Office or Division:</b>	City Nutrition Office/ Mayor's Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Client
<b>Who may avail:</b>	Pregnant, Lactating Mothers and Identified Mothers of Undernourished Preschool children
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
List of Pregnant, Lactating Mothers and Identified Mothers of Undernourished Preschool children of 27 brgys.	27 Barangays through Barangay Nutrition Scholars





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Organized group will undergo training on Infant and Young Child Feeding conducted by Nutrition Staff and Nutrition Officer	1. CNO	NONE	1 day	Gemma B. Gonzaga City Nutrition Officer III Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I Christine M. Velasco Administrative Aide I
2.Trained group will give Infant and Young Child Feeding Counseling to Pregnant & Lactating Mothers	2. CNO	NONE	1 day	Christine M. Velasco Administrative Aide I Juvy Calero Utility Worker II Rodaline Torreno Administrative Aide I
TOTAL PROCESSING TIME: 2 DAYS				



## **COMMUNITY AFFAIRS OFFICE**

### **External Services**



## 1.Scholarship Para sa Masa Program

Service Information: Program covers Scholarship grants to all qualified Talisaynon college students; incoming 1<sup>st</sup> Year and existing college students studying at CHMSC, TUP-V and NONECOST.

<b>Office or Division:</b>	Community Affairs Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	College students; Incoming freshmen and existing college students studying at CHMSU, TUP-V and NONECOST who are city residents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Scholarship Para sa Masa Application form (Original – 1 Copy)		1. Community Affairs Office	
2. NSO Birth Certificate (Photocopy – 1 Copy)		2. Original NSO / PSA Birth Certificate must be secured from NSO / PSA Office	
3. Enrollment Form or Certificate of Registration Form (Photocopy or Original – 1 Copy)		3. Enrollment Form – Carlos Hilado Memorial State University(CHMSU) Registrar’s Office; Northern Negros State College of Science and Technology (NONECOST) or Registration Form - Technological University of the Philippines (TUP-V) Registrar’s Office	
4. For incoming 1 <sup>st</sup> Year - Attach the Result of the Entrance Exam (Photocopy or Original – 1 copy)  For 2 <sup>nd</sup> Year – up - Attach the Previous Grade (Photocopy or Original – 1 Copy)		4. - Carlos Hilado Memorial State University(CHMSU) Registrar’s Office - Technological University of the Philippines (TUP-V) Registrar’s Office - Northern Negros State College of Science and Technology (NONECOST) Registrar’s Office	
5. Barangay Certification stating the Job and Income of the Parents or Guardian (Certification must be filled up and signed at the back of the Scholarship sa Masa Application form)		5. Barangay Hall where the applicant resides	
6. Certification from Previous school – Good Moral (Certification must be filled up and signed at the back of the Scholarship sa Masa Application form)		6. Previous School of the Applicant (New Entrants)	
7. Certification from Director of the Student’s Affairs where the student is enrolled (Certification must be filled up and signed at the back of the Scholarship sa Masa Application form)		7. Carlos Hilado Memorial State College(CHMSU), Technological University of the Philippines (TUP-V) or Northern Negros State College of Science	



		and Technology (NONESCOST)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documentary Requirements	1.1 Evaluate documentary requirements	None	2 mins.	Marina Flores Administrative Aide III
	1.2 Forward Application form to City Mayors Office for Mayor's signature	None	10 mins.	Mayor Neil E. Lizares III City Mayor
	1.3 Prepare the Schedule for the Applicant's Interview	None	After 1 Day	Marina Flores Administrative Aide III
	1.4 Conduct Interview with the applicants	None	After 2 Days	Marlyn E. Simondo Community Affairs Officer IV  Mrs. Rosalinda S. Tuvilla CHMSC-Vice President for Administration and Finance  Mrs. Nemia Laud Consultant for Education
	1.5 Release the Official Lists of grantees for Scholarship Para sa Masa Program	None	After 2 days	Mrs. Marlyn Simondo Community Affairs Officer IV
	1.6 Inform applicants of qualification to the	None	2 mins.	Marina Flores Administrative Aide III



	Scholarship Program			
Total Processing Time 3 Days & 14 mins.				

## 2. Expanded Program of Scholarship Para sa Masa

Service Information: Program provides rice assistance, free board and lodging, uniform and transportation allowance to all Talisaynon Scholarship Para sa Masa grantees taking up B.S. Criminology course at CHMSu – Binalbagan.

<b>Office or Division:</b>	Community Affairs Office		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C (Government to Citizen)		
<b>Who may avail:</b>	Scholarship Para sa Masa grantees taking up B.S. Criminology at CHMSC –Binalbagan who are city residents.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Scholarship Para sa Masa Application form (Original – 1 Copy)		1. Community Affairs Office	
2. NSO Birth Certificate (Photocopy – 1 Copy)		2. Original NSO / PSA Birth Certificate must be secured from NSO / PSA Office	
3. Enrollment Form or Certificate of Registration Form (Photocopy or Original – 1 Copy)		3. Enrollment Form – Carlos Hilado Memorial State University(CHMSU) Registrar’s Office	
4. Incoming 1 <sup>St</sup> Year - Attach the Result of the Entrance Exam (Photocopy or Original – 1 copy)		4. Carlos Hilado Memorial State University(CHMSU) Registrar’s Office	
5. Barangay Certification stating the Job and Income of the Parents or Guardian (Certification must be filled up and signed at the back of the Scholarship sa Masa Application form)		5. Barangay Hall where the applicant resides	
6. Certification from Previous school – Good Moral (Certification must be filled up and signed at the back of the Scholarship sa Masa Application form)		6. Previous School of the Applicant (New Entrants)	
7. Certification from Director of the Student’s Affairs where the student is enrolled (Certification must be filled up		7. Carlos Hilado Memorial State University(CHMSU)	



and signed at the back of the Scholarship sa Masa Application form)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documentary Requirements	1. Evaluate documentary requirements	None	2 mins.	Marina Flores Administrative Aide III
	1.1 Forward Application form to City Mayors Office for Mayor's signature	None	10 mins.	Mayor Neil E. Lizares III City Mayor
	1.2 Prepare the Schedule for the Applicant's Interview	None	After 1 Day	Marina Flores Administrative Aide III
	1.3 Conduct Interview with the applicants	None	After 2 Days	Marlyn E. Simondo Community Affairs Officer IV  Mrs. Rosalinda S. Tuvilla CHMSU-Vice President for Administration and Finance  Mrs. Nemia Laud Consultant for Education
	1.4 Release the Official Lists of grantees for Scholarship Para sa Masa Program	None	After 2 days	Mrs. Marlyn Simondo Community Affairs Officer IV



2. for a call every month for the releasing of monthly allowances	2. Contact grantees & inform on the disbursement of city allowance	None	1 min/person	Marina Flores Administrative Aide III
3. Grantees will visit the Community Affairs Office to claim their monthly allowances	3. Release Monthly Allowances to grantees	None	2 mins/person	Marina Flores Administrative Aide III
Total Processing Time 3 Days & 15 mins.				

### 3. Emergency – Accident Assistance Program (E-ASAP)

Service Information: Program covers cases resulting to injuries due to accident related cases and special emergency cases that needs medical attention.

<b>Office or Division:</b>	Community Affairs Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C (Government to Citizen)
<b>Who may avail:</b>	Open to all Talisaynon ages 18 years old and above and in special cases to any individual who suffers injuries or needs medical attention due to accident within the Province of Negros Occidental.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>1. For Injury caused by accident</b>	
1.1 E-ASAP Application Form (Original – 1 Copy)	1.1 Community Affairs Office
1.2 Hospital Admission or Discharge Record (Original or Certified Photocopy from the Hospital – 1 Copy)	1.2 Hospital where the patient is / was admitted
1.3 Medical Certificate (Original or Certified Photocopy from the Hospital – 1 Copy)	1.3 Hospital where the patient is / was admitted
1.4 Authorization Letter from the Patient (Original - 1 Copy)	1.4 Community Affairs Office
1.5 Residence Certificate / Cedula (Photocopy – 1 Copy)	1.5 City Treasurer's Office / Barangay Hall
1.6 Blotter Report (Original – 1 Copy)	1.6 PNP Office where the accident



		happened; If the accident happened outside Talisay City, blotter report must be authenticated by Talisay PNP		
1.7 Claimant's ID (Photocopy – 1 Copy)		1.7 Any Valid ID or Government Issued ID - Company ID - SSS / UMID ID / DFA / Postal ID		
2. Death due to accident				
2.1 E-ASAP Application Form (Original – 1 Copy)		2.1 Community Affairs Office		
2.2 Death Certificate ( Certified Photocopy – 1 Copy)		2.2.1 Hospital - If the Deceased was brought to the Hospital before death  2.2.2 Funeral Home – If the Deceased was brought directly to the funeral home		
2.3 Blotter Report (Original – 1 Copy)		2.3 PNP Office where the accident happened; If the accident happened outside Talisay City, blotter report must be authenticated by Talisay PNP		
2.4 Claimant's ID (Photocopy – 1 Copy)		2.4 Any Valid ID or Government Issued ID - Company ID - SSS / UMID ID / DFA / Postal ID		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Documentary Requirements	1. Evaluate documentary requirements	None	2 mins.	Marina G. Flores Admin Aide III or Ma. Mylene D. Cabael Community Affairs Assistant I
	1.2 Process endorsement form for signature of Community Affairs Office Head, OIC of CSWDO and CMO	None	5 mins.	Mrs. Marlyn E. Simondo Community Affairs Officer IV  Mrs. Dionela F. Madrona CSWDO  Atty. Jose





				Jonathan Ealdama City Administrator
	1.3 Prepare Support Documents & Facilitate	None	20 mins	Ms. Annabelle Jocson City Budget Officer  Atty. Jose Jonathan Ealdama City Administrator
	1.4 Process Documentary Requirements for Disbursement Financial Assistance	None	2 Days	Mrs. Melinda Rodino City Accountant  Rosa Lynn Nobleza Acting City Treasurer  Atty. Jose Jonathan Ealdama City Administrator
	2. Inform Client of schedule for releasing financial assistance	None	5 mins.	Mrs. Glezil Guzon Admin Aide II or MA. Mylene D. Cabael Community Affairs Assistant I
2. Claim financial assistance as scheduled	2.1 Releasing of financial assistance as scheduled	None	2 mins.	Mrs. Ana Marie Amaguin Computer Operator III
Total Processing Time		2 Days & 34 mins		



# **OFFICE OF THE CITY TOURISM**

## **EXTERNAL SERVICES**



## 1.Issuance of Tourism Clearance

Tourism Establishment Operators shall secure Tourism Clearance from this office as documentary requirement for their application of Business Permit. The same is for monitoring purposes of Tourism Promotions and Development Division.

<b>Office or Division:</b>	Tourism Promotions and Development Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business			
<b>Who may avail:</b>	All Tourism Related Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Filled up Form (1 Original Copy)		Business Permits and Licensing Office		
Certificate of Registration (1 Photocopy)		Single Proprietorship-Department of Trade and Industry (DTI), Partnerships or Corporations-Securities and Exchange Commission (SEC), Cooperative- Cooperative Development Authority (CDA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit documentary requirement.	1.Receive and check the documents of the client.	NONE	1 minute	<b>Sheena S. Treyes</b> <i>Tourist Receptionist I</i>  Or <b>Ma. Kristine V. Posa</b> <i>Clerk I</i>
2. Proceed for Interview.	2.1 Conduct Interview.  2.2 Encode client's data and details required.	NONE  NONE	5 minutes  5 minutes	<b>Sheena S. Treyes</b> <i>Tourist Receptionist I</i>  Or <b>Ma. Kristine V. Posa</b> <i>Clerk I</i>
3. Sign logbook to acknowledge receipt of Tourism Clearance.	3. Issue or Release Clearance.	NONE	5 minutes	<b>Renea Y. Ferrer</b> <i>Supervising Tourism Operations Officer</i>



				Or <b>Sheena S. Treyes</b> <i>Tourist Receptionist I</i>  Or <b>Ma. Kristine V. Posa</b> <i>Clerk I</i>
TOTAL			16 minutes	



# **OFFICE OF THE CITY VICE MAYOR**

## **EXTERNAL SERVICES**



## 1. MEDICAL ASSISTANCE

Is given to an individual who is a bonafide resident of Talisay City, who has a medical condition, may it be chronic or accurate illness for treatment. It is given in the form of cash and is solely extended to the person who obtained necessary documents which is subject for assessment.

<b>Office or Division:</b>	Office of the City Vice Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Citizens of Talisay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Prescription		Attending Physician		
Clinical Diagnosis or Doctor's Referral		Attending Physician		
Certificate of Indigency		Barangay Hall		
Letter of Intent		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and pertinent documents required	1. Receive and record details in the logbook  1.1 Endorse to the Secretary	None	3 minutes	Emily Liprado Administrative Assist. I
2. Provide details asked  2.1 Proceed to CSWD for assessment	2. Conduct interview and make assessment 2.1 Endorse request to CSWD	None	3 hours	Gilbert Robles Private Secretary II
3. Bring back CSWD's case study report for final action to request  3.1 Receive instructions	3. Approve/ Disapprove Request  3.1 Give detailed instructions on action to the	None	3 minutes	Hon. Samuel M. Siote City Vice Mayor  Emily Liprado Administrative Assist. I



	request			
Total Processing Time			3 hours 6 minutes	

## 2. BURIAL ASSISTANCE

Is given to an individual who is a bonafide resident of Talisay City whose relative's wake is with in Talisay City.

<b>Office or Division:</b>	Office of the City Vice Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate		Local Civil Registrar		
Certificate of Indigency		Barangay Hall		
Letter of Intent		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and pertinent documents required	1. Receive and record details in the logbook  1.1 Endorse to the Secretary	None	3 minutes	Rea Karen Quinisio/ Pamela De la Torre Utility Worker I
2. Provide details asked  2.1 Proceed to CSWD for assessment	2. Conduct interview and make assessment to the client  2.1 Endorse request to CSWD	None	3 hours	Gilbert Robles Private Secretary II
3. Bring back CSWD's case study report for final	3. Approve/ Disapprove	None	3 minutes	Hon. Samuel M. Siote City Vice Mayor



action to request	Request			
3.1 Receive instructions	3.1 Give detailed instructions on action to the request			Rea Karen Quinisio Utility Worker I
Total Processing Time			3 hours and 6 minutes	

### 3. SPECIAL ASSISTANCE

This office special assistance or services such as financial support, burial service vehicle, snacks, and/or others to individuals or group which is/are Talisay City resident.

<b>Office or Division:</b>	Office of the City Vice Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Residents of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter and pertinent documents required	1. Receive and record details in the logbook  1.1 Endorse to the Secretary	None	3 minutes	Rea Karen Quinisio/ Pamela De la Torre Utility Worker I
2. Provide details asked	2. Conduct interview and make assessment	None	5 minutes	Gilbert Robles Private Secretary II
3. Receive information on action request  3.1 Receive assistance	3. Approved/ Disapprove of request  3.1 Record and	None	2 days & a half	Hon. Samuel M. Siote City Vice Mayor





and acknowledgement receipt by signing in the logbook	release assistance pertinent to request granted			Michelle M. Siote Executive Secretary
Total Processing Time			2 days, 4 hours and 8 minutes	



# **OFFICE OF THE SANGGUNIANG PANLUNGSOD MEMBER**

## **EXTERNAL SERVICES**



## 1. REQUEST FOR CERTIFIED COPIES OF LEGISLATIVE DOCUMENTS

Request for certified copies of legislative documents are facilitated and requesting party /individual is furnished with the copy.

<b>Office or Division:</b>		Office of the Sangguniang Panlungsod		
<b>Classification:</b>		G2C, G2B, G2G		
<b>Type of Transaction:</b>		Simple Transaction		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Certified Copies		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for certified copies of legislative documents	1. Receive and record details in a logbook	None	2 minutes	Minette A. Alvaran Records Officer IV
	1.1 Endorse to the Secretary to the Sanggunian for consideration	None	5 minutes	Minette A. Alvaran Records Officer IV
	1.2 Approved / Disapproved	None	5 minutes	Minette A. Alvaran Records Officer IV
				Josel S. Faisan Secretary to the SP
2. Pay corresponding fees to the City Treasurer's Office	2. Issuance of Official receipt – City Treasurer's Office	P 30.00 per page per copy	5 minutes	City Treasurer's Cashier
3. Present official receipt to the Records Officer	3. Retrieve documents from file	None	5 minutes	Minette A. Alvaran Records Officer IV
	3.1 Photocopy the document		2 minutes per page	
	3.2 Record and Release of certified photocopy of		2 minutes	Marlon C. Capalar Comp. Operator



	documents			I  Ma. Vernet Mabalon Comp Operator II
Total Processing Time			26 minutes	



# **OFFICE OF THE CITY TREASURER**

## **EXTERNAL SERVICES**



## 1. Payment of Business Taxes

Business taxes are imposed by the local government unit on the privilege of engaging in business.

<b>Office or Division:</b>	Business and License Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax Order of Payment (TOP) – 1 original copy		Business Permits & Licenses Office (BPLO)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present BPLO Tax Order of Payment (TOP)	1. Encode data on computer	None	1 min	Sarah Jane Lacson-Computer Operator IV Christian Treyes-RCC III Pamela Claire Ferrariz-RCC I
2. Pay the amount and make sure to secure the Official Receipt	2. Receive payment and issue Official Receipt and initial the Official Receipt	Amount due as reflected on the TOP	1 min	
	<b>TOTAL</b>		2 minutes	

## 2. Certification of the City Treasurer as to Availability of funds of Disbursement Vouchers, Job Requests, Purchase Requests and Program of Works

Record and check documents for Approval of the City Treasurer

<b>Office or Division:</b>	Administrative Division/Internal Control Unit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All offices and departments of the government unit			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement vouchers signed by the Accountant with duly approved Obligation Request		Accounting Office		
Job Requests duly signed by respective offices		City Budget Office		



Purchase Requests duly signed by requesting department head and Budget Officer		City ACCOUNTING Office		
Program of Works duly signed by the requesting party and the Budget Officer		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document	1.1 Receive document	None	1 min	<i>Helen Castañeda-Messenger I</i>
	1.2 Record to logbook		1 min	<i>Helen Castañeda-Messenger I</i>
	1.3 Encode to ICU		1 min	<i>Reyden Marie Gochoco-LRGO I</i>
	1.4 Check document	None	2 mins	<i>Rosa Lynn Nobleza-Acting Asst. City Treasurer</i>
	1.5 Certify as to availability of funds		1 min	<i>Levi Doronila-City Treasurer</i>
	TOTAL		7 minutes	

### 3. Issuance of Community Tax Certificate (CTC/Cedula)

Every inhabitant of the Philippines, 18 years of age or over who has been regularly employed on a wage or salary basis or who is engaged in business or occupation is liable for payment of Community Tax.

<b>Office or Division:</b>		Business and License Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form (for CTC/cedula) duly filled up by the client/taxpayer		Business and License Division-City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out details required	1.1 Encode data		1 min	<i>Sarah Jane</i>



for the issuance of CTC	1.2 Compute CTC Tax Due 1.3 Print Community Tax Certificate	None	1 min	Lacson-Computer Operator IV Christian Treyes-RCC III Pamela Claire Ferrariz-RCC I Joemar Jayobo-Bookbinder I
2. Place thumbmark on CTC	2. Request client for thumbmark on CTC	None (see computation below)	1 min	Sarah Jane Lacson-Computer Operator IV Christian Treyes-RCC III
3. Pay the amount and secure newly printed CTC (cedula) – 1 original copy	3. Accept payment, handover original copy to the taxpayer		1 min	Pamela Claire Ferrariz-RCC I Joemar Jayobo-Bookbinder I
	TOTAL		4 minutes	

CTC computation:

For INDIVIDUAL (not to exceed P5,000.00)

A. Basic CTC P 5.00

B. Additional

1. Gross Receipts or earnings derived from business during the preceding year (P1.00 for every (P1,000.00) xxx.xx

2. Salaries or Gross Receipt or earnings derived from exercise of profession or pursuit of any occupation (P1.00 for every (P1,000.00) xxx.xx

3. Income from Real Property (P1.00 for every (P1,000.00) xxx.xx

TOTAL Pxxx.xx  
=====

For CORPORATION (not to exceed P10,000.00)

A. Basic Tax P500.00

B. Additional

1. For every P5,000.00 worth of Real property during the preceding year based on the Assessed Value P2.00 xxx.xx

2. For every P5,000.00 of gross earnings from business during the preceding year P2.00 xxx.xx





TOTAL

Pxxx.xx

#### 4. Accepts Payment of Various Business Taxes, Fees and Charges, Service Fees and Other City Charges

Business are imposed when engaging in trade or commercial activity. Charges are imposed for use of facilities of the government. Fees are imposed in regulating business.

<b>Office or Division:</b>		Business and License Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax Order of Payment (TOP) or bill containing amount to be paid		From offices requiring Official Receipt		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present TOP or bill containing amount to be paid	1. Encode details and amount due on the official receipt	Amount reflected on the bill	2 mins	<i>Sarah Jane Lacson-Computer Operator IV</i>
2. Pay the amount and make sure to secure the Official Receipt	2. Print Official Receipt		1 min	<i>Christian Treyes-RCC III Pamela Claire Ferrariz-RCC I</i>
	TOTAL		3 minutes	

#### 5. Issuance of Tax Bill (Tax Order of Payment – TOP)

A Tax Bill (TOP) is required for payment of Real Property Tax (RPT). It shows the annual real property tax due and if delinquent, the amount of previous years taxes and penalties to be shown in detail.

<b>Office or Division:</b>		Land Tax Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Provide either of the following:		Assessment Section/Land Tax Division		



Location/City/District No. Declared Owner Name Lot No./Block No. Title No.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present documentary requirements	11 .Review submitted requirement	None	2 mins	<i>Marino Bernadas-Bookbinder III</i>
	1.2 Compute Tax Bill	None	5 mins	<i>Reggie Hervias-Bookbinder II Mike Lumawag-Bookbinder I</i>
	1.3 Certify Tax Bill	None	1 min	<i>Mayra De Asis-LRCO IV Jovy Ploteña-LRCO III</i>
2. Secure the Tax Bill (TOP)	2.Issue Tax Bill	None	1 min	<i>Marino Bernadas-Bookbinder III Reggie Hervias-Bookbinder II Mike Lumawag-Bookbinder I</i>
	TOTAL		9 minutes	

## 6. Real Property Tax Payment

RPT is a regular ad valorem tax on real property, machineries and other improvements. It is paid annually in order to raise revenue to finance government expenditures.

<b>Office or Division:</b>	Land Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tax Bill – Tax Order of Payment (TOP)		Assessment Section/Land Tax Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Tax Bill (TOP) to Land Tax	1.Review TOP	Amount due as	1 min	<i>Mayra De Asis-LRCO IV</i>



cashier/collector		shown on the Tax Bill (TOP) Computation:		<i>Jovy Ploteña-LRCC III</i> <i>Arcelito Belonio-RCC II</i> <i>Ronald Martin Parreñas-RCC I</i>
2. Pay RPT due and secure Official Receipt	2. Accept payment 2.1 Check the amount due 2.2 Issue an Official Receipt	$AV \times 1\% = (GF)$ $AV \times 1\% = (SEF)$ Tax Due	2 mins  2 mins	<i>Mayra De Asis-LRCC IV</i> <i>Jovy Ploteña-LRCC III</i> <i>Arcelito Belonio-RCC II</i> <i>Ronald Martin Parreñas-RCC I</i>
	TOTAL		5 minutes	

## 7. Disbursement/Releasing of Checks

Upon approval of the proper officials and supported with complete documentation claims are issued checks for payment of various obligations. Salaries and wages are either paid in cash or thru the Automated Teller Machine (ATM).

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For claimants of Vouchers – bring Official Receipt to acknowledge receipt of check		From office of the supplier/agency of claimant/service companies		
2. For claimants of salaries/payroll – Community Tax Certificate (CTC) every January of the Year		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
For Claimants of Vouchers				
1.1 Inquire if claims have been issued checks	1.1 Ask for claimant's name and check on the logbook	None	1 min	<i>Ana Marie Amaguin-Administrative Asst. IV</i>
1.2 Receive claim and sign	1.2 Check if	None	1 min	<i>Ana Marie</i>



Disbursement Voucher	DV is duly signed by authorized Department heads and duly approved by Mayor			<i>Amaguin-Administrative Asst. IV</i>
1.3 Acknowledge receipt and issue an Official Receipt if claimant is supplier, gov't. agency, service companies.	1.3 Release Check	None	1 min	<i>Ana Marie Amaguin-Administrative Asst. IV</i>
Total			3 mins	
For claimants of salaries/payroll				
1.1 Sign on the payroll	1.1 Verify signature	None	2 mins	<i>Alfonso Verdeflor Jr. – Disbursing Officer II</i>
1.2 Receive and acknowledge receipt	1.2 Disburse salary		1 min	<i>Alfonso Verdeflor Jr. – Disbursing Officer II</i>
	TOTAL		3 minutes	

## 8. Remittance of Collection to Liquidating Officer

Local revenue is generated only from sources expressly authorized by law or ordinance the City Treasurer or his duly authorized deputies is responsible in the collection of local taxes and the collections are mandated to be remitted intact, daily to the City Treasurer.

<b>Office or Division:</b>	Cash Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G
<b>Who may avail:</b>	Treasurer's Office Revenue Collectors
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
3. Daily Collections	Collections from Real Property Tax, Business Taxes, Fees & Charges, Economic Enterprise & City Charges



4. RCD-Report of Daily Collections duly signed by the collector – 4 copies		City Treasurer's Office Revenue Collectors		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remit daily collections	1.1 Check the RCD (4 copies) 1.2 Check the amount remitted versus series of OR issued	None	2 mins  5 mins	Jessica Gerogalin – Cashier II Ivy Mae Berbisco - Cashier
2. Retain a file copy upon acknowledging receipt by the liquidating officer.	2. 1 Acknowledge receipt by signing on the RCD  2.2 Retain 3 copies, 1 copy for the collector	None	3 mins	Jessica Gerogalin – Cashier II Ivy Mae Berbisco - Cashier
TOTAL			10 minutes	

## 9. Issuance of Real Property Tax Clearance/Certificate

Tax Clearance or Certification is issued upon request for any legal purposes.

<b>Office or Division:</b>	Land Tax Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Real Property Tax 2. Declared Owner/Name		Assessment Section/Land Tax Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the updated RPT/Official Receipt (OR)	1.Check the updated RPT	None	5 mins	Marino Bernadas-



to the Assessment Section.	Official Receipt (OR)			<i>Bookbinder III Reggie Hervias- Bookbinder II Mike Lumawag- Bookbinder I</i>
2. Pay certification fee at the Business and License Section of the City Treasurer's Office	2. Issue Official Receipt to the taxpayer	P50.00	2 mins	<i>Sarah Jane Lacson- Computer Operator IV Christian Treyes-RCC III Pamela Claire Ferrariz-RCC I</i>
3. Present Official Receipt to the Assessment Section and claim Real Property Tax Clearance/Certification	3.1 Issue Real Property Tax Clearance/Certification upon presenting the Official Receipt	None	2 mins	<i>Marino Bernadas- Bookbinder III Reggie Hervias- Bookbinder II Mike Lumawag- Bookbinder I</i>
	3.2 Certified correct by the Land Tax Division Head	None	1 min	<i>Mayra De Asis- LRCO IV Jovy Ploteña- LRCO III</i>
	<b>TOTAL</b>		<b>10 minutes</b>	

## 10. Payment of Transfer Tax

The city may impose a tax on sale, donation, barter, or any mode of transferring ownership or title of real property.

<b>Office or Division:</b>	Business and License Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Deed of Sale		Taxpayer/owner		
2. Tax Declaration		Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirement to collecting officer	1. Upon receipt of	Computation	3 mins	<i>Sarah Jane Lacson-</i>



2. Pay the amount due and secure Official Receipt	documents, compute transfer tax due  2. Issue Official Receipt	:  Fair Market Value or Cost of Acquisition (whichever is higher) x 60.5% x 1%	1 min	Computer Operator IV Christian Treyes-RCC III Pamela Claire Ferrariz-RCC I  Sarah Jane Lacson-Computer Operator IV Christian Treyes-RCC III Pamela Claire Ferrariz-RCC I
	TOTAL		4 minutes	



## **ACCOUNTING OFFICE**

### **INTERNAL SERVICES**





## 1. Audit of Payroll/Voucher for claims, supplies & infrastructure projects.

Review submitted documents for its completeness, correctness and legality of the transactions and preparation of vouchers for issuance of check.

<b>Office or Division:</b>	City Accounting Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Internal – Government to Government			
<b>Who may avail:</b>	City Government Employees, Contactors and Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Obligation Request with Receipt and BAC documents		1. City Budget Office		
2.Payroll		2. Management Information System Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit payroll/voucher	1 Record receipt of payroll/voucher and assign corresponding number through a number stub	None	10 minutes	Esperanza Hodges Bookbinder IV  Ramira Mendoza Bookbinder IV
	1.2 Evaluate the documents as to completeness and correctness  1.3 Compute necessary	None	60 minutes	Payroll  Adema Solcorites Bookbinder III Voucher Melizza Javellana



	taxes if any			MAA IV  Ma. Cora Pasaporte  MAA II  Joan Ibonia-Senior Admin. Assistant IV
2. Receive returned voucher/payroll with notation/s for compliance	2.1 Return voucher/payroll for compliance	None	5 minutes	Esperanza Hodges-Bookbinder IV  Ramira Mendoza-Bookbinder IV
	2.2 Make final review and certify voucher or payroll	None	20 minutes	Melinda Rodiño  City Accountant-Designate
	2.3 Record the voucher or payroll on the log	None	5 minutes	Esperanza Hodges  Bookbinder IV
3. Receive certified voucher/payroll	3. Release certified voucher	None	5 minutes	Esperanza Hodges  Bookbinder IV
Total Processing Time: 1 hr. and 45 mins.				

## 2. Audit of Vouchers, Payroll, Collections and Deposits of 27 Barangays

The office receives vouchers/payroll, Collections and deposits from 27 Barangays for correctness, completeness, validity and legality of submitted documents.

<b>Office or Division:</b>	City Accounting Office
<b>Classification:</b>	Complex



<b>Type of Transaction:</b>		Internal – Government to Government		
<b>Who may avail:</b>		27 Barangays of the City of Talisay		
<b>Type of Transaction:</b>		Internal – Government to Government		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Vouchers/Payroll 2. Report of Collection and Deposits w/ Accountable Form 51		Respective Barangays concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit payroll,voucher collection & deposits	1.1 Record receipt of payroll/voucher and assign corresponding number through a number stub	None	10 minutes	Khristine Salbibia Bookbinder IV Renese Binguon Computer Operator IV Ma. Linda Tiongzon-Bookbinder III
	1.2 Evaluate the documents as to completeness and correctness	None	120 minutes	Khristine Salbibia Bookbinder IV Renese Binguon Computer Operator IV Ma. Linda Tiongson-Bookbinder III
	1.3 Compute necessary taxes if any		10 minutes	Khristine Salbibia Bookbinder IV Renese Binguon Computer Operator IV Ma. Linda Tiongson-Bookbinder III
	1.4 Encode all transactions to BGAAMS Program	None	4 days	Khristine Salbibia Bookbinder IV Renese Binguon



				Computer Operator IV Ma. Linda Tiongson-Bookbinder III
	1.5 Make final review & sign journal entry voucher	None	120 minutes	Melinda Rodiño  City accountant-Designate
Total Processing Time: 4 days, 4 hrs & 20 minutes				

### 3. Audit of the City Collections and Deposits

Review the submitted documents of City Treasurer's Office for the completeness and correctness of the reports.

<b>Office or Division:</b>	City Accounting Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Internal – Government to Government			
<b>Who may avail:</b>	City Treasurer's Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report of Collections and Deposits w/ Accountable Form 51 to 58, BF 903 & BF 906		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Reports of Collections and Deposits	1.1 Record receipt of payroll/voucher and assign corresponding number through a number stub	None	10 minutes	Joan Ibonia Administrative Assistant IV Marivic Capawa MAA III Randy Mengullo Bookbinder I
	1.2 Evaluate the documents as to completeness and correctness	None	2 days	J Joan Ibonia Administrative Assistant IV Marivic Capawa MAA III Randy Mengullo Bookbinder I
2. Receive returned of Report of Collection &	2. Return Reports of Collections &	None	15 minutes	J Joan Ibonia Administrative



Deposits	Deposits to City Treasurers Office to comply with notation			Assistant IV Marivic Capawa MAA III Randy Mengullo Bookbinder I
3.Return corrected Report of Collections & Deposits	3.1 Encode all transactions for JEV preparation GAAMS Program	None	2 days	Joan Ibonia Administrative Assistant IV Marivic Capawa MAA III Randy Mengullo Bookbinder I
	3.2 Make final and sign the Report of Collections & deposits	None	60 minutes	Melinda Rodiño  City accountant-Designate
Total Processing Time: 4 days 1hr & 25 minutes				

#### 4. Remittances for Philhealth, GSIS , BIR, Loans & Premiums of Insurances

Preparation of remittance lists of statutory, premium and loans and insurance payments of City Employees and Officials and Taxes withheld.

<b>Office or Division:</b>	City Accounting Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Internal – Government to Government			
<b>Who may avail:</b>	Departments and Offices in the City Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Payroll Deduction Lists		Management Information System Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit payroll deduction list	1.1 Record receipt of payroll or deduction lists	None	10 minutes	Joann Ibonia- Senior Administrative Assistant IV
	1.2 Check and verify the amount withheld.	None	2 days	Richell Los Bañes- Bookbinder II MM Montelibano- Bookbinder I
	1.3. Prepare remittance lists	None	2 days	Richell Los Bañes- Bookbinder II MM Montelibano Bookbinder I Gerry Vic Trecho - MAA IV Randy Mengullo Bookbinder I Joann Ibonia Sen. Administrative Assistant IV Marivic Capawa- MAA IV
	1.4 Review and certify the summary of remittances	None	60 minutes	Melinda Rodiño UCity accountant- Designate
Total processing time: 4 days, 1 hr & 10 minutes				



## **OFFICE OF THE CITY BUDGET**

### **INTERNAL TRANSACTION**



## 1.OBLIGATION REQUEST OF PAYROLL, PROGRAM OF WORKS AND OTHER DOCUMENTS

Reviewed and controlled documents for its completeness, correctness and legality of the transaction as to its appropriation and preparation of Obligation Request.

<b>Office or Division:</b>		Office of the City Budget Office/Budget Operation Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Internal - G2G ( Government to Government )		
<b>Who may avail:</b>		Department /Office		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Payroll, Purchase Request, Program of Work, Purchase Order, Bills and other documentary requirement		Department Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward / Submit the documents such as payroll, bills, Purchase request, program of works, purchase order and other documents to be controlled and for obligation request	1. Received & Log the various document	none	5 minutes	Analou Cordova – Bookbinder III
	1.1 Check, review, record and controlled documents	none	15 minutes	Jocelyn Noynay- Bookbinder III Trina Eleanor Melocoton – Budget officer II Rency Garcia – Budget Officer IV Emlyn Villaro – Budget Officer III Weynard Ceballos- Booknnder III Caren Garcia Bookbinder II
	1.2 Preparation of Obligation Request	none	5 minutes	Suzette F. Lacson – Sen. Admin. Asst. V





2. Received Returned OBR, PR, PW and other documents	2.Returned OBR & documents for compliance	none	3 minutes	Analou Cordova – Bookbinder III
	2.1The City Budget Officer signs the Obligation Request and other transaction is found to be proper and documents are complete	none	15 minutes	Annabelle L. Jocson- City Budget Officer
	2.2 Log out the documents and forwarded to office for which next steps are to be processed	none	5 minutes	Melibeth Eliot – Bookbinder IV

## 2.REVIEW OF BARANGAY ANNUAL & SUPPLEMENTAL BUDGET

Service Information: Assist the Sangguniang Panlungsod in Reviewing their Annual/Supplemental Budget as to implement their Programs/Projects/activities in their various barangay.

<b>Office or Division:</b>		Office of the City Budget Office/Budget Review Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G ( Government to Government )		
<b>Who may avail:</b>		27 barangays of City of Talisay		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Annual Budget & Supplemental of Barangays (2 copies )		Endorsed by Sangguniang Panlungsod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Endorsed by the Sangguniang Panlungsod Office of the Annual & Supplemental Budget of Barangay	1.Received the Barangay Annual/ Supplemental Budget of barangay	none	2 minutes	Ronalyn Sabadisto Budget Officer III



	1.1 Check & Review the Barangay Annual/Supplemental Budget	none	3 days upon received	Ronalyn Sabadisto Budget Officer III
	1.2 Make a transmittal/Review Letter duly signed by the members of Local Finance Committee those budget with none correction and returned to Sangguniang Panlungsod Office for deliberation.	none	15 minutes	Ronalyn Sabadisto Budget Officer III



# **OFFICE OF THE GENERAL SERVICES**

## **EXTERNAL SERVICES**



## 1. INSPECTION OF DELIVERED SUPPLIES, OFFICE EQUIPMENTS, VEHICLES AND ETC.

New delivered supplies, office equipments, vehicles and etc. are inspected by the Inspector in-charged.

<b>Office or Division:</b>	General Services Office/Supply and Property Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2C			
<b>Who may avail:</b>	Owner/Supplier/ Representative of Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Purchase Order ( 2 copies)		BAC Office		
Delivery Receipt (2 copies)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Purchase Order from BAC Office	1.1 Inspect deliveries as to approved Purchase Order	None	45 minutes	Roel Angolo <i>Bookbinder II /</i> Wilbe Agravante <i>Bookbinder IV /</i> Catherine Asuncion <i>Property Custodian Designate</i>
	1.2 Store or reject newly delivered supplies based on the specifications requested by the different offices	None	1 hour	Roel Angolo <i>Bookbinder II /</i> Wilbe Agravante <i>Bookbinder IV /</i> Catherine Asuncion <i>Property Custodian Designate</i>
2. Secure Delivery Receipts, charge Sales Invoice or Billing statement	2.1 Accept and duly sign the Delivery Receipt/Charge Invoice Receipt and make sure to	None	5 minutes	Roel Angolo <i>Bookbinder II /</i> Wilbe Agravante <i>Bookbinder IV /</i> Catherine Asuncion <i>Property</i>



	put dates on the actual delivery period			<i>Custodian-Designate</i>
	2.2 Log all delivered items to keep inventory of supplies that had been inspected	None	30 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility Worker II /</i> Vivian Lee Lumawag <i>Bookbinder IV</i>
	2.3 Assign property number to the delivered office equipt.,furnitures,machines, etc	None	20 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility Worker II /</i> Vivian Lee Lumawag <i>Bookbinder IV</i>
Total Processing Time:			2 hours and 40 minutes	

## 2. RELEASING OF NEW DELIVERED CONSTRUCTION SUPPLIES, OFFICE SUPPLIES, MEDICAL SUPPLIES, OFFICE EQUIPMENT & FIXTURES ETC.

Supply and Property Division ensure to endorse the newly delivered items to the requesting offices/departments

<b>Office or Division:</b>	General Services Office/Supply and Property Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G			
<b>Who may avail:</b>	Any representative from requesting offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invoice Receipt for Supplies for office supplies, medical supplies, etc.		Property		
Invoice Receipt for Property for Office Equipments, Vehicles, etc.		Property		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Prepare Invoice Receipt for Supplies (delivery of office supplies)	1.1 Log all newly delivered items/supplies as to approved Purchase Order	None	30 minutes	Wilbe Agravante <i>Bookbinder IV</i> / Emmie Grace Juson <i>Utility Worker II</i> / Vivian Lee Lumawag <i>Bookbinder IV</i>
	1.2 Check the items listed in the delivery receipt and Invoice Receipt for Supplies (End user together with the Inspector incharge of Supply & Property Division)	None	45 minutes	Roel Angolo <i>Bookbinder II</i> / Wilbe Agravante <i>Bookbinder IV</i>
	1.3 Release office supplies	None	45 minutes	Catherine Asuncion <i>Property Custodian Designate</i> / Roel Angolo <i>Bookbinder II</i> / Wilbe Agravante <i>Bookbinder IV</i> / Vivian Lee Lumawag <i>Bookbinder IV</i>
	1.4 Accept and duly sign the Invoice Receipt for Supplies	None	2 minutes	Catherine Asuncion <i>Property Custodian-Designate</i>
	1.5 File Invoice Receipt for Supplies	None	2 minutes	Emmie Grace Juson <i>Utility Worker II</i>



2. Prepare Invoice Receipt for Property	2.1 Log all newly delivered items/supplies as to approved Purchase Order	None	30 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility Worker II</i>
	2.2 Tag or assign Property Number to all newly delivered office Furnitures, Machines, equipments, vehicles etc.	None	20 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility Worker II / Vivian Lee Lumawag Bookbinder IV</i>
	2.3 Identify the accountable person incharge and receive the new equipments, machines of the requesting office	None	2 minutes	End user/requesting office
	2.4 Check the items listed in the Invoice Receipt for Property (End user together with the Inspector of Supply and Property Division)	None	30 minutes	Roel Angolo <i>Bookbinder II /</i> Wilbe Agravante <i>Bookbinder IV</i>
	2.5 Release	None	30 minutes	Catherine Asuncion <i>Property</i>



	office furnitures/equi pments/machi nes, etc.			<i>Custodian- Designate/Roel Angolo Bookbinder II/Wilbe Agravante Bookbinder IV / Vivian Lee Lumawag Bookbinder IV</i>
	2.6 Accept and duly sign the Invoice Receipt for Property	None	2 minutes	Catherine Asuncion <i>Property Custodian- Designate</i>
	2.7 File Invoice Receipt for Property	None	2 minutes	Emmie Grace Juson <i>Utility Worker II</i>
Total Processing Time:			4 hours	

### 3. REQUEST FOR ACCEPTANCE AND INSPECTION REPORT

Acceptance and Inspection Report are supporting documents stating that the supplies, equipment are completely delivered.

**Office or Division:**

General Services Office/Supply and Property Division





<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G/G2C			
<b>Who may avail:</b>	Any representative from BAC Office, Supplier			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request		BAC Office		
Duly signed and controlled Request for Quotation		BAC Office, Supplier		
Duly signed and controlled BAC Resolution Recommending Mode of Procurement		BAC Office		
Duly signed and controlled Abstract of Bids/Quotation of Prices		BAC Office		
Duly signed and controlled BAC Resolution Declaring Lowest Responsive Price Quotation		BAC Office		
Duly Signed and controlled Purchase Order		BAC Office		
Delivery Receipt, Charged Sales Invoice, Billing Statement		Supplier,GSO/Supply & Property Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Secure Forms	1.1 Inspect all supporting documents if duly signed and controlled by the Bids and Awards Committee and BAC Secretariat.	None	3 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility</i> <i>Worker II</i>
	1.2 Secure all items listed on the Purchase Order are completely delivered	None	5 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility</i> <i>Worker II</i>
	1.3 Check if Delivery Receipts, Charged Sales Invoice or Billing Statement are duly signed by the supplier and received by the Inspector from Property Division	None	2 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility</i> <i>Worker II</i>
	1.4 Prepare Acceptance and Inspection Report as to approved Purchase order and delivery	None	45 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility</i> <i>Worker II</i>
	1.5 Sign Acceptance and Inspection Report	None	5 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility</i> <i>Worker II</i> Roel Angolo <i>Bookbinder II /</i>



	1.6 Assign control number to Acceptance and Inspection Report	None	3 minutes	Wilbe Agravante <i>Bookbinder IV</i> , Catherine Asuncion <i>Property Custodian-Designate</i>
	1.7 Get 1 set and File Acceptance and Inspection Report	None	3 minutes	Wilbe Agravante <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
	1.8 Endorse Purchase Order to COA and process Acceptance and Inspection Report to Budget/ Accounting Office	None	5 minutes	Emmie Grace Juson <i>Utility Worker II</i>  Wilbe Agravante <i>Bookbinder IV</i> / Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
Total Processing Time: 1 hour and 11 minutes				

#### 4. ISSUANCE OF ACKNOWLEDGEMENT RECEIPT FOR EQUIPMENT(MR)

Acknowledgement Receipt for Equipment are issued to a person liable for the equipment assigned to use it in the office.

<b>Office or Division:</b>	General Services Office/Supply and Property Division
<b>Classification:</b>	Simple
<b>Type of Transaction :</b>	G2G
<b>Who may avail:</b>	Any representative from requesting offices



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		BAC Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Acknowledgement Receipt for Equipment	1.1 Identify the equipment assigned to the concerned employee	None	2 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
	1.2 Ensure that the equipment was tagged and has a property number	None	2 minutes	Wilbe Agravante <i>Bookbinder IV /</i> Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
	1.3 Prepare Acknowledgement Receipt for Equipment	None	10 minutes	Vivian Lee Lumawag <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility Worker II</i>
	1.4 Process Acknowledgement Receipt for Equipment (MR) for signature of Accountable Person and the Property Custodian	None	1 day	Emmie Grace Juson <i>Utility Worker II</i> Andrio Dajay <i>Utility Worker II</i>
	1.5 Issue a copy of Acknowledge-	None	2 minutes	Vivian Lee



	lment Receipt for Equipment to concerned employee  1.6 File Acknowledge- ment Receipt for Equipment (MR)	None	2 minutes	Lumawag <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility</i> <i>Worker II</i>  Vivian Lee Lumawag <i>Bookbinder IV /</i> Emmie Grace Juson <i>Utility</i> <i>Worker I</i>
Total Processing Time:			1 day 18 minutes	

## 5. ISSUANCE OF PROPERTY RETURN SLIP

Acknowledge that the unserviceable items/equipments was returned to the GSO/Supply and Property Division.

<b>Office or Division:</b>	General Services Office/Supply and Property Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G			
<b>Who may avail:</b>	Any representative from requesting offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
List of unserviceable equipments		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Request for Property Return Slip and turn-over unserviceable equipment	1.1 Receive and check the equipment	None	2 minutes	Persyl Alunan <i>Utility Worker</i> /Bernard Jocson <i>Bookbinder IV</i>
	1.2 Encode on logbook for record purposes	None	5 minutes	Persyl Alunan <i>Utility Worker</i>
	1.3 Prepare Property Return Slip	None	5 minutes	Persyl Alunan <i>Utility Worker</i> / Emmie Grace Juson <i>Utility Worker II</i>
	1.4 Issue a copy of duly signed Property Return Slip	None	2 minutes	Persyl Alunan <i>Utility Worker</i> /Bernard Jocson <i>Bookbinder IV</i>
	1.5 File Property Return Slip	None	2 minutes	Persyl Alunan <i>Utility Worker</i>
Total Processing Time:			16 minutes	

## 6. TRANSFER OF ACKNOWLEDGEMENT RECEIPT FOR EQUIPMENT FROM ONE OFFICIAL/EMPLOYEE TO ANOTHER

Transfer of accountability of official/employee to another.

<b>Office or Division:</b>	General Services Office/Supply and Property Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G			
<b>Who may avail:</b>	Any representative from requesting offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Acknowledgement Receipt for Equipment (MR)		Property Section,GSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Request for Property Transfer Report	1.1 Ensure that the official/employee transferred the equipment to the new recipient	None	2 minutes	Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
	1.2 Ensure that the new recipient agreed & understood his/her liabilities on the said items/ equipment	None	2 minutes	Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
	1.3 Cancel the Acknowledgement Receipt of previous recipient	None	3 minutes	Vivian Lee Lumawag <i>Bookbinder IV</i>
	1.4 Process cancellation of Acknowledgement Receipt for Equipment ( for signature of Property Custodian)	None	5 minutes	Emmie Grace Juson <i>Utility Worker II</i> Vivian Lee
	1.5 Issue a copy of duly signed and approved cancelled Acknowledgement Receipt for Equipment (MR)	None	2 minutes	Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>



	1.6 File a copy of cancelled Acknowledgement Receipt for Equipment (MR)	None	2 minutes	Vivian Lee Lumawag <i>Bookbinder</i> IV/Emmie Grace Juson <i>Utility Worker II</i>
	1.7 Issue new Acknowledgement Receipt for Equipment (MR) to new recipient/ accountable person of equipment/ machine	None	5 minutes	Vivian Lee Lumawag <i>Bookbinder</i> IV/Emmie Grace Juson <i>Utility Worker II</i>
	1.8 Process new Acknowledgement Receipt for Equipment (MR) for signature of new recipient and Property Custodian		3 minutes	Emmie Grace Juson <i>Utility Worker II</i> / Andrio Dajay <i>Utility Worker II</i>
	1.9 Issue a copy of duly signed and approved cancelled Acknowledgement Receipt for Equipment (MR)		2 minutes	Vivian Lee Lumawag <i>Bookbinder</i> IV/Emmie Grace Juson <i>Utility Worker II</i>
	1.10 File a copy of duly signed new Acknowledgement Receipt for Equipment (MR)		2 minutes	Vivian Lee Lumawag <i>Bookbinder</i> IV/Emmie Grace Juson <i>Utility Worker II</i>
Total Processing Time:			28 minutes	





## 7. ISSUANCE OF CLEARANCE FOR PROPERTY ACCOUNTABILITY

Cancellation of property accountability of separated employee.

<b>Office or Division:</b>	General Services Office/Supply and Property Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G			
<b>Who may avail:</b>	Any official/employee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer of Acknowledgement Receipt for Equipment (MR)		Property Section,GSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request clearance from property accountabilities	1.1 Ensure that the retiring official/ employee returned the equipment to the GSO/Property Division	None	2 minutes	Persyl Alunan <i>Utility Worker /</i> Bernardo Jocson <i>Bookbinder IV/</i> Gerry Gallego <i>Bookbinder IV</i>
	1.2 Check and secure clearance from the Immediate Supervisor/Head of Office of the requesting party/employee	None	2 minutes	Vivian Lee Lumawag <i>Bookbinder IV/</i> Emmie Grace Juson <i>Utility Worker II</i>
	1.3 Check and verify the records of accountabilities	None	1 day	Vivian Lee Lumawag <i>Bookbinder IV</i>



	1.4 Notify the Property Custodian-Designate that official/ employee was cleared and turned-over all the equipment to the office.	None	3 minutes	Vivian Lee Lumawag <i>Bookbinder IV</i>
	1.5 Certify and duly sign the official/ employee's clearance for Property Accountability	None	2 minutes	Catherine Asuncion <i>Property Custodian-Designate</i> Vivian Lee
	1.6 File a copy of cancelled Acknowledgement Receipt for Equipment (MR)	None	2 minutes	Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
	1.7 File a copy of Clearance form signed by the Property Custodian	None	2 minutes	Vivian Lee Lumawag <i>Bookbinder IV</i> /Emmie Grace Juson <i>Utility Worker II</i>
Total Processing Time:			1 day and 11 minutes	



## **CITY ASSESSOR'S OFFICE**

### **EXTERNAL SERVICES**



## 1. Issuance of Tax Declaration

Tax Declaration of Real Properties are issued to effect the ownership of property for taxation purposes.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	G2C – Government to Client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Property Owner / Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt – Tax Declaration Fee		City Treasurer's Office – New City Hall		
Updated Land Tax Payment		City Treasurer's Office – New City Hall		
Special Power of Attorney (SPA) or Letter of Authorization from the Owner with photocopy of Owner's ID and authorized representative) – if requesting party is the authorized representative		Owner		
Copy of Deed of Sale – if requesting party is the buyer		Seller/Buyer		
Additional Requirement: Death Certificate – if the owner is dead and requesting for previous year Tax Declaration		Owner		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present OR together with all the requirements	1.1 Receive required documents and check for completeness and as to compliance; 1.2 Record transaction in the Log Book; 1.3 Prepare the Tax Declaration 1.4 Sign the Tax Declaration	Php50.00	55 mins.	<p><i>Elgane M. Jamon – Assessment Clerk III</i>  <i>Dandee L. Janeo – Bookbinder III</i>  <i>Mae A. Porras – Administrative Aide</i></p> <p><i>Roy D. Sta. Rita – City Assessor</i></p>



2. Receive the Tax Declaration	2.1 Release the Tax Declaration	None	5 mins.	<i>Elgane M. Jamon – Assessment Clerk III</i> <i>Dandee L. Janeo – Bookbinder III</i> <i>Mae A. Porras – Administrative Aide</i>
			60 mins. (1 hr.)	

## 2. Issuance of Property Certification

Certification of Property Holdings, Certification of No Property Holdings, Certification of No Improvement, Notice of Assessment, Assessment of Real Properties are issued by this office upon request by the owner or authorized representative.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	G2C – Government to Client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Property Owner / Authorized Representative			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt – Certification Fee		City Treasurer's Office – New City Hall		
Updated Land Tax		City Treasurer's Office – New City Hall		
Special Power of Attorney (SPA) or Letter of Authorization from the Owner with photocopy of Owner's ID and authorized representative) – if requesting party is the authorized representative		Owner		
Additional Requirement: Death Certificate – if the owner is dead		Owner		
Court Order for Annotation to Tax Declaration		Court		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present OR together with all the requirements	1.1 Receive the required documents and check for	Php50.00	55 mins.	<i>Elgane M. Jamon –</i>



	completeness and as to compliance 1.2 Record transaction in the Log Book; 1.3 Prepare the Certification 1.4 Sign the Certification			<i>Assessment Clerk III</i> <i>Dandee L. Janeo – Bookbinder III</i> <i>Mae A. Porras – Administrative Aide</i>  <i>Roy D. Sta. Rita</i> <i>City Assessor</i>
2. Receive the Certification	2.1 Release the Certification	None	5 mins.	<i>Elgane M. Jamon – Assessment Clerk III</i> <i>Dandee L. Janeo – Bookbinder III</i> <i>Mae A. Porras – Administrative Aide</i>
			60 mins. (1 hr.)	

### 3. Transfer of Ownership of Real Property (Single Transaction)

Transfer of ownership is the process of transferring one's property to another by evidence of a deed of conveyance duly notarized and registered in the Register of Deeds (ROD)

<b>Office or Division:</b>	City Assessor's Office		
<b>Classification:</b>	G2C – Government to Client		
<b>Type of Transaction:</b>	Complex		
<b>Who may avail:</b>	Property Owner / Representative		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Title (2 photocopies)		Register of Deeds (ROD)-Hall of Justice, Bacolod City	
Deed of Sale (1 photocopy)		Seller/Buyer Document	
Transfer Tax (1 photocopy)		City Treasurer's Office- New City Hall	
CAR (Certificate of Authorizing Registration) (1 photocopy)		Bureau of Internal Revenue (BIR) - Brgy. Mansilingan, Bacolod City	
Updated Land Tax Payment (1 photocopy)		City Treasurer's Office- New City Hall	
If late transfer more than 60 days penalty of Php 200.00 per title		City Treasurer's Office- New City Hall	



Fill up Sworn Statement Form		City Assessor's Office- New City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents and fill-out sworn statement form	1.1 Receive the required documents and check for completeness	None	1 day	<i>Dandee L. Janeo Bookbinder III Elgane M. Jamon Assessment Clerk III Mae A. Porras Administrative Aide</i>
	1.2 Record in the logbook and forward to Tax Mapping Division	None	3 days	
	1.3 Schedule ocular inspection and prepare FAAS (Field Appraisal and Assessment Sheet)	None		<i>Bernie D. Hecita Assessment Clerk II Emilio Orbista Administrative Aide</i>
	1.4 Forward FAAS to Assessment Division for computation	None	2 days	<i>Vicente Jose T. Pajes LAOO III</i>
	1.5 Check Computation of Assessment	None	1 day	<i>Melbourne J. Martir LAOO IV</i>
	1.6 Record in the logbook and forward to Records Division			<i>Geneveive Ruiz Bookbinder I</i>
	1.7 Encode transaction and prepare new Tax Declaration and Notice of Assessment & Tax Bill (NATB)			<i>Eissa E. Beson LAOO II</i>
2. Return to claim the copy of New Tax Declaration and NATB 2.1 Receive Tax Declaration & NATB (acknowledge receipt)	2.1 Sign Tax Declaration and NATB	None	1 day	<i>Roy D. Sta. Rita City Assessor</i>
	2.2 Release signed Tax Declaration &	None		<i>Elgane M. Jamon – Assessment Clerk III</i>



	NATB			<i>Dandee L. Janeo – Bookbinder III Mae A. Porras – Administrative Aide</i>
			7 days	

#### 4. Consolidation/Subdivision (Multiple Transaction)

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	G2C and G2B- Government to Client and Government to Business			
<b>Type of Transaction:</b>	Highly Technical			
<b>Who may avail:</b>	Property Owner / Representative of Developer			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Title (2 photocopies)		Register of Deeds (ROD)		
Deed of Sale (1 photocopy)		Seller/Buyer Document		
Transfer Tax (1 photocopy)		City Treasurer's Office		
CAR (Certificate of Authorizing Registration) (1 photocopy)		Bureau of Internal Revenue (BIR)		
Updated Land Tax Payment (1 photocopy)		City Treasurer's Office		
Affidavit of Subdivision (1 photocopy)		Owner		
Approved Subdivision Plan (1 photocopy)		Owner		
If late transfer more than 60 days penalty of Php 200.00 per title		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete required documents and fill-out Sworn Statement	1.1 Receive the required documents and check for completeness	None	1 day	<i>Dandee L. Janeo Bookbinder III Elgane M. Jamon Assessment Clerk III Mae A. Porras Administrative Aide</i>
	1.2 Record in the logbook and forward to Tax Mapping Division	None		
		None	3 days	





	1.3 Schedule ocular inspection and prepare FAAS (Field Appraisal and Assessment Sheet) 1.4 Forward FAAS to Assessment Division for computation 1.5 Check computation of assessment 1.6 Record in the logbook and forward to Records Division 1.7 Encode transaction and prepare new Tax Declaration and Notice of Assessment & Tax Bill (NATB)	None  None  None  None	2 days	<i>Bernie D. Hecita</i> <i>Assessment Clerk II</i> <i>Emilio Orbista</i> <i>Administrative Aide</i>  <i>Vicente Jose T. Pajes</i> <i>LAOO III</i>  <i>Melbourne J. Martir</i> <i>LAOO IV</i>  <i>Geneveive Ruiz</i> <i>Bookbinder I</i>  <i>Eissa E. Beson</i> <i>LAOO II</i>
2. Return to claim a copy of New Tax Declaration and NATB 2.1 Receive Tax Declaration & NATB (acknowledge receipt)	2.1 Sign Tax Declaration and NATB 2.2 Released sign Tax Declaration and NATB	None  None		<i>Roy D. Sta. Rita</i> <i>City Assessor</i>
		No. of Parcel		
		2-10 11-30 31-50 51-70 71-100 101-1000 1001-2000	7 days 15 days 25 days 30 days 45 days 60 days 90 days	



## **CITY ASSESSOR'S OFFICE**

### **INTERNAL SERVICES**



## 1. Issuance of Tax Declaration and Certification

Tax Declaration of Real Properties are issued to effect the ownership of property for taxation purposes.

<b>Office or Division:</b>	City Assessor's Office			
<b>Classification:</b>	G2G – Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request and purposes		Requesting Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Letter Request	1.1 Receive the letter request 1.2 Record Request in the Log Book	None	1 day	<i>Elgane M. Jamon – Assessment Clerk III</i> <i>Dandee L. Janeo – Bookbinder III</i> <i>Mae A. Porras – Administrative Aide</i>
	1.3 Forward said request for Approval	None	1 day	<i>Roy D. Sta. Rita – City Assessor</i>
2. Receive the requested documents	2.1 Prepare the documents upon approval of request	None	1 day	<i>Personnel in-charge (Administrative or Record Division)</i>
	2.1 Release the documents requested	None		<i>Elgane M. Jamon – Assessment Clerk III</i> <i>Dandee L. Janeo – Bookbinder III</i> <i>Mae A. Porras – Administrative Aide</i>
			3 days	



# **CITY PLANNING AND DEVELOPMENT OFFICE**

## **INTERNAL SERVICES**



## 1. Submission of Annual Investment Program

Offices in the City Government are required to submit their respective Annual Investment Program (AIP) to the City Planning & Development Office not later than March 15 of the current year. And this Office consolidates all Annual Investment Program (AIP) and submit to the Office of the City Mayor for approval.

<b>Office or Division:</b>	CPDO			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	ALL DEPARTMENTS OF THE CITY & OTHER NATIONAL AGENCIES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fill up Annual Investment Program (AIP) Templates - 3 copies		City Planning & Development Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Office annual Investment Program	1.1 Receive submitted AIP		2 minutes	Asela G. Murillo/Admin. Asst. III/Fleurdeliz G. Banagodoss/PDO II
	1.2 Verify AIP		15 minutes	Asela G. Murillo/Admin. Asst. III/Fleurdeliz G. Banagodoss/PDO
	1.3 Consolidate all AIP's submitted by all offices		10 days	Asela G. Murillo/Admin. Asst. III/Fleurdeliz G. Banagodoss/PDO
	1.4 AIP 1 <sup>st</sup> draft		3 days	Asela G. Murillo/Admin. Asst. III/Fleurdeliz G. Banagodoss/PDO II
	1.5 Finalize AIP		3 days	Asela G. Murillo/Admin. Asst. III/Fleurdeliz G. Banagodoss/PDO II
	1.6 Sign AIP		1 day	Marmelo J. Sausi/CPDC



2.All City Development Council Members	2.1 Conduct CDC meeting for approval and Endorsement of AIP		1 day	Marmelo J. Sausi/CPDC/Asela G. Murillo/Admin. Asst. III/Fleudeliz G. Banagodas/PDO II
	2.2 Endorse AIP to SP		1 day	Asela G. Murillo/Admin. Asst. III
Total: 19 days & 17 minutes				

## 2. Issuance of Locational Clearance Permit

The City Planning & Development Office is responsible for the issuance of Locational Clearance to applicants to ensure conformity of the area for their desired construction. (Residential, Commercial, Industrial, Institutional and Special Projects.

Office or Division:	CPDO		
Classification:	SIMPLE		
Type of Transaction:	G2C		
Who may avail:	OWNERS OF RESIDENTIAL, COMMERCIAL, INDUSTRIAL, INSTITUTIONAL& SPECIAL PROJECTS 18 YEARS OLD & ABOVE		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Application forms - 3 copies		CPDO	
Barangay Clearance - 1 copy		Barangay Hall where business is located	
Barangay Endorsement (Social Acceptability)		Barangay Hall where quarry is located	
Land Title (if photocopy must be certified true copy from the Registry of Deeds)/Deed of Sale - 1 copy		Owner/Registry of deeds	
Vicinity Map - 1 copy		Owner/Geodetic Engineer	
Bill of Materials - 1 copy		Owner	
Tax Declaration - 1 copy		Treasurer's Office	
Building Plans - 5 sets		Owner	
SPA or Authority to Process (if processed by a representative) - 1 copy		Owner	
Authority to Construct (notarized) if applicant is not the registered Lot Owner - 1 copy		Owner	
Environment Compliance Certificate/Certificate of Non Coverage (New Applicant) for Industrial , Commercial & Special Projects - 1 copy		DENR	
Locational Clearance Fee (Zoning)		Treasurer's Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application Forms with attached required documents	1. Receive & evaluate requirements & make order of payment	Base on Bill of Materials	10 minutes	Frances Bagaporo/Storekeeper I/Maricon Grajo/Utility Worker I
1.2 Present O.R.	1.2 Inspect O.R.		1 minute	Frances Bagaporo/Storekeeper I/Maricon Grajo/Utility Worker I
	1.3 Reevaluate Documents & instruct client of return date		10 minutes	Asela G. Murillo/Admin. Asst. III
	2. Site inspection and plans evaluation		1 day	Arch. Henry M. Pabiania/Zoning Officer IV
	2. 1 Prepare decision evaluation & certification		15 minutes	Frances Bagaporo/Storekeeper I/Maricon Grajo/Utility Worker I
	2.2 Sign decision		10 minutes	Arch. Henry M. Pabiania/Zoning Officer IV
3. Return for Release of Locational Clearance Certificate & Decision & acknowledge receipt by signing the logbook	3. Release Locational Clearance Certificate & decision		5 minutes	Frances Bagaporo/Storekeeper I/Maricon Grajo/Utility Worker I
Total			1 days & 51 minutes	

### 3. Issuance of Business Permit Clearance (Quarry)

The City Planning & Development Office is one of the signatories in acquiring business permit. Quarry applicants needs to secure Locational Clearance to ensure conformity of the area.

<b>Office or Division:</b>	CPDO
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2B
<b>Who may avail:</b>	BUSINESS QUARRY APPLICANTS
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Application forms - 2 copies		BPLO		
DTI Registration/Sec Registration/Registration from any Government Agencies (DOLE/DSWD/COOP) - 1 copy		DTI/Security & Exchange Commission/DOLE/DSWD/COOPERATIVE		
Barangay Clearance - 1 copy		Barangay Hall where business is located		
Barangay Endorsement (Social Acceptability)		Barangay Hall where quarry is located		
SP Resolution Endorsing Quarry		Sangguniang Panlungsod (SP) Office		
Zoning Certification as to Land Use		CPDO		
Land Title (if photocopy must be certified true copy from the Registry of Deeds)/Deed of Sale - 1 copy		Owner/Registry of deeds		
Vicinity Map - 1 copy		Owner/Geodetic Engineer		
Site Development Plan -1		Owner		
Tax Declaration - 1 copy		Treasurer's Office		
SPA or Authority to Process (if processed by a representative)		Owner		
Governor's Clearance/ Permit		Office of the Provincial Governor		
Environment Compliance Certificate/Certificate of Non-Coverage (New Applicant)		DENR		
Locational Clearance Fee (Zoning)		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Locational Clearance Application Forms & required Zoning fees	1. Give Locational Clearance Form Application with requirements attached/Zonin g fees	P5,000.00	5 minutes	Asela G. Murillo/Administr ative Assistant III/Frances Bagaporo/Store keeper I
2. Proceed to CTO for payment	2. Inspect O.R., Record and Make Locational Clearance Decision/Evalu ation/Certificati on		30 minutes	Asela G. Murillo/Administr ative Assistant III/Frances Bagaporo/Store keeper
	2.1 Sign Decision/Evalu ation/Certificati on		10 minutes	Arch. Henry M. Pabiania/Zoning Officer IV





3. Sign logbook to acknowledge receipt	3. *Sign & release business clearance		10 minutes	Marmelo J. Sausi/CPDC/Arch. Henry M. Pabiania/Zoning Officer IV/Asela G. Murillo/Admin. Asst. III
Total			55 minutes	

#### 4. Request for Zoning Reclassification/Rezoning

One of the Core functions of the City Planning & Development Office is to formulate the Comprehensive and Land Use Plan and Zoning Ordinance of the City. It is also tasked to assist land owners requesting reclassification or rezoning of their properties.

<b>Office or Division:</b>	CPDO			
<b>Classification:</b>	HIGHLY TECHNICAL			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	LAND OWNERS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Inquire requirements		CPDO		
Letter request address to City Mayor: Hon. Nilo Jesus Antonio Neil E. Lizares III (reclassification/rezoning) - 2 copies		Owner		
Barangay Clearance - 1 copy		Barangay Hall		
Land Title (if photocopy must be certified true copy from the Registry of Deeds)/Deed of Sale - 1 copy		Owner/Registry of deeds		
Vicinity Map - 1 copy		Owner/Geodetic Engineer		
Tax Declaration - 1 copy		Treasurer's Office		
Authority to Construct (if applicant is not a registered owner of the lot)		Owner		
Environment Compliance Certificate/Certificate of Non-Coverage		DENR		
Locational Clearance Fee (Zoning)		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter for Zoning reclassification with attached requirements	1. Receive request from Mayor's office & evaluate attached requirements		5 minutes	Asela G. Murillo/Administrative Assistant III
	2. Site Evaluation /make		Site evaluation 1 day after	Arch. Henry M. Pabiania/Zoning



	recommendation/pre pare necessary documents for SP proper action		submission of application/10 days maps preparations/fa cts brief of concerned lot/s – 5 days	<i>Officer IV/Ma. Sirikit P. Valenzuela/CGA DH</i>
	2.1 Make necessary steps pertaining to reclassification/rezoni ng (public hearing/		20 days	<i>Sanggunian Panlungsod</i>
	3 Submit documents to PLUC for review		60 days	<i>PLUC</i>
Total			95 days & 5 minutes	

## 5. Request for Data/E-copy/Zoning Maps/Documents

One of the functions of the City Planning & Development Office is to make Development Plans for the City and gathering data and other information is vital, hence our Office is equipped with required data for the purpose.

<b>Office or Division:</b>	CPDO			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL SECTORS (INVESTORS/STUDENTS/ORGANIZATIONS)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request Address to: Mr. Marmelo J. Sausi, CPDC - 2 copies		Requesting person/representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present letter request	1. Receive & record letter request & forward letter to Mr. Sausi/make order of payment		2 minutes	<i>Asela G. Murillo/Admin. Asst. III</i>
2. Proceed to CTO for payment			Depends on documents requested	<i>Jarah Jane Lacson</i>
2.1 Present Official receipt	2. Acknowledge Official		15 minutes	<i>Asela G. Murillo/Admin. Asst. III</i>



	Receipt & prepare client's request			
3. Return for release of request & acknowledge by signing in logbook	3. Release requested documents/data		5 minutes	Asela G. Murillo/Admin. Asst. III/Ariel Lagutang/Utility Worker I
Total			22 minutes	

## 6. Request for Zoning Certification on Land Uses

A Zoning Certificate is issued to the requesting parties as to the uses of their property as per approved Land Use Plan and Zoning Ordinance of the City.

<b>Office or Division:</b>	CPDO/ZONING DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	REGISTERED LAND OWNERS/AUTHORIZED REPRESENTATIVES			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request Address to: Mr. Marmelo J. Sausi, CPDC		Owner/Representative		
Land Title (photocopy) - 1 copy		Owner		
Vicinity Map/Survey of lot Plan - 1 copy		Owner/Geodetic Engineering		
Zoning Certification Fee		City Treasurer's Office		
Authority from the Owner if requesting party is not the registered owner (duly Notarized)		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request & Requirements	1. Receive letter request, evaluate requirements & forward request to Mr. M. Sausi for recommendation		10 minutes	Asela G. Murillo/Admin. Asst. III
2. Proceed to CTO for payment		P720.00/hectare		SarahJane/Christian/Pamela
2.1 Present Official receipt to CPDO	2. Inspect Official Receipt/inform client of return		1 day	Asela G. Murillo/Admin. Asst. III



	date & make Zoning Evaluation			
3. Return for release of Zoning Certification	3. Sign the decision		5 minutes	Arch. Henry M. Pabiania/Zoning Officer
3.1 Acknowledge receipt & sign logbook	3.1 Release Zoning Certificate		5 minutes	Frances Theresa Bagaporo/Storekeeper I
Total			1 days & 20 minutes	

## 7. Issuance of Electrical Clearance Permit

Applicants requesting for Electrical Connection for Residential, Commercial, Industrial, Institutional & Special Projects

<b>Office or Division:</b>	CPDO/ZONING DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Owners of Establishments (Residential/Commercial/Industrial/Agricultural/Institutional/Special Projects) * any individual 18 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance - 1		Barangay Hall		
Tax Clearance - 1		City Treasurer's Office		
Vicinity map - 1		Geodetic Engr./owner		
Site Picture - 1		Owner		
Electrical Fee		City Treasurer's Office		
Residence Certificate (Cedula)- 1		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements	1. Receive & evaluate requirements submitted		3 minutes	Moralisa Jimenez/Utility Worker I/Maricon Grajo/Utility Worker IMora/Maricon
	1.1 Conduct Inspection (if needed)		1 day upon receipt	Ronald Solinap/Bookbinder III/Winston Hinlo/Utility I/Larry Estandarte/Driver I
	2 Re-evaluate		3 minutes	Asela G. Murillo/Admin.



	documents.			Asst. III
2. Proceed to CTO for payment		PHP 75.00		SarahJane Lacson
2.1 Present O.R.	2.1 Inspect O.R./instruct client of return date		5 minutes	Moralisa Jimenez/Utility Worker I/Maricon Grajo/Utility Worker I
3. Return for action for application	3. Make decision/act on the application		5 minutes	Arch. Henry M. Pabiania/Zoning Officer IV/Ma. Sirikit P. Valenzuela/Asst. CPDC/Asela G. Murillo/Admin. Asst. III
3.1 Acknowledge receipt/sign log book	3.1 Release clearance		3 minutes	Moralisa Jimenez/Utility Worker I/Maricon Grajo/Utility Worker I
Total		P75.00	1 days & 18 minutes	

## 8. Submission of OPCR

The City Planning and Development Office is the SPMS Secretariat that handles the submission of the Office Performance Commitment Review (OPCR) of all departments.

<b>Office or Division:</b>		CPDO		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		ALL DEPARTMENTS AND OFFICES		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 original copies of OPCR per department or office		Respective Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit OPCR	1. Receive & Review OPCR in 3 copies:  1.1 Return receive copy		5 minutes	Nonato Gumban Comm. Dev. Asst. I/Asela G. Murillo/Admin. Asst. III/ Fleurdeliz G. Banagodas/PD O II



	2. Consolidate OPCR's and submit for approval to LCE		2 minutes	<i>Nonato Gumban/Asela G. Murillo</i>
	3. Receive Approved copy of OPCR and file the same		5 minutes	<i>Nonato Gumban/Asela G. Murillo</i>
Total: 12 minutes				



# **CITY AGRICULTURE OFFICE**

## **External Services**



## 1. Registration of Fishing Vessel 3 Gross Tonnage and below

For purposes of determining priorities of fisherfolks, limiting entry of intruders and unregistered fishermen and or fishing vessels to the municipal waters and for regulating and monitoring activities, all fishing boats/vessels shall be properly registered with the office of the City Agriculturist.

<b>Office or Division:</b>		Office of the City Agriculturist / Fisheries Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizens		
<b>Who may avail:</b>		Owner of Fishing Boat		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Community Tax Certificate		Barangay/Treasurer Office-New City hall		
2x2 I.D. picture (2pcs)		Photoshop/owner of fishing boat		
5R picture of boat and owner (side view showing name of boat)		Owner of fishing boat		
Barangay Clearance (Ownership, residence and character)		Barangay Hall		
Voters ID		Comelec-Old City hall		
Certification of local PNP (vessel is not involved in any criminal offense)		PNP office-at the back of New City Hall		
MARICOM clearance		MARICOM office-Barangay Banago, Bacolod City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Present requirements & fill-out MFVR Form #1	1.1 Check completeness of requirements & provide application form (MFVR Form #1)	None	2 minutes	Ma. Cristina Diaz <i>Aquacultural technician</i>
	1.2 Check the		2 minutes	Ma. Cristina Diaz <i>Aquacultural</i>





	<p>completeness of the filled-out form.</p> <p>1.3 Issue notice of inspection.</p> <p>1.3 Conduct validation and Ad measurement.</p> <p>1.3 Prepare MFVR Form # 2 and MFVR form #3</p>		<p>2 minutes</p> <p>Within 2 days</p> <p>2 minutes</p>	<p><i>technician</i></p> <p>Ma. Cristina Diaz <i>Aquacultural technician</i></p> <p>Efren Araquil/ Roberto Montalbo <i>Casual</i></p> <p>Ma. Cristina Diaz <i>Aquacultural technician</i></p>
2. Return to City Agriculture Office one (1) day after inspection	2. Release MFVR form # 2 & 3 for processing	None	5 minutes	<p>Ma. Cristina Diaz</p> <p><i>Aquacultural technician</i></p>
3.Process payment and approval of permit and provide CAO a photocopy of approved FMVR form # 3.	3.Receive and file document	None	5 minutes	<p>Ma. Cristina Diaz</p> <p><i>Aquacultural technician</i></p>
TOTAL			2 days 18 min.	



## 2. Application of Divers Permit/License

To regulate the gathering and taking of nylon shells and other high value shelled mollusks in the municipal waters of Talisay Ordinance # 402 s 2011 was enacted. License/permits are granted to Registered fisherfolks of the City who are actually engages in manual gathering and taking of the said fishery resources upon application and payment fees.

<b>Office or Division:</b>	Office of the City Agriculturist / Fisheries Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Divers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		Barangay/Treasurer Office-New City hall		
2x2 I.D. picture (2pcs)		Photoshop/divers		
Police Clearance		PNP office, at the back of New City Hall		
Barangay Clearance		Barangay Hall		
Voters ID		Comelec-Old City hall		
Health Certificate		City health office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present requirements & secure application form.	1. Check name in the Registry of Fisherfolk and completeness of requirements & provide application form	None	10 min	Ma. Cristina Diaz <i>Aquacultural technician</i>
2. Present completed and approved application form.	2.1 Check document presented.	None	1 min	Ma. Cristina Diaz <i>Aquacultural technician</i>



	2.2 Prepare divers permit & release documents for processing of clients	None	8 min	Ma. Cristina Diaz Aquacultural technician
3.Process payment & approval of divers' permit, and provide CAO a photocopy of approved permit within the day of approval.	3.Receive and record	None	10 min	Ma. Cristina Diaz <i>Aquacultural technician</i>
		TOTAL	30 min.	

### 3. Insurance Coverage for Crops (Rice, HVC, Corn, Sugarcane, Coconut)

The Philippine Crop Insurance Corporation (PCIC) has a program of providing farmers with protection against crop losses due to damages caused by natural calamities, pest and diseases for their standing crops.

A component of this program is the Accident and Dismemberment Security Scheme (ADSS) which requires the farmers to pay P 50.00 as his/her counterpart for their personal protection renewable yearly.

<b>Office or Division:</b>	Office of the City Agriculturist / Crops Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizens	
<b>Who may avail:</b>	Rice, HVC, Corn, Sugarcane and Coconut Farmers registered with RSBSA	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Location Sketch Plan of Rice field (S,E,W,N)		Rice farmer
Rice area minimum of ¼ hectares		Rice farmer
Location Sketch Plan of vegetable/coconut/sugarcane field (S,E,W,N)		HVC farmer
HVC area, mono crop, minimum of 500 sq.m.		HVC farmer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and Fill-out application forms.	1.1 Provide PCIC Application form for Crops & Accident and Dismemberment Security Scheme (ADSS Form no. 1)	None	5 min.	Katherine Day S. Gemotra Agriculturist II  Leonora L. Miranda Computer Operator 1  Ricel Grace Arcenas Admin Aid I
	1.2 Check the correctness of the data.	None	2 min.	Katherine Day S. Gemotra Agriculturist II
	1.3 Collect payments for ADSS.	P50.00	2 min.	Katherine Day S. Gemotra Agriculturist II
	1.4 Prepare and submit transmittal and application forms to PCIC.	None	Every Friday of the week	Katherine Day S. Gemotra Agriculturist II
2. Return to Agriculture Office the following week for release of approved documents.	2. Release a photocopy of approved documents	None	1 min	Katherine Day S. Gemotra <i>Agriculturist II</i> Leonora L. Miranda <i>Computer Operator 1</i>  Ricel Grace Arcenas <i>Admin Aid I</i>
Total			10 min.	



#### 4. Insurance Coverage for Livestock

The Philippine Crop Insurance Corporation (PCIC) has a program providing farmers with protection against livestock mortality due to natural calamities and diseases.

A component of this program is the Accident and Dismemberment Security Scheme (ADSS) which requires the farmers to pay P 50.00 as his/her counterpart for their personal protection renewable yearly.

<b>Office or Division:</b>		Office of the City Agriculturist / Livestock		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C-Government to Citizens		
<b>Who may avail:</b>		Carabao/Cattle/Goat/Sheep/Swine growers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Carabao & Cattle- certificate of Ownership		Owner/grower		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Request and Fill-out application forms.	1.1 Provide PCIC Application form for Livestock & Accident and Dismemberment Security Scheme (ADSS Form no. 1)	None	5 min.	Katherine Day S. Gemotra Agriculturist II  Leonora L. Miranda Computer Operator 1 Ricel Grace Arcenas Admin Aid I
	1.2 Check the correctness	None	2 min	Katherine Day S. Gemotra Agriculturist II



	of the data.			
	1.3 Collect payments for ADSS.	P50.00	2 min	Katherine Day S. Gemotra Agriculturist II
	1.4 Prepare and submit transmittal and application forms to PCIC.	None	Every Friday of the week	Katherine Day S. Gemotra Agriculturist II
2. Return to Agriculture Office the following week for release of approved documents.	2. Release a photocopy of approved documents	None	1 min	Katherine Day S. Gemotra <i>Agriculturist II</i>  Leonora L. Miranda <i>Computer Operator 1</i> Ricel Grace Arcenas <i>Admin Aid I</i>
Total: 10 min				

## 5. Insurance Coverage for Fishing Boat

The Philippine Crop Insurance Corporation (PCIC) has a program providing fishing boat owners/operators with protection against loss of property due to damages caused by natural calamities.

A component of this program is the Accident and Dismemberment Security Scheme (ADSS) which requires the fisherman and fishing boat owners/operators to pay P 50.00 as his/her counterpart for their personal protection renewable yearly.

<b>Office or Division:</b>	Office of the City Agriculturist / Livestock
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C-Government to Citizens		
<b>Who may avail:</b>		Fishing boat owners with approved boatR		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
5R Picture of boat and owner (side view showing name of boat)		owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present 5R picture and fill in application form.	1.1 Verify if name is included in the Registry of Fishing Vessel	None	10 min.	Ma. Cristina Diaz <i>Aquacultural technician</i>
	1.2 Provide PCIC Application form for boat & Accident and Dismemberment Security Scheme (ADSS Form no. 1)	None	5 min	Ma. Cristina Diaz <i>Aquacultural technician</i>
	1.3 Check the correctness of the data.	None	2 min	Ma. Cristina Diaz <i>Aquacultural technician</i>
	1.4 Collect payments for ADSS.	P 50.00	2 min	Ma. Cristina Diaz <i>Aquacultural technician</i>
	1.5 Prepare and submit transmittal and application forms to PCIC	None	Every Friday of the week	Ma. Cristina Diaz <i>Aquacultural technician</i>
2. Return to Agriculture Office the following week	2. Release a photocopy of		1 min	Ma. Cristina Diaz <i>Aquacultural technician</i>



for release of approved documents.	approved documents			
Total			20 min	

## 6. Soil Laboratory Analysis

A service which caters farmers to analyze their soils using soil test kit. Result shows specific macro nutrient (N,P,K) present in the soil. Appropriate fertilizer recommendation is made available for farmers use.

<b>Office or Division:</b>	Office of the City Agriculturist / Crops			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Citizens			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Soil Samples ( 1kg pulverized)		Owner/farmer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit soil samples and fill out application form	1.1 Receive and Check sample submitted, and provide application form and mark soil samples.	None	10 min.	Katherine Day S. Gemotra <i>Agriculturist II</i>  Gerjons M. Gumban <i>Agriculturist 1</i> Orlyn H. Guion <i>Senior Agriculturist</i>
	1.2 Processing of soil samples and computation claim result	None	1 day	Katherine Day S. Gemotra <i>Agriculturist II</i>  Gerjons M. Gumban <i>Agriculturist 1</i>





	after 1 day			Orlyn H. Guion <i>Senior Agriculturist</i>
2. Claim Results	Release result and fertilizer recommendation	none	5 min	Katherine Day S. Gemotra <i>Agriculturist II</i>  Gerjons M. Gumban <i>Agriculturist I</i>  Orlyn H. Guion <i>Senior Agriculturist</i>
Total : 1 day & 15 min.				

## 7. Registry System for Basic Sector in Agriculture (RSBSA)

Nationwide registration of farmers, farm workers, Laborers, and Fisherfolks, as basis for program planning and availing of projects.

<b>Office or Division:</b>	Office of the City Agriculturist		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C-Government to Citizens		
<b>Who may avail:</b>	Farmer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Any Govt. issued valid ID		Owner	
2 x 2 picture (taken not later than 6 mo.)		Owner	
Ownership document:		Owner	
1. Certificate of Land Transfer			
2. Emancipation Patent			
3. Individual Certificate of Land Ownership Award (CLOA)			
4. Collective CLOA			
5. Co-ownership CLOA			



6. Agricultural sales patent 7. Homestead patent 8. Free Patent 9. Certificate of Title or Regular Title 10. Certificate of Ancestral Domain Title 11. Certificate of Ancestral Land Title 12. Tax Declaration				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements for interview.	1.1 Verify and check pertinent documents and secure a photocopy from client for attachment.	None	10 min	Katherine Day S. Gemotra <i>Agriculturist II</i>  Gerjons M. Gumban <i>Agriculturist 1</i>  Ricel Grace Arcenas <i>Admin Aid</i>
	1.2 Interview client and fill out RSBSA Enrollment Form	None	5 min	Katherine Day S. Gemotra <i>Agriculturist II</i>  Gerjons M. Gumban <i>Agriculturist 1</i>
	1.3 Process approval of enrollment form for signature of (Punong Barangay, & CAFC Chairman)	None	7 working days	Ricel Grace Arcenas <i>Admin Aid</i>  Gerjons M. Gumban <i>Agriculturist 1</i>



	1.4 Assign reference/control number	None	10 min	Gerjons M. Gumban <i>Agriculturist 1</i>
2. Claim enrollment Clients Copy after 7 working days	2.1 Release Enrollment Clients Copy  2.2 Submit approved form to DA RFO VI satellite office	None	5 min	Gerjons M. Gumban <i>Agriculturist 1</i>
Total			7 days  30 min	

## 8. Claiming of Impounded Stray Dogs

Stray dogs are impounded for 3 days before being humanely disposed of. Dog owners may claim their dogs during that time after payment of corresponding penalties.

<b>Office or Division:</b>	Office of the City Agriculturist / Livestock Section	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C-Government to Citizens	
<b>Who may avail:</b>	Dog owners of impounded dog	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Proof of Dog Ownership		Dog owner



Impounding Penalty Assessment		Agriculture Office		
Penalty Payment Receipt (O.R.)		Treasurer's Office- New City hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify stray dog at the dog pound facility and show proof of ownership	1.1 Confirm client ownership of stray dog.	None	10 min.	Miguel Febrio Jr. <i>Laborer 1</i>
	1.2 Assess and compute penalties incurred	None	10 min.	Miguel Febrio Jr. <i>Laborer 1</i>
2. Payment of penalties at the treasurer's office	2. Receive payments and issue Official Receipt.	Php 50.00 per day. Maximum of 3 days	none	City Treasurer Office
3. Return payment receipt (O.R.) to the Agriculture office	3. Log O.R. number and release dog to owner	None	10 min.	Miguel Febrio Jr. <i>Laborer 1</i>



# **OFFICE OF THE LOCAL CIVIL REGISTRAR**

## **External Services**



## 1. Registration of Birth

The birth of the child, being a vital event of a person, shall be registered within thirty (30) days from the time of birth in the Office of the Civil Registrar of the city/municipality where the birth occurred.

<b>Office or Division:</b>		Local Civil Registrar		
<b>Classification:</b>		Simple Transaction		
<b>Type of Transaction:</b>		G2C - Government to Citizen		
<b>Who may avail:</b>		All residents and non-residents of the City of Talisay		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Birth Registration Form</b> <ul style="list-style-type: none"> <li>Four (4) copies of the document to be registered (must be accomplished correctly and completely)</li> </ul>		City Health Office / Attending Midwife		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1.1 Assess and interview the client and register the document with registry number	None	15 minutes	Ronabec T. De La Cruz - Registration Officer I Mary Grace C. Bodigas - Bookbinder IV Sharin B. Rivera - Utility Worker II
	1.2 Sign the document	None		Ronilo O. Tuzon - City Civil Registrar
2. Receive the document	2. Release the document	None	5 minutes	Ronabec T. De La Cruz - Registration Officer I Mary Grace C. Bodigas - Bookbinder IV Sharin B. Rivera - Utility Worker II
<b>TOTAL</b>			<b>20 minutes</b>	

## 2. Registration of Marriage

Certificate of Marriage shall be registered within fifteen (15) days following the solemnization of marriage while for marriage exempt from license requirements (Article 34 of the Family Code), the prescribed period is thirty (30) days at the place where the marriage was solemnized.

<b>Office or Division:</b>	Local Civil Registrar
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<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Marriage Registration Form</b> <ul style="list-style-type: none"> <li>Four (4) copies of the document to be registered (must be accomplished correctly and completely)</li> </ul>		Solemnizing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1.1 Assess and interview the client and register the document with registry number	None	15 minutes	Lalaine M. Hinlo – Clerk II
	1.2 Sign the document	None		Ronilo O. Tuzon - City Civil Registrar
2. Receive the document	2. Release the document	None	5 minutes	Lalaine M. Hinlo – Clerk II
<b>TOTAL</b>			<b>20 minutes</b>	

### 3. Registration of Death

The death of a person shall be registered within the reglementary period of thirty (30) days at the Office of the City Civil Registrar.

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Death Registration Form</b> <ul style="list-style-type: none"> <li>Four (4) copies of the document to be registered (must be accomplished correctly and completely)</li> </ul>		City Health Office		
<ul style="list-style-type: none"> <li>Burial Permit</li> </ul>		City Treasury Office		
<ul style="list-style-type: none"> <li>Transfer Permit of Cadaver (if buried in other city/municipality)</li> </ul>		City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Assess and interview the	None	15 minutes	Ronabec T. De La Cruz – Reg. Officer I



	client and register the document with registry number			Mary Grace C. Bodigas-Bookbinder Iv Sharin B. Rivera - Utility Worker II
2. Pay the required fees at the City Treasury Office.	2.1 Receive the payment based on the order of payment and issue the O.R. • Burial Permit	P 30.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
	2.2 Sign the document	None		Ronilo O. Tuzon - City Civil Registrar
3. Receive the document	3. Release the document	None	5 minutes	Ronabec T. De La Cruz - Registration Officer I Mary Grace C. Bodigas-Bookbinder IV Sharin B. Rivera - Utility Worker II
<b>TOTAL</b>		<b>P 30.00</b>	<b>25 minutes</b>	

**Note:** Transfer permit of cadaver is P 60.00.

#### 4. Issuance of Certified Machine Copy of Birth Certificate, Marriage Certificate, Death Certificate and Other Legal Documents.

The issuance of registered civil registry documents is pursuant to the provision of Republic Act No. 3753 otherwise known as the "Civil Registry Law".

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled-up verification slip		Local Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Submit the requirements	1.1 Received filled-out verification slip and search in the database  1.2 Issue the order of payment if the requested document is recorded in the database.	None	10 minutes	Ronabec T. De La Cruz - Registration Officer I Mary Grace C. Bodigas- Bookbinder IV Sharin B. Rivera - Utility Worker II  <b>Joy Christie M. Sausi</b> – Bookbinder II <b>Daniel John J. Berbisco</b> - Bookbinder II <b>Jim Brian Y. Larida</b> - Bookbinder I <b>Raphael C. Sausi</b> - Bookbinder I
2. Pay the required fees at the City Treasury Office.	2. Receive the payment based on the order of payment and issue the O.R.	P 30.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO – Cashier)
3. Return to LCR Office and present the O.R for processing and releasing of the requested document.	3.1 Check and certify the document and record the O.R.	None	5 minutes	Ronabec T. De La Cruz – Registration Officer I Mary Grace C. Bodigas- Bookbinder IV Sharin B. Rivera – Utility Worker II
	3.2 Sign the document	None	2 minutes	Ronilo O. Tuzon - City Civil Registrar
	3.3 Release the document	None	3 minutes	Sharin B. Rivera – Utility Worker II Jose Amelo A. Antiporda - Admin. Aide I
	<b>Total</b>	<b>P 30.00</b>	<b>25 minutes</b>	



## 5. Registration of Court Order/Decrees and Request of Annotated Record

Court decrees concerning the status of a person shall be registered in the Civil Registrar's Office where the court is functioning within ten (10) days after the decree/order has become final and executor.

### A. Annulment

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Original/certified photocopy of the court order</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Certificate of finality</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Certificate of court registration and authenticity issued by the concerned City/City Civil Registrar where the Court Order (CO) was issued</li> </ul>		Local Civil Registry Office		
<ul style="list-style-type: none"> <li>Certificate of Marriage (PSA Copy)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia - Registration Officer II Maira B. Guancia – Registration Officer II
2. Pay the required fee(s) at the City Treasury Office	2.1 Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Annulment</li> <li>Certified photocopy of Annotated Record</li> </ul>	P 700.00 30.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO – Cashier)
	2.2 Process the request	None	3 days	Maira B. Guancia - Registration Officer II



	2.3 Review, approve and sign the document	None		Ronilo O. Tuzon -City Civil Registrar
3. Receive the document (Annotated Local Copy of Marriage Contract)	3. Release the document	None	2 minutes	Maira B. Guancia - Registration Officer II
	<b>TOTAL</b>	<b>730.00</b>	<b>3 days &amp; 12 minutes</b>	

**Note:** Forwarded the document to Philippine Statistics Authority, Quezon City.

## B. Adoption

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Original/certified photocopy of the court order</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Certificate of finality</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Certificate of court registration and authenticity issued by the concerned City/City Civil Registrar where the Court Order (CO) was issued</li> </ul>		Local Civil Registry Office		
<ul style="list-style-type: none"> <li>Certificate of Live Birth (PSA Copy)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia - Registration Officer II
2. Pay the required fee(s) at the City Treasury Office	2.1 Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Adoption</li> <li>Certified photocopy of Annotated Record</li> </ul>	P 600.00 30.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
	2.2 Process the request	None	3 days	Maira B. Guancia - Registration



	2.3 Review, approve and sign the document	None		Officer II Ronilo O. Tuzon -City Civil Registrar
3. Receive the document (Annotated Local Copy of Certificate of Live Birth)	3. Release the document	None	2 minutes	Maira B. Guancia - Registration Officer II
	<b>TOTAL</b>	<b>630.00</b>	<b>3 days &amp; 12 minutes</b>	

**Note:** Forwarded the document to Philippine Statistics Authority, Quezon City.

### C. Correction/Judicial Decrees

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Original/certified photocopy of the court order</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Certificate of finality</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Certificate of court registration and authenticity issued by the concerned City/City Civil Registrar where the Court Order (CO) was issued</li> </ul>		Local Civil Registry Office		
<ul style="list-style-type: none"> <li>Certificate of Live Birth (PSA Copy)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia
2. Pay the required fee(s) at the City Treasury Office	2.1 Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Correction</li> <li>Certified photocopy of Annotat</li> </ul>	P 200.00 30.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)



	ed Record			
	2.2 Process the request	None	3 days	Maira B. Guancia-Reg. Officer II
	2.3 Review, approve and sign the document	None		Ronilo O. Tuzon – City Civil Registrar
3. Receive the document (Annotated Local Copy of Certificate of Live Birth)	3. Release the document	None	2 minutes	Maira B. Guancia -Registration Officer II
	<b>TOTAL</b>	<b>630.00</b>	<b>3 days &amp; 12 minutes</b>	

**Note:** Forwarded the document to Philippine Statistics Authority, Quezon City.

## 6. Registration of Legitimation of Natural Child

As a general rule, all legal instruments shall be registered in the civil registry of the place where they were executed whereas, all legal instrument executed abroad shall be registered in the Civil Registry Office of Manila.

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• CENOMAR (Certificate of No Marriage) Husband and Wife		Philippine Statistic Authority		
• Marriage Contract (PSA Copy) if not solemnized in the City of Talisay, Negros Occidental		Philippine Statistics Authority Local Civil Registrar's Office		
• Birth Certificate		Local Civil Registry Office		
• Affidavit of Legitimation		Attorney's Office		
• Affidavit of Acknowledgement if father is N/A on COLB		Attorney's Office		
• Residence Certificate		Barangay Hall		
• Appearance of Parents				
<b>Republic Act 9255 – Affidavit to Use the Surname of the Father (AUSF)</b>				
• Affidavit of Paternity / acknowledgement, voluntary, emancipation/parental authorization		Legal/Attorney's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Assess the requirements and issue the	None	5 minutes	Ronilo O. Tuzon - Registration Officer IV



	order of payment			
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Legitimation fee</li> <li>CTC</li> </ul>	P 100.00 30.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3.1 Prepare certificate, endorsement letter and annotate registered documents	None	15 minutes	Ronilo O. Tuzon - City Civil Registrar
	3.2 Review, approve and sign the documents	None	1 minute	Ronilo O. Tuzon - City Civil Registrar
4. Receive the document	4. Release the document	None	2 minutes	Ronilo O. Tuzon - City Civil Registrar
<b>TOTAL P 130.00 28 minutes</b>				

**Note:** Forwarded the document to Philippine Statistics Authority, Quezon City.

## 7. Endorsement of Registry Records to the Civil Registrar General

Negative result from PSA-OCRGC but positive result in Local Civil Registrar's Office.

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>PSA – Negative Result Certification</li> <li>Certified true copy/photocopy of Civil Registry documents</li> </ul>		Philippine Statistics Authority		
		Local Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Search in the database and issue the order of payment	None	5 minutes	Remielyn E. Ortega - Bookbinder IV Daniel John J. Berbisco- Bookbinder II



				Jim Brian Y. Larida - Bookbinder I
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R.	P 100.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3.1 Prepare the endorsement letter	None	5 minutes	Remielyn E. Ortega - Bookbinder IV
	3.2 Review and approve the document	None	3 minutes	Ronilo O. Tuzon - City Civil Registrar
4. Receive the document	4. Release the document	None	2 minutes	Remielyn E. Ortega - Bookbinder IV
	<b>TOTAL</b>	<b>P 100.00</b>	<b>20 minutes</b>	

**Note:** Endorsed the LCRO Copy to PSA Provincial Office.

## 8. Delayed/Late Registration and Out-of-Town Late Registration of Birth, Marriage and Death Certificate of Civil Registry Records

Delayed registration of birth, marriage and death like ordinary registration made at the time of the event shall be filed at the Office of the Civil Registrar of the place where the event occurred, following the lapse of the reglementary period to register.

Office or Division:	Local Civil Registrar		
Classification:	Simple Transaction		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All residents and non-residents of the City of Talisay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Birth Certificate:			
<ul style="list-style-type: none"><li>Philippine Statistics Authority (PSA) Negative Result</li></ul>		Philippine Statistics Authority	
<ul style="list-style-type: none"><li>Affidavit of Two (2) Disinterested Persons</li></ul>		Legal/Attorney's Office	
<ul style="list-style-type: none"><li>Marriage Contract of Parent</li></ul>		Local Civil Registrar's Office (PSA Copy if not solemnized in the City of Talisay)	
<ul style="list-style-type: none"><li>Two (2) or more documents of the following:</li></ul>			
<ul style="list-style-type: none"><li><ul style="list-style-type: none"><li>Baptismal Certificate</li></ul></li></ul>		Church	
<ul style="list-style-type: none"><li><ul style="list-style-type: none"><li>School Record</li></ul></li></ul>		School where applicant's graduated	



○ Voter Affidavit / Certification	COMELEC			
○ Immunization Card	Health Center			
○ SSS E-1	Social Security System			
○ Postal I.D.	Post Office			
○ NBI	National Bureau of Investigation			
○ Philhealth MDR	Philippine Health Insurance			
○ Passport	Department of Foreign Affairs			
• Cedula	City Treasury Office			
<b>For Marriage and Death Certificate:</b>				
• Philippine Statistics Authority (PSA) Negative Result	Philippine Statistics Authority			
• Unregistered Certificate of Marriage	Legal Office			
• Unregistered Death Certificate	Applicant/Client			
• Affidavit of Delayed Registration	Applicant/Client			
• Affidavit of Two (2) Disinterested Persons	Legal Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1.1 Assess the requirements and search in the database  1.2 Process, record and register the documents	None	10 minutes	Ronilo O. Tuzon – City Civil Registrar (Out-of-Town, Birth, Marriage, Death) Ronabec T. De La Cruz - Registration Officer I (Birth) Mary Grace C. Bodigas- Bookbinder IV (Birth) Sharin B. Rivera - Utility Worker II (Birth) Daniel John J. Berbisco- Bookbinder II Jim Brian Y. Larida -Bookbinder I Raphael C. Sausi – Bookbinder I
	1.3 Approve and sign the documents	None	1 minute	Ronilo O. Tuzon - City Civil Registrar





	1.4 Issue the order of payment	None	4 minutes	Ronilo O. Tuzon – City Civil Registrar (Out-of-Town, Birth, Marriage, Death) Ronabec T. De La Cruz - Registration Officer I (Birth) Mary Grace C. Bodigas - Bookbinder IV (Birth) Sharin B. Rivera - Utility Worker II (Birth)
2. Pay the required fee (s) at the City Treasury Office	2. Receive the payment and issue the O.R. Certification (2 photocopies)	P 60.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3. Release the document	None	3 minutes	Ronilo O. Tuzon –City Civil Registrar(Out-of-Town, Birth, Marriage, Death) Ronabec T. De La Cruz - Registration Officer I (Birth) Mary Grace C. Bodigas - Bookbinder IV (Birth) Sharin B. Rivera - Utility Worker II (Birth)
	<b>TOTAL</b>	<b>P 60.00</b>	<b>23 minutes</b>	

**Note:**

- Out-of-Town Registration is forwarded to the corresponding towns/cities for registration.
- The release of documents is after 10 calendar days.



## 9. Applying and Issuance of Marriage License

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

### A. Applicants are residents of the city

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Duly accomplished Application Form (Contracting parties should both sign the application form)</li> </ul>		Local Civil Registrar's Office		
<ul style="list-style-type: none"> <li>Certified true/xerox copy of birth certificate of applicants</li> </ul>		Philippine Statistics Authority/Local Civil Registrar's Office		
<ul style="list-style-type: none"> <li>Certificate of No Marriage (CENOMAR)</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>Pre-Marriage Counseling Certificate &amp; Family Planning Seminar</li> </ul>		CSWD Office/City Health Office (Lenard Aguiman/Jennifer N. Baradas)		
<ul style="list-style-type: none"> <li>Parental Consent if 18 yrs. old but below 20 yrs. old</li> </ul>		Local Civil Registrar		
<ul style="list-style-type: none"> <li>Parental Advice if applicant is 21 yrs. old but below 25 yrs. old</li> </ul>		Local Civil Registrar		
<ul style="list-style-type: none"> <li>At least one of the contracting parties must be a resident of the place where the local civil registry office is located</li> </ul>				
<b>Additional:</b>				
<ul style="list-style-type: none"> <li>Certificate of Death (if widowed)</li> </ul>		Local Civil Registrar's Office / Philippine		
<ul style="list-style-type: none"> <li>Annotated Certificate of Marriage (if annulled)</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>Court Finality (if annulled)</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Judicial Decree of Absolute divorce if divorce</li> </ul>		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Laline M. Hinlo Clerk II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <b>For Application</b>		5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M.



	<ul style="list-style-type: none"> <li>Applicants are residents of the city</li> <li>License Fee</li> <li>Counseling fee</li> </ul>	P 200.00 50.00 100.00		Treyes (CTO - Cashier)
3. Present the O.R.	3.1 Process the request	None	10 minutes	Laline M. Hinlo Clerk II
	3.2 Review and sign the document	None	3 minutes	Ronilo o. Tuzon - City Civil Registrar
4. Receive the document (Marriage License)	4. Release the document	None	4 minutes	Laline M. Hinlo Clerk II
<b>TOTAL</b>		<b>P 350.00</b>	<b>2 minutes</b>	

**Note:** Release after 10 days of publication period.

#### B. One of the applicants is non-resident

<b>Office or Division:</b>	Local Civil Registrar		
<b>Classification:</b>	Simple Transaction		
<b>Type of Transaction:</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"><li>Duly accomplished Application Form (Contracting parties should both sign the application form)</li></ul>		Local Civil Registrar's Office	
<ul style="list-style-type: none"><li></li></ul>			
<ul style="list-style-type: none"><li>Certified true/xerox copy of birth certificate of applicants</li></ul>		Philippine Statistics Authority/Local Civil Registrar's Office	
<ul style="list-style-type: none"><li>Certificate of No Marriage (CENOMAR)</li></ul>		Philippine Statistics Authority	
<ul style="list-style-type: none"><li>Pre-Marriage Counseling Certificate &amp; Family Planning Seminar</li></ul>		CSWD Office/City Health Office (Lenard Aguiman/Jennifer N. Baradas)	
<ul style="list-style-type: none"><li>Parental Consent if 18 yrs. old but below 20 yrs. old</li></ul>		Local Civil Registrar	
<ul style="list-style-type: none"><li>Parental Advice if applicant is 21 yrs. old but below 25 yrs. old</li></ul>		Local Civil Registrar	
<ul style="list-style-type: none"><li>At least one of the contracting parties must be a resident of the place where the local civil registry</li></ul>			



office is located				
<b>Additional:</b>				
<ul style="list-style-type: none"> <li>• Certificate of Death (if widowed)</li> </ul>		Local Civil Registrar's Office / Philippine		
<ul style="list-style-type: none"> <li>• Annotated Certificate of Marriage (if annulled)</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>• Court Finality (if annulled)</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>• Judicial Decree of Absolute divorce if divorce</li> </ul>		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Laline M. Hinlo Clerk II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <b>For Application</b> <ul style="list-style-type: none"> <li>• One of the applicant is non-resident</li> <li>• License Fee</li> <li>• Counseling fee</li> </ul>	250.00 50.00  100.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3.1 Process the request	None	10 minutes	Laline M. Hinlo Clerk II
	3.2 Review and sign the document	None	3 minutes	Ronilo O. Tuzon - City Civil Registrar
4. Receive the endorsement	4. Release the document	None	4 minutes	Laline M. Hinlo Clerk II
<b>TOTAL</b>		<b>P 400.00</b>	<b>27 minutes</b>	

**Note:** Release after 10 days of publication period.

### C. One of the applicants is a Foreign National

<b>Office or Division:</b>	Local Civil Registrar
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Duly accomplished Application Form (Contracting parties should both sign the application form)</li> </ul>		Local Civil Registrar's Office		
<ul style="list-style-type: none"> <li>Certified true/xerox copy of birth certificate of applicants</li> </ul>		Philippine Statistics Authority/Local Civil Registrar's Office		
<ul style="list-style-type: none"> <li>Certificate of No Marriage (CENOMAR)</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>For Foreigner - Legal capacity to marry from the respective embassy in the Philippines</li> </ul>		Respective Embassy in the Philippines		
<ul style="list-style-type: none"> <li>Pre-Marriage Counseling Certificate &amp; Family Planning Seminar</li> </ul>		CSWD Office/City Health Office (Lenard Aguiman/Jennifer N. Baradas)		
<ul style="list-style-type: none"> <li>Parental Consent if 18 yrs. old but below 20 yrs. old</li> </ul>		Local Civil Registrar		
<ul style="list-style-type: none"> <li>Parental Advice if applicant is 21 yrs. old but below 25 yrs. Old</li> </ul>		Local Civil Registrar		
<ul style="list-style-type: none"> <li>At least one of the contracting parties must be a resident of the place where the local civil registry office is located</li> </ul>				
<b>Additional:</b>				
<ul style="list-style-type: none"> <li>Certificate of Death (if widowed)</li> </ul>		Local Civil Registrar's Office / Philippine		
<ul style="list-style-type: none"> <li>Annotated Certificate of Marriage (if annulled)</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>Court Finality (if annulled)</li> </ul>		Regional Trial Court		
<ul style="list-style-type: none"> <li>Judicial Decree of Absolute divorce if divorce</li> </ul>		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Laline M. Hinlo Clerk II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <b>For Application</b> <ul style="list-style-type: none"> <li>One of the applicant is a foreign national</li> <li>Legal Capacity registration</li> <li>License</li> </ul>	700.00  200.00 50.00 100.00	5 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)



	Fee • Counseling fee			
3. Present the O.R.	3. Process the request	None	10 minutes	Laline M. Hinlo Clerk II
	3.1 Review and sign the document	None	3 minutes	Roino O. Tuzon - City Civil Registrar
4. Receive the endorsement	4. Release the document	None	4 minutes	Laline M. Hinlo Clerk II
	<b>TOTAL</b>	<b>P 1050.00</b>	<b>20 minutes</b>	

**Note:** Release after 10 days of publication period.

## 10. Processing Petition for Change of First Name (CFN) and Correction of Clerical Error (CCE)

Republic Act No. 9048 (RA 9048) authorizes the city or municipal registrar or the consul general to correct a clerical error or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial decree.

### A. Petition for Change of First Name (CFN)

(Direct and Migrant)

<b>Office or Division:</b>	Local Civil Registrar	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Three (3) photocopies of PSA Birth Certificate</li> </ul>		Philippine Statistics Authority
<ul style="list-style-type: none"> <li>Two (2) photocopies of each documents:               <ul style="list-style-type: none"> <li>LCR Copy of Birth Certificate</li> <li>Baptismal Certificate</li> <li>School Record</li> <li>NBI Clearance</li> <li>Police Clearance</li> <li>Clearance Certificate of no pending administrative or criminal case from</li> </ul> </li> </ul>		Local Civil Registrar's Office Church School National Bureau of Investigation Police Station Employer



employment (if employed)				
○ Affidavit of Unemployment (if not employed)		Legal/Attorney's Office		
○ Valid IDs				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia - Registrastion Officer II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. • Petition filing fee	P 3,000.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3. Process the request	None	20 minutes	Maira B. Guancia - Registrastion Officer II
	3.1 Review and sign the petition	None	2 minutes	Ronilo O. Tuzon - City Civil Registrar
	3.2 Publish for CFN	None		Ronilo O. Tuzon - City Civil Registrar
	<b>TOTAL</b>	<b>P 3,000.00</b>	<b>30 minutes</b>	

**Note:**

- Subject for publication of at least once a week for two (2) consecutive weeks in a newspaper of general circulation.
- Affidavit of publisher with newspaper clipping.
- Forwarded the petition to Philippine Statistics Authority, Quezon City.

**B. Petition for Correction of Clerical Error (CCE)**

(Direct and Migrant)

Office or Division:	Local Civil Registrar		
Classification:	Simple Transaction		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All residents and non-residents of the City of Talisay		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>Three (3) photocopies of PSA Birth Certificate</li></ul>		Philippine Statistics Authority	
<ul style="list-style-type: none"><li>Two (2) photocopies of LCR Copy of Birth Certificate</li></ul>		Local Civil Registrar's Office	



<ul style="list-style-type: none"> <li>At least two (2) or more of the following documents:</li> </ul>				
o Baptismal Certificate		Church		
o Marriage Contract (if married)		PSA/LCRO		
o Voter's Affidavit / Certification		COMELEC		
o Employment Record		Employer		
o School Record		School		
o GSIS/SSS Record		GSIS/SSS		
o Birth Certificate of Mother/Father		PSA/LCRO		
o Death Certificate of Mother/Father (if deceased)		PSA/LCRO		
o Marriage Contract of Parents		PSA/LCRO		
o Birth Certificate of Brother/Sister		PSA/LCRO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia - Registrastion Officer II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Petition filing fee</li> </ul>	P 1,000.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3. Process the request	None	20 minutes	Maira B. Guancia - Registrastion Officer II
	3.1 Review and sign the petition	None	2 minutes	Ronilo O. Tuzon - City Civil Registrar
	3.2 Posting for clerical error	None		Ronilo O. Tuzon - City Civil Registrar
	<b>TOTAL</b>	<b>P 3,000.00</b>	<b>20 minutes</b>	

**Note:** Forwarded the petition to Philippine Statistics Authority, Quezon City.





## 11. Processing Petition for Correction of Sex and Clerical Error of Day and/or Month in the Date of Birth of a Person appearing in the in the Certificate of Live Birth (COLB)

Republic Act No. 10172 (RA 10172) further authorizes the city or 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 a judicial order, amending for this purpose Republic Act No. 9048.

### A. Correction of Sex

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Correction of Sex</b>				
<ul style="list-style-type: none"> <li>Three (3) photocopies of PSA Birth Certificate</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>Two (2) photocopies of each documents: <ul style="list-style-type: none"> <li>LCR Copy of Birth Certificate</li> <li>Baptismal Certificate</li> <li>Earliest School Record (Elementary Form 137)</li> <li>Medical Record</li> <li>Medical Certification</li> <li>NBI Clearance</li> <li>Police Clearance</li> <li>Clearance Certificate of no pending administrative or criminal case from employment (if employed)</li> <li>Affidavit of Unemployment (if unemployed)</li> <li>Marriage Contract (if married)</li> </ul> </li> </ul>		Local Civil Registrar's Office Church School Hospital (if been admitted)/Clinical Laboratory City Health Office National Bureau of Investigation Police station Employer Legal Office Philippine Statistics Authority/Local Civil Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia - Registration Officer II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Petition</li> </ul>	P 3,000.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes



	filing fee			(CTO - Cashier)
3. Present the O.R.	3. Process the request	None	20 minutes	
	3.1 Review and sign the petition	None	3 minutes	Ronilo O. Tuzon - City Civil Registrar
	3.2 Publish for Correction of Sex			Ronilo O. Tuzon - City Civil Registrar
	<b>TOTAL</b>	<b>P 3,000.00</b>	<b>30 minutes</b>	

**Note:**

- Subject for publication of at least once a week for two (2) consecutive weeks in a newspaper of general circulation.
- Affidavit of publisher with newspaper clipping.
- Forwarded the petition to Philippine Statistics Authority, Quezon City.

**C. Clerical Error in Day and Month in the Date of Birth**

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For Correction of Sex</b>				
<ul style="list-style-type: none"> <li>• Three (3) photocopies of PSA Birth Certificate</li> </ul>		Philippine Statistics Authority		
<ul style="list-style-type: none"> <li>• Two (2) photocopies of each documents: <ul style="list-style-type: none"> <li>○ LCR Copy of Birth Certificate</li> <li>○ Baptismal Certificate</li> <li>○ Earliest School Record (Elementary Form 137)</li> <li>○ Medical Record</li> <li>○ Medical Certification</li> <li>○ NBI Clearance</li> <li>○ Police Clearance</li> <li>○ Clearance Certificate of no pending administrative or criminal case from employment (if employed)</li> <li>○ Affidavit of Unemployment (if unemployed)</li> <li>○ Marriage Contract (if married)</li> </ul> </li> </ul>		Local Civil Registrar's Office		
		Church		
		School		
		Hospital (if been admitted)/Clinical Laboratory		
		City Health Office		
		National Bureau of Investigation		
		Police station		
		Employer		
		Legal Office		
		PSA/LCRO		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



	ACTIONS	BE PAID	TIME	RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Maira B. Guancia - Registration Officer II
2. Pay the required fee(s) at the City Treasury Office	2. Received the payment and issue the O.R. <ul style="list-style-type: none"> <li>Petition filing fee</li> </ul>	P 3,000.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO - Cashier)
3. Present the O.R.	3. Process the request	None	20 minutes	Maira B. Guancia - Registration Officer II
	3.1 Review and sign the petition	None	2 minutes	Ronilo O. Tuzon - City Civil Registrar
4. Receive the endorsement	4. Publish for Correction of Day and/or Month of DOB	None		Ronilo O. Tuzon - City Civil Registrar
	<b>TOTAL</b>	<b>P 3,000.00</b>	<b>30 minutes</b>	

**Note:**

- Subject for publication of at least once a week for two (2) consecutive weeks in a newspaper of general circulation.
- Affidavit of publisher with newspaper clipping.
- Forwarded the petition to Philippine Statistics Authority, Quezon City.

## 12. Registration of Foundling/Abandoned Children

A foundling shall be registered by the finder/charitable institution within thirty (30) days in the Office of the Civil Registrar of the city/municipality where the child was found from the date of finding/commitment of the child.

<b>Office or Division:</b>	Local Civil Registrar
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay
<b>CHECKLIST OF REQUIREMENTS</b>	
• Duly Accomplished Certificate of Foundling	Local Civil Registrar's Office
• Police Report	Police Station
• Affidavit of finder stating the facts and circumstances surrounding the finding of the child	Legal Office



• Barangay Report		Barangay Hall where the child was found or abandoned		
• DSWD Certificate		DSWD		
• Certificate of Foundling		DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements	None	5 minutes	Maira B. Guancia - Registration Officer II
	1.1 Check, sign and approve the document	None	5 minutes	Ronilo O. Tuzon - City Civil Registrar
2. Receive the document	2. Register and release the document	None	2 minutes	Maira B. Guancia - Registration Officer II
<b>TOTAL</b>			<b>20 minutes</b>	

### 13. Registration of Supplemental Support

A supplemental report using the appropriate form (COLB, COM, COD or Certificate of Fetal Death) maybe filed to supply information inadvertently omitted when the document was registered.

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• PSA Birth Certificate, Marriage Certificate/Death Certificate		Philippine Statistics Authority		
• Two (2) or more documents stating the lacking information		Applicant/Informant		
• Residence Certificate of Applicant/Informant		Barangay Hall		
• Affidavit of Supplemental		Legal/Attorney's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Assess the requirements and issue the order of payment	None	5 minutes	Ronilo O. Tuzon - City Civil Registrar
2. Pay the required fee(s) at the City Treasury Office	2. Receive the payment and issue O.R.	P 100.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M.



				Treyes (CTO-Cashier)
3. Present the O.R.	3. Prepare the supplemental report and endorsement letter	None	5 minutes	Ronilo O. Tuzon - City Civil Registrar
	3.1 Review and sign the document	None	3 minutes	Ronilo O. Tuzon - City Civil Registrar
4. Receive the document	4. Sort and file the supplemental report and release the document	None	5 minutes	Ronilo O. Tuzon - City Civil Registrar
	<b>TOTAL</b>	<b>P 100.00</b>	<b>21 minutes</b>	

**Note:** Endorse to Philippine Statistics Authority.

#### 14. Verification of the Authenticated Civil Registry Documents such as Birth, Marriage, Death Certificate and Certificate of No Marriage (CENOMAR) thru Batch Request System - PSA (BREQS).

The BREQS is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele.

##### A. Birth Certificate, Marriage Certificate and Death Certificate

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any one (1) of the following document: <ul style="list-style-type: none"> <li>Birth Certificate</li> <li>Marriage Certificate</li> <li>Death Certificate</li> <li>Baptismal</li> </ul> </li> </ul>		Applicant/Informant		
<ul style="list-style-type: none"> <li>Valid ID</li> </ul>		Applicant/Informant		
<ul style="list-style-type: none"> <li>Authorization letter (if not the owner of the document)</li> </ul>		Owner of the document		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the Philippine Statistics Authority (PSA) Request Form	1. Verify the submitted form and issue the order of payment	None	5 minutes	Remielyn E. Ortega - Bookbinder IV Lonavelle T. Demaisil- Bookbinder II
2. Pay the required fee(s) at the City Treasury Office	2. Receive the payment and issue O.R. <ul style="list-style-type: none"> <li>• Birth, Marriage &amp; Death Certificate</li> <li>• Service Charge – City</li> </ul>	P 155.00 60.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO-Cashier)
3. Present the O.R.	3. Process the document	None	5 minutes	Remielyn E. Ortega - Bookbinder IV
4. Receive the document	4. Release the document	None	2 minutes	Remielyn E. Ortega - Bookbinder IV
<b>TOTAL</b>		<b>P 215.00</b>	<b>15 minutes</b>	

**Note:** PSA Result released one (1) week after submission scheduled every Wednesday.

## B. Certificate of No Marriage (CENOMAR)

<b>Office or Division:</b>	Local Civil Registrar			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All residents and non-residents of the City of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Any one (1) of the following document: <ul style="list-style-type: none"> <li>○ Birth Certificate</li> <li>○ Marriage Certificate</li> <li>○ Death Certificate</li> <li>○ Baptismal</li> </ul> </li> </ul>		Applicant/Informant		
<ul style="list-style-type: none"> <li>• Valid ID</li> </ul>		Applicant/Informant		
<ul style="list-style-type: none"> <li>• Authorization letter (if not the owner of the document)</li> </ul>		Owner of the document		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Philippine Statistics Authority (PSA) Request Form	1. Verify the submitted form and issue the	None	5 minutes	Remielyn E. Ortega - Bookbinder IV



	order of payment			Lonavelle T. Demaisil-Bookbinder II
2. Pay the required fee(s) at the City Treasury Office	2. Receive the payment and issue O.R. <ul style="list-style-type: none"> <li>• CENOM AR</li> <li>• Service Charge – City</li> </ul>	210.00 60.00	3 minutes	Sarah Jane E. Lacson Pamela Ramirez Christian M. Treyes (CTO-Cashier)
3. Present the O.R.	3. Process the document	None	5 minutes	Remielyn E. Ortega - Bookbinder IV
4. Receive the document	4. Release the document	None	2 minutes	Remielyn E. Ortega - Bookbinder IV Lonavelle T. Demaisil-Bookbinder II
<b>TOTAL</b>		<b>P 270.00</b>	<b>15 minutes</b>	

**Note:** PSA Result released one (1) week after submission scheduled every Wednesday.



**CITY SOCIAL WELFARE AND DEVELOPMENT  
OFFICE  
EXTERNAL SERVICES**





## 1. Facilitate Requests for Financial Assistance for Emergency Needs

It is the assistance extended to individual in crisis situation that face difficulties in times of needs / emergency.

<b>Office or Division:</b>	City Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Person in crisis situation, 18 years old and above and a resident of the City of Talisay
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>For Medical Assistance</b>	
1. Certificate of Indigency (1 original)	Barangay
Medical Certificate/Abstract or Hospital Bill (1 photocopy)	Hospital where patient is confined
Laboratory Request (1 photocopy, latest)	Attending Physician
Prescription of medications (1 photocopy)	Attending Physician
Government Issued I.D. Claimant (1 photocopy)	Personal
a. Letter addressed to the Mayor (1 original)	Personal
<b>2. For Burial Assistance</b> for indigent individuals/families whose members passed away and have difficulties in paying for burial expenses.	
- Letter Addressed to the Congressman (1 original)	Personal
Certificate of Indigency (1 original)	Barangay
Death Certificate (1 certified true copy)	LCR
Government Issued ID (1 photocopy) a. Deceased Claimant	Personal
b. SSS/GSIS/Veterans ID of the deceased (1 photocopy)	Personal
<b>3. For Transportation Assistance</b> For indigent individuals who are stranded and whose families cannot afford to pay for their transportation expenses.	



- Certificate of Indigency (1 original)		Barangay		
Letter addressed to the Mayor (1 original)		Personal		
Doctor's recommendation/referral to other institutions/hospitals/agencies and Medical Abstract (1 original per document)		Attending Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Documentary Requirements .	1.1 Receive and review the submitted documents.	None	2 minutes	Wilrose Dilantes <i>Social Welfare Aide</i>
	1.2 Review and evaluate the submitted documents.	None	5 minutes	Ma. Othella Quinlat <i>Social Welfare Aide</i>
	1.3 Conduct data gathering/ intake interview/ assessment	None	10 minutes	Wilrose Dilantes <i>Social Welfare Aide</i>
	1.4 Endorse the case review for approval.	None	10 minutes	Ma. Othella Quinlat <i>Social Welfare Aide</i>
	1.5 Evaluate & make final recommendation to the office of the City Mayor	None	20 minutes	Dionela Flores-Madrone , RSW CSWDO
2. Claim Assistance from the Mayor's Office.	2. Release approved assistance to client	None	2 minutes	Analee Banas <i>Reproduction Machine Operator II</i>
<b>TOTAL 49 MINUTES</b>				



## 2. Make Referrals to other Agencies

This is a service that endorses client/s to other agencies, institutions programs and services for appropriate intervention to ease their difficulties.

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Person in crisis situation, 18 years old and above and a resident of the City of Talisay.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. For Medical Assistance</b>				
Certificate of Indigency (1 original)		Barangay		
Medical Certificate/Abstract or Hospital Bill (1 photocopy)		Hospital where patient is confined		
Laboratory Request (1 photocopy, latest)		Attending Physician		
Prescription of medications (1 photocopy)		Attending Physician		
Government Issued I.D. b. Claimant (1 photocopy)		Personal		
Social Case Study Report		Social Worker		
<b>2. For Burial Assistance</b>				
Certificate of Indigency		Barangay		
Death Certificate (1 photocopy, certified true copy)		Local Civil Registrar		
Government Issued I.D. a. Claimant (1 photocopy)		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Receive and review documents	None	2 minutes	Leonard D. Aguiman, RSW Social Welfare Officer I Ma. Lourdes delos Reyes, RSW Social Welfare Officer II
	1.2 Conduct data gathering/ intake	None	5 minutes	
		None	10 minutes	



	interview/ assessment  1.3 Prepare Social Case Study report and Certificate of eligibility.  1.4 Case review by head of Office.	None	10 minutes	Dionela Flores- Madrone , RSW CSWDO
2.Receive the case study and referral and sign the logbook.	2. Release the case study report and referral.	None	2 minutes	Leonard D. Aguiman, RSW <i>Social Welfare Officer</i> / Ma. Lourdes delos Reyes, RSW <i>Social Welfare Officer</i> II
<b>TOTAL</b>		None	19 minutes	

### 3. Attend to Special Cases

These are catered cases with various difficulties that needs specialized services and interventions.

#### A. Violence Against Women and Children (VAWC)

Violent Acts and all forms of abused committed against Women and Children for relief and appropriate actions.

<b>Office or Division:</b>	City Social Welfare and Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Victims of violence/ abuse specifically women and children and a resident of the City of Talisay.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blatter report		WCPD ( Women and Children complaint desk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodge a complaint.	1.1 Conduct initial interview and assess client's case.	None	2 minutes	Airene T. Conlu, RSW Social Welfare Assistant
	1.2 Recommend evaluation to person in charge for Assessment / counseling.	None	10 minutes	Airene T. Conlu RSW Social Welfare Assistant
	1.3 Conduct assessment of case	None	10 minutes	Remedios P. Macapagal, RSW Social Welfare Officer IV
	1.4 Refer to Barangay VAWC Desk Officer / Lupong Tagapamayapa (for possible case settlement.)	None	10 minutes	Remedios P. Macapagal, RSW Social Welfare Officer IV
<b>TOTAL</b>		NONE	32 minutes	

## B. Children- at-risk (CAR) and Children in Conflict with the Law



Refers to anyone under 18 years of age who commits a violation against the law which results to being suspected or accused of criminal offense.

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Person under 18 years old suspected or accused of committing an offense in the City of Talisay.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal complaint by the victim		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Lodge a verbal/ written complaint to CSWDO person in charge	1.1 Turnover the CICL to CSWDO person in charge.	None	2minutes	Airene T. Conlu, RSW <i>Social Welfare Assistant</i>
	1.2 Admit CICL at the balay pasilungan	None	5 minutes	Airene T. Conlu, RSW <i>Social Welfare Assistant</i>
	1.3 Conduct Initial interview / collateral interview	None	10 minutes	Remedios P. Macapagal , RSW <i>Social Welfare Officer IV</i>
	1.4 Home visit for justification of minority		10 minutes	Airene T. Conlu, RSW <i>Social Welfare Assistant</i>
	1.5 (if without discernment) Refer minor to Barangay Children Protection Council for	None	10 minutes	Remedios P. Macapagal, RSW <i>Social Welfare Officer IV</i>



	intervention program and release to parents / guardian. (if with discernment) Refer to Women and Children Protection Desk and City Prosecutor's Office for arraignment of the case.			
<b>TOTAL</b>		NONE	37 minutes	

### C. Person's With Disability (PWD)

Facilitation and provisions of benefits and other services to persons with disability to improve their quality of life.

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Person suffering from any form of disability or disabilities below 60 years old.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application form		PDAO		
Medical certificate		Attending physician		
Certificate of residency		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit documentary requirements  1.1 Fill- out registration form.	1.Evaluate submitted documents.	None	2minutes	Marjorie Morales <i>Social Welfare Aide</i>
	1.1 Release the registration form for accomplishment.	None	5 minutes	Marjorie Morales <i>Social Welfare Aide</i>
2. Submit accomplished registration form.	2. Receive and review accomplished registration form and requirements	None	5 minutes	Marjorie Morales <i>Social Welfare Aide</i>
	2.1 Encode client's data and Prepare ID.	None	10 minutes	Marjorie Morales <i>Social Welfare Aide</i>
3. Claim PWD ID	3. Release PWD identification card.	None	2 minutes	Marjorie Morales <i>Social Welfare Aide</i>
<b>TOTAL</b>		NONE	24 minute	

#### D. Solo Parent I.D

Facilitating and providing benefits and privileges to solo parent and their children, appropriating funds therefore and for other purposes.

<b>Office or Division:</b>	City Social Welfare and Development Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any Filipino Solo Parent and a resident of the City of Talisay.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		CSWDO		
Birth certificate of children 17 years old and below ( 1 Photocopy )		Local Civil Registrar Office		
Affidavit of Solo Parent ( 1 original)		Lawyer/ Public Attorney Office		
Certificate of residency		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements  1.1 Fill-out registration form.	1.1 Evaluate submitted documents.	None	2minutes	Wilrose Delantes <i>Social Welfare Aide</i>
	1.2 Release the registration form for accomplishment.	None	5 minutes	Wilrose Delantes <i>Social Welfare Aide</i>
	1.3 Encode client's data and prepare ID.		5 minutes	Wilrose Delantes <i>Social Welfare Aide</i>
	1.4 Validate applicant's status in the barangay		2 days	Wilrose Delantes <i>Social Welfare Aide</i>



2. Sign Logbook to acknowledge receipt of ID	2. Release of SOLO PARENT ID	None	10 minutes	Wilrose Delantes <i>Social Welfare Aide</i>
<b>TOTAL</b>		NONE	2 days and 22 minutes	

## E. Minor Traveling Abroad

To give protection to all Filipino minors both accompanied and unaccompanied ones in traveling abroad.

<b>Office or Division:</b>	City Social Welfare and Development Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Citizen		
<b>Who may avail:</b>	Minors traveling abroad accompanied by person other than his/her biological parents.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Duly Accomplished Application form (1 original)		CSWDO	
Minor’s Birth Certificate SECPA (1 original, 2 photocopy)		Local Civil Registrar Office	
Colored passport size photo ( 3 original, taken within the last 6 months)		Any store that provides photo services.	
Passport of minor’s travel companion.		Department of Foreign Affairs.	
Notarize Affidavit of support and consent to travel and sponsor		Public Attorney’s Office / Lawyer/ City Legal Office	
Income tax return of sponsoring person or proof of income/ bank and certificate of employment.		BIR/ Bank/ company pay slip (if employed)	
Marriage Contract of minor’s parents SECPA		Local Civil Registrar Office	



Valid ID of Parents with specimen signature		Any Government Issued ID ( LTO, SSS, Phil.Health, Voter's ID,)		
Notarized letter of consent of minor's parents.		Lawyer/ Public Attorney's Office		
Waiver signed by parents (this should be explicitly state releasing DSWD from any liabilities/responsibility in case of untoward incident)		Personal		
Additional Requirements for Japan :				
Birth Certificate of Traveling Companion SECPA		Philippine Statistics Authority		
Invitation letter/ Letter of Guarantee from sponsoring person		Personal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documentary requirements for review of CSWDO.	1.1 Receive submitted document.	None	30 minutes	Airene T. Conlu, RSW Social Welfare Assistant
	1.2 Evaluate application form and documentary requirements	None	30 minutes	Airene T. Conlu, RSW Social Welfare Assistant
2. Receive original copy of approved documents	2.1 Furnish original copy.	None	20 minutes	Airene T. Conlu, RSW Social Welfare Assistant
	2.3 Endorse for processing to DSWD FO VI	None	5 minuntes	Dionela Flores-Madrone, RSW CSWDO



<b>TOTAL</b>	NONE	1 hour and 20 minutes	
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#### 4. Training Out of School Youth for Information Communication Technology Program

The literacy program offers a none formal education for the disadvantage youth.

<b>Office or Division:</b>	City Social Welfare and Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Out of school youth, women, and anyone in need of basic computer literacy skills residents of the City of Talisay.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Application Form (original)		ICT Office		
School records from school last attended		School		
Birth Certificate ( 1 Photocopy)		Local Civil Registrar		
Letter addressed to City Mayor		Personal		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements and fill-out application form	1.1 Receive and review the submitted documents.	None	2 days	Kathryn L. Rebelica Youth Development Officer II
	1.2 Submit qualified applicant's documents to Mayor's Office	None		
	1.3 Inform qualified applicants for the announcement of	None		



	qualifications to the propose and scheduled orientation.			
2. Attend Orientation.	2. Conduct Orientation	None	2 Hours	Kathryn L. Rebelica Youth Development Officer II
<b>TOTAL</b>		None	2 days and 2 Hours	



## **OFFICE OF THE SENIOR CITIZENS AFFAIRS**

### **EXTERNAL SERVICES**



## 1. Issuance of Senior Citizen ID and Booklet

The Office of the Senior Citizens Affairs issues national ID and booklet to citizens who is 60 years old and above in order to avail the programs, special services and benefits provided to any senior citizen resident of the City of Talisay as stated in RA 9994 Senior Citizen's Act.

<b>Office or Division:</b>	Office of Senior Citizens Affairs (OSCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client			
<b>Who may avail:</b>	60 years old and above, Filipino citizen and a resident of the city of Talisay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Brgy. Certification		Barangay Hall		
1 Senior Citizen registration form		Office of the Senior Citizen's Affairs (OSCA)		
Proof of citizenship (for naturalized Filipino citizen and holder of dual citizenship)		Department of Foreign Affairs (DFA)		
1 Photocopy of Birth Certificate		Philippine Statistics Authority		
1 Photocopy of any valid ID		Any government issued ID ( LTO,SSS,Phil.Health,GSIS, TIN ID,Voter's Registration/ Voter's Certification)		
3 Pcs. of 1x1 picture		Any store that provides photo services		
Authorization Letter ( for representative)		Office of the Senior Citizens Affairs (OSCA)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submission of the required documents	1.1 Receive and review the submitted document.	NONE	10 minutes	Farah B. Jayme <i>Executive Assistant IV , GAD Focal Person</i>



	1.2 Release the registration for accomplishment		5 minutes	Elizabeth Pitakard <i>Sr. Citizens Focal Person</i>
2. Submit accomplished registration form.	2.1 Receive and review accomplished registration form.		10 minutes	Farah B. Jayme <i>Executive Assistant IV, GAD Focal Person</i>
	2.2 Register the applicant in the data base.		10 minutes	Elizabeth Pitakard <i>Sr. Citizens Focal Person</i>
	2.3 Process the verified documents for the issuance of ID and Booklet.		5 minutes	Patrocenio M. Casiple <i>OSCA Head</i>
	2.4 Issue ID and Booklet.		10 minutes	
3. Sign Logbook to Acknowledge the Issuance of Senior Citizen ID and Booklet.	4. Issue ID and Booklet		2 minutes	
TOTAL: 52 minutes				





## 2. Replacement of Senior Citizen ID or Booklet

The Office of the Senior Citizens Affairs issues national ID and purchase booklet to citizens who is 60 years old and above in order to avail the programs, special services and benefits provided to any senior citizen resident of the City of Talisay as stated in RA 9994 Senior Citizen's Act.

<b>Office or Division:</b>	Office of Senior Citizens Affairs (OSCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client			
<b>Who may avail:</b>	Registered Senior Citizen of Talisay who lost his or her ID / Booklet.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Affidavit of Loss		City Legal Office		
Valid ID		Any government issued ID ( LTO,SSS,Phil.Health,GSIS, TIN ID,Voter's Registration/ Voter's Certification)		
Old, Damaged Booklet		Senior Citizen Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit the Affidavit of Loss	1.1 Receive the document for verification	NONE	2 minutes	Farah B. Jayme <i>Executive Assistant IV , GAD Focal Person</i>  Elizabeth Pitakard <i>Sr. Citizens Focal Person</i>
	1.2 Release of requested ID or Booklet		10 minutes	
			1 minute	
2. Sign Logbook to Acknowledge the Issuance of replacement Senior	2. Release of requested ID or Booklet.	NONE	2 minutes	Patrocenio Casiple <i>OSCA Head</i>



Citizen ID or Booklet				
<b>TOTAL</b> 15 minutes				

### 3. Senior Citizen Transportation Allowance

The City of Talisay LGU provides quarterly allowance to qualified senior citizen age 65 years old and above to transportation allowance.

<b>Office or Division:</b>	Office of Senior Citizens Affairs (OSCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client			
<b>Who may avail:</b>	Residents of the City of Talisay who is 60 years old and above.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Photocopy of OSCA I.D With Endorsement from Punong Barangay		Barangay Hall		
1 Photocopy of valid ID		Any government issued ID ( LTO,SSS,Phil.Health,GSIS, TIN ID,Voter's Registration/ Voter's Certification)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the photocopy of clients OSCA ID with the signature of the Brgy. Captain as proof of endorsement at window 1	1.1 Receive and review the submitted requirement.	NONE	10 minutes	Farah B. Jayme <i>Executive Assistant IV , GAD Focal person</i>
	1.2 Endorse for approval and recommendat		2 minutes	Elizabeth Pitakard <i>Sr. Citizens Focal Person</i>



	ion			
	1.3 Approve and review application		10 minutes	
	1.4 Endorse the client data to the system encoder.		3 minutes	
	1.5 Qualified applicant registered as transportation allowance beneficiary.		2 minutes	
2. Accept received copy of documents	2. Provide a photocopy of the submitted document as acknowledgment.	NONE	2 minutes	Patrocenio Casiple OSCA Head
<b>TOTAL: 27 minutes</b>				

#### 4. Financial Assistance (Longevity Assistance)

The City of Talisay LGU provides cash assistance to registered Senior Citizens 80 and 90 years old of the current year.



<b>Office or Division:</b>	Office of Senior Citizens Affairs (OSCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client			
<b>Who may avail:</b>	Residents of the City of Talisay who is 80 and 90 years old of the current year			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1 Brgy. Certificate		Barangay Hall		
1 photocopy OSCA ID		OSCA		
1 Photocopy of Birth Certificate		PSA		
1 Photocopy of any government issued ID or VRR ( In the absence of Birth Certificate)		Any government issued ID ( LTO,SSS,Phil.Health,GSIS, TIN ID,Voter's Registration/ Voter's Certification)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements.	1.1 Receive and review submitted the documentary requirement	NONE	10 minutes	Farah B. Jayme <i>Executive Assistant IV , GAD Focal Person</i>
	1.2 Endorse the application to Head of Office for approval		5 minutes	Elizabeth Pitakard <i>Sr. Citizens Focal Person</i>
	1.3 Receive and review approve documentary requirement.		5 minutes	
2. Accept and received copy of	2.Provide a photocopy of the submitted	NONE	2 minutes	Patrocenio Casiple <i>OSCA Head</i>



documents	document as acknowledgem ent.			
TOTAL: 25 minutes				

## 5. Facilitate Application to Social Pension Program

The Department of Social Welfare and Development (DWD)-FO VI in coordination with the City Social Welfare of the City of Talisay is mandated to provide social protection and deliver social services to the poor, vulnerable, and the disadvantaged. The Social Pension for Indigent Senior Citizens is one of the provisions under Section 5 of Republic Act No. 9994 otherwise known as the “Expanded Senior Citizens Act of 2010”.

Social Pension is an additional government assistance in the amount of Five Hundred Pesos (P500.00) monthly stipend to indigent Senior Citizen by the Development of Social Welfare and Development

<b>Office or Division:</b>	Office of Senior Citizens Affairs (OSCA)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Client ,			
<b>Who may avail:</b>	Residents of the City of Talisay who are indigent senior citizens, 60 years and above, sick, frail, without any support from families, no pension received by SSS, GSIS or any private insurances			
<b>RCHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
SPBUF Validation		Senior Citizen Focal Person, DSWD FO VI Social Welfare Assistant		
1 photocopy OSCA ID		OSCA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1.Submit the photocopy of the Client's OSCA ID	1.1 Receive the documents	NONE	2 minutes	Elizabeth Pitakard <i>Senior Citizen Focal Person</i>
	Schedule for house to house validation.		1 day	
	1.3 Conduct house validation for qualification using the SPBUF validation form .		5 minutes	
	1.4 Submission of additional list of Social Pension Beneficiaries to DSWD-FO VI			
TOTAL			1 day and 7 minutes	

## 6. Financial Assistance (Centenarians)

The City of Talisay is mandated To honour all Filipinos who have reached the age of one hundred years old (100) whether residing in the Philippines or abroad who reached the age of 100 years and still living before RA 10868 took effect. To award the Letter of Felicitation and Plaque of Recognition or the living centenarian. To grant the Centenarians Gift and Cash incentives for the living centenarian.

<b>Office or Division:</b>	Office of Senior Citizens Affairs (OSCA)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C-Government to Client, G2G
<b>Who may avail:</b>	70-80 years old and above, no regular financial support, no SSS/ GSIS pension, frail/ sickly



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OSCA ID		Office of the Senior Citizens Affairs (OSCA)		
Government Issued ID		(LTO,SSS,Phil.Health,GSIS, TIN ID,Voter's Registration/ Voter's Certification)		
Birth certificate/ baptismal certificate/ confirmation certificate/ Marriage contract of centenarian		Philippines Statistics Authority		
Old school/employment records of centenarian				
Medical/dental examination issued by government/private doctors/dentist		City health Office or any health agency with the centenarians medical records		
Affidavit of 2 disinterested persons should be 80 years old and above				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Requirements to Senior Citizen Focal Person.	1.1 Senior citizen Focal Person receives the documents.	NONE	1 minutes	Elizabeth Pitakard <i>Senior Citizen Focal Person</i>
	1.2 Scheduling for home visit and case recording		1 day	CSWDO Staff
	1.3 Submit a consolidated and verifies list of centenarians together with supporting documents to DSWD FO VI		10 minutes	
TOTAL: 1 day and 30 minutes				



# **CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE**

## **EXTERNAL SERVICES**





## 1. Environmental Certification for Business Permit

The Environmental Certification is issued to clients processing business permits as required for waste segregation, wastewater and hazardous waste management and disposal.

<b>Office or Division:</b>	City Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Client, G2B- Government to Business Entity			
<b>Who may avail:</b>	All business owners who are processing business permits			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pictures of Garbage Receptacles with labels "Madunot" and "Indi Madunot"		Owner		
2. Accomplished Business Permit application form		Business Permit and Licensing Office at New City Hall Lobby		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Present Required documents to Joint Inspection Member from CENRO	Assessment and approved environmental certification	None	15-20 minutes	Mr. Arsenio Sansing- Joint Inspection Team-member  Mrs. Charon Cabrera-Joint Inspection Team-member

## 2. Certification to Cut Trees, Fuel Wood and Wood Charcoal

A Certification required to cut trees and/or harvesting trees as fuel wood or lumber inside the boundaries of the North Negros National Park, Riverbanks, watershed and other declared protected areas as DENR requirements for those individuals or business entities engaged as lumber suppliers or may damage private properties.

<b>Office or Division:</b>	City Environment and Natural Resources Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>		G2C-Government to Clients, G2B-Government to Business Entities, G2G-Government to Government		
<b>Who may avail:</b>		Individuals or business entities that engaged as lumber suppliers, Government Agencies that have affected trees under its jurisdiction that would hinder construction or damage to property.		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Barangay Certification for cutting of trees		Barangay Hall		
2. Certified true copy of Land Title		Register of Deeds/Applicant		
3. Request for Inspection address to Community Environment and Natural Resources Office-8, Bago City Negros Occidental		Applicant		
4. Special Power of Attorney (SPA) or Attorney-in-Fact  ➤ for applicant being represented Association or Partnership or Cooperative  ➤ For applicant that are not the owner or relative only of the owner of land		Applicant		
5. Location Map		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure all required documents and submit to City Environment and Natural Resources Office	Assessment of complete documents	None	5-10 Minutes	Mrs. Charon Cabrera Staff, Recieving
	Certification with Signature of the CENR-Officer	None	20-30 Minutes	Eng'r. Warren S. Paduano CGDH I, CENRO

### 3. Certification to Transport Cut Trees, Fuel Wood and Charcoal

A certification required to transport cut trees for lumber, fuel wood and wood charcoals for commercial and private use.



<b>Office or Division:</b>	City Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Clients, G2B-Government to Business Entities			
<b>Who may avail:</b>	Individuals or Business Entities that have cut tree clearances and need to transport.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Permit to Cut Trees, Fuel wood and Wood Charcoals		Applicant		
2. Special Power of Attorney (SPA) or Attorney-in-Fact  ➤ for applicant being represented Association or Partnership or Cooperative  ➤ For applicant that are not the owner or relative only of the owner of land		Applicant		
3. For New Clients ➤ Transport Permit from DENR  For Renewal ➤ Previous Transport Permit from DENR		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure all required documents and submit to City Environment and Natural Resources Office	Assessment of complete documents	None	5-10 Minutes	Mrs. Charon Cabrera Staff, Recieving
	Certification with Signature of the CENR-Officer	None	20-30 Minutes	Eng'r. Warren S. Paduano CGDH I, CENRO

#### 4. Commercial/Industrial Sand and Gravel, Small Scale Mining, Private and Government Gratuitous and Guano Certification

A required Certification for individuals, corporations and Government Agencies for gratuitous and guano of sand and gravel for commercial, Industrial, private or government



projects in processing a Business Permit and Governors Permit. The same certification granted to individuals and private mining corporations that intend to excavate a specific land area for small scale mining of ore, precious metals and mineral deposits.

<b>Office or Division:</b>	City Environment and Natural Resources Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C-Government to Clients, G2B-Government to Business Entities, G2G-Government to Government			
<b>Who may avail:</b>	Individuals, Corporations and Government Agencies who will be harvesting gratuitous and guano of sand and gravel, and small scale mining.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Barangay Resolution (Favorably recommending the application of Commercial, Industrial, Exclusive Sand and Gravel, Small Scale Mining, Private and Government Gratuitous and Guano Permit		Barangay Hall		
5. Letter of Intent address to The Governor thru the Provincial Environment Management Officer, PEMO, Provincial Capitol, Bacolod City Negros Occidental		Applicant		
6. Area Clearance		EMB-DENR		
7. Site Development Plan		Applicant		
8. Location Maps		Applicant		
9. For Renewal of Quarry Permit ➤ Governor's Permit		Applicant		
10. Agreement between the Lot owner (if in case, the applicant is not the lot owner of the applied site)		Applicant		
11. Certified True Copy of Land Title or Deed of Sale		Register of Deeds/Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure all required documents and submit to City Environment and Natural Resources Office	Assessment of complete documents	None	5-10 Minutes	Mrs. Charon Cabrera Staff, Recieving
	Certification	None	20-30 Minutes	Eng'r. Warren S.



	with Signature of the CENR- Officer			Paduano CGDH I, CENRO
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# **MARKET AND SLAUGHTER HOUSE**

## **External Services**



## 1. Product Promotional Sampling and Selling

To provide venue and business opportunity to all business enterprise to promote new products as we vision as Business Friendly Public Market.

<b>Office or Division:</b>	Market & slaughterhouse office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B Government to Business			
<b>Who may avail:</b>	All business establishment, manufacturers and producers.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of intent		Permit Section		
Proposed activity				
Materials to be used				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of intent together with proposed activities/materials to be used	1. Receive letter of intent with attached requirement 1.1 Evaluate attached requirement	None	30 minutes for evaluation and recommendation, 30 minutes for site location. 60 minutes	<i>Joe marie g. Tirthdas, market supervisor iv ma. Fe b. Natividad, market inspector ii</i>
2. proceed to city administrator's office for approval and printing of permit.	2. Advise client to proceed to the City Admin office for approval and payment of fees to CTO	Sampling Php 300.00 Selling Php 800.00	5 minutes	<i>Ma. Fe b. Natividad, market inspector ii</i>
3. Proceed to cto for payment and present o.r and permit to market office for assignment of promotional area.	3. Check permit and official receipt 3.1 Schedule client for product sampling and selling and assign promotional area.	None None		
		Total	2 hours and 5 min.	



## 2. Market Certification

To serve our market block/stall holders need in compliance with other government and private agency in relation to their business permit processing and other business related activity.

<b>Office or Division:</b>		MARKET & SLAUGHTERHOUSE OFFICE		
<b>Classification:</b>		SIMPLE TRANSACTION		
<b>Type of Transaction:</b>		G2C Government to Client		
<b>Who may avail:</b>		ALL MARKET BLOCK/STALL HOLDERS		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Business Permit		Permit Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit photocopy of business permit for evaluation	1.1 Receive and evaluate business permit 1.2 Advise client to proceed to CTO for payment of fees.	None  Php 30.00	30 minutes for evaluation  10 minutes	Joe marie g. Tirthdas, market supervisor iv ma. Fe b. Natividad, market inspector II
2. Proceed to the city treasurers office for payment	2. Issue O.R	None	20 minutes for printing and release.	Efren d. Malaga, jr. Utility worker II
3. Present o.r to market office for printing and release of market certification.	1. Printing and release of market certification.	None		Joe marie g. Tirthdas, market supervisor iv ma. Fe b. Natividad, market inspector II
Total: 1 hour				

## 3. Market blocks/stall repair and renovation

To facilitate request of our market block/stall holders need to renovate and improved their business services.

<b>Office or Division:</b>	Market & Slaughterhouse Office
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	G2C Government to Client





<b>Who may avail:</b>		All market block/stall holders		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		City Administrator's Office		
Proposed Plan		City Treasurer's Office		
Photocopy of Business Permit		City Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request with the required documents	1. Evaluate letter of request and attached requirement	None	30 minutes evaluation, 30 minutes For site inspection	Joe Marie G. Tirthdas, Market Supervisor IV
2. Claim permit and provide copy of the same to the market office.	2. Advise client to pay to the CTO and Check official receipt and approve permit	Php 15.00	2 hours 10 minutes	Ma. Fe b. Natividad, market inspector ii
				Joe marie g. Tirthdas, market supervisor iv
				ma. Fe b. Natividad, market inspector ii
TOTAL 3 hours and 10 minutes				

#### 4. Business Permit Evaluation

To evaluate and guide market block/stall holders in relation to their business permit renewal.

<b>Office or Division:</b>	Market & Slaughterhouse Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	All market block/stall holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Business Permit		Permit Section		
Lease Agreement				
Or for Business Permit and Block Rental				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit application for business permit with	1. Receive application for	None		Yvonne t. Soliza Computer



other documentary requirements	renewal of business permit and attach documentary requirements. 2. Check and evaluate attachment: old business permit, Lease Agreement, updated receipt of market block rental and updated receipt of quarterly business permit	None	30 minutes for evaluation	Operator II Ma. Fe B. Natividad Market Inspector II
	3. If compliant: Advise client to proceed processing of other requirements 3.1 If not compliant: return application for business renewal and advise client to strictly comply deficiencies with the requirements.	None	30 minutes for business permit advisory	
TOTAL 30 minutes				

## 5. Settlement of Dispute

To provide services for settlement of dispute and possible win-win solution for both parties to promote business friendly public market.

<b>Office or Division:</b>	Market & Slaughterhouse Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C Government to Client and G2B Government to Business			
<b>Who may avail:</b>	All market block/stall holders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request for settlement of dispute		Admin Section		
<b>CLIENT STEPS</b>	<b>AGENCY</b>	<b>FEES TO</b>	<b>PROCESSING</b>	<b>PERSON</b>



	<b>ACTIONS</b>	<b>BE PAID</b>	<b>TIME</b>	<b>RESPONSIBLE</b>
1. Submit letter of dispute	1. Evaluate letter request	None	3 working days	<i>Joe Marie G. Tirthdas Market Supervisor IV</i> <i>Jonathan s. Sansing Market Supervisor II</i>
2. Acknowledge receipt of notice	2. Set the date of hearing for settlement and send notice to the concerned party	None		
3. Participate in the hearing	3. Conduct hearing to facilitate settlement	None		
		<b>TOTAL</b>	<b>3 days</b>	

## 6. Calibration of Weighing Scale

To facilitate calibration and provide accurate and fair calibrating services to all market block/stall holder and walk-in clients as we promote business friendly public market.

<b>Office or Division:</b>	Market & Slaughterhouse Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	All market block/stall holders, walk-in client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Weighing scale		Permit Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Bring weighing scale to the office	1. Test weighing scale 1.1 Return for repair if defective Confiscate if beyond repair.	None	30 MINUTES	<i>Yvonne t. Soliza Computer operator III</i> <i>Ramon saquian Utility worker II</i>
2. Proceed to cto for payment	2. Advise payment to CTO	FOR WEIGHTS with capacity of not more than 30 kgs. Php 250.00,	30 MINUTES	



3. Present official receipt	3. Release calibrated and sealed weighing scale.	more than 30 kgs. But not more than 300 kgs. Php 300.00, more than 300 kgs. But not more than 3,000 kgs php 500.00, more than 3,000 kgs. Php 1,000.00  None	10 MINUTES	
Total 1 hour and 30 minutes				

## 7. Issuance of Certificate of Ownership for Large Cattle

To facilitate issuance and registry of Certificate of Ownership of Large Cattle of Talisay City residents.

<b>Office or Division:</b>	Market & Slaughterhouse Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C Government to Citizen			
<b>Who may avail:</b>	Residents of talisay who owns large cattle			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification		Slaughterhouse Section		
Drawing of Cowlicks				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1. Check and verify documentary requirements	None	10 minutes for evaluation	<i>Jonathan s. Sansing Market Supervisor II Isabel Glian Dreyfus Bookbinder II</i>
2. Pay to the city		Php 20.00	10 minutes for	



Treasurers office. 2.1 present official receipt  3. Signs logbook and aknowledge receipt.	2. Advise client to pay amount due 2.1 Check official receipt  3. Release of certificate of ownership.	None	payment  10 minutes for release	<i>Jonathan s. Sansing Market Supervisor II Isabel Glian Dreyfus Bookbinder II</i>
		<b>TOTAL</b>	<b>30 MINUTES</b>	

## 8. Issuance of Transfer of Certificate of Ownership of Large Cattle

To facilitate issuance and registry of Certificate of Ownership of Large Cattle of Talisay City residents.

<b>Office or Division:</b>	Market & Slaughterhouse Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C Government to Client			
<b>Who may avail:</b>	Residents of Talisay who purchase large cattle			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification		Slaughterhouse Section		
Dead of Sale				
Original copy of ownership				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documentary requirements	1.Check and verify documentary requirements	None	10 minutes for evaluation	<i>Jonathan S. Sansing Market Supervisor II Isabel gGlian Dreyfus Bookbinder II</i>
2. Pay to the city Treasurers office. 2.1 present official receipt	2. Advise client to pay amount due 2.1 Check official receipt	Php 50.00	10 minutes for payment	
3. Signs logbook and aknowledge receipt.	3. Release of certificate of ownership.	None	10 minutes for release	<i>Jonathan S. Sansing Market Supervisor II Sabel Glian Dreyfus Bookbinder II</i>
		<b>TOTAL</b>	<b>30 minutes</b>	



# **TALISAY CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE**

## **External Services**



## 1. Conduct of Trainings

Request for training(s)(Basic Life Support, Emergency Response, Basic Incidence Command System, DRRM Course, etc.) is Facilitated by this office.

<b>Office or Division:</b>		Talisay City Disaster Risk Reduction Management Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2B, G2C		
<b>Who may avail:</b>		All		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<b>Letter Request</b>		Talisay City Disaster Risk Reduction Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submitted a letter request addressed to LCE attention TCDRRMO	1.1 received of letter request and classification of training being requested	None	2 mins	Karl Frederick Rojo LDRRM Assistant
	1.2 Review of the training design (in case provided for) and coordination with concerned Division or Government Agency	None	2 days	Karl Frederick Rojo LDRRM Assistant
	1.3 Prepares training materials needed	None	2 days	Karl Frederick Rojo LDRRM Assistant
	1.4 Inform the requesting body of the status of their request	None	1 day	Karl Frederick Rojo LDRRM Assistant
Total Processing Time: 5 days 2 mins				



## 2. Provision of Resource Speakers/Trainers

Request for Resource Speaker/Trainer is facilitated by this office.

<b>Office or Division:</b>	Talisay City Disaster Risk Reduction Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B, G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<b>Letter Request</b>		Talisay City Disaster Risk Reduction Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submitted a letter request addressed to the TCDRRMO	1.1 received of letter request and coordinate with concerned Agency	None	3 mins	Karl Frederick Rojo LDRRM Assistant
	1.2 Notify the requesting body about the status of their request	None	2 days	John Philip Gallego Admin Aide I
Total Processing Time: 2 days 3 mins				

## 3. Facilitation of Requested Rescue Equipment

Request for rescue equipment is facilitated by this Office

<b>Office or Division:</b>	Talisay City Disaster Risk Reduction Management Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B, G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		





Letter Request		Talisay City Disaster Risk Reduction Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submitted a letter request addressed to the LCE	1.1 Received of letter request and forward to the Office of DRRM Officer for approval	None	1 day	John Philip Gallego Admin Aide I
	1.2 Determination of the availability/status of the equipment being requested	None	2 hours	John Philip Gallego Admin Aide I
	1.3 Scheduling of the equipment being requested	None	1 hour	John Philip Gallego Admin Aide I
	1.4 Assignment /designation of Manpower (Driver or Operator)	None	15 mins	John Philip Gallego Admin Aide I
	1.5 Inform the requesting body of the status of their request	None	2 hours	John Philip Gallego Admin Aide I
Total Processing Time: 1 day 5 hrs. 15 mins.				

#### 4. Provision of Risk and Hazard Maps

Request for risk and hazard maps is facilitated by the office.

<b>Office or Division:</b>	Talisay City Disaster Risk Reduction Management Office
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B, G2C
<b>Who may avail:</b>	All



CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<b>Letter Request</b>		Talisay City Disaster Risk Reduction Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter request addressed to the TCDRRMO	1.1 Receipt of letter request and identification/classification of risk and hazard maps being requested	None	5 mins	Karl Frederick Rojo LDRRM Assistant
	1.2 Coordinate concerned Division for the preparation of Risk and hazard maps needed	None	1 day	Karl Frederick Rojo LDRRM Assistant
	1.3 Inform the requesting body of the status of their request	None	1 day	Karl Frederick Rojo LDRRM Assistant
Total Processing Time: 2 days 5 mins.				

## 5. Emergency Response

Emergency Calls for Rescue/ Emergency Response is catered by this office

<b>Office or Division:</b>	Talisay City Disaster Risk Reduction Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2C, G2G			
<b>Who may avail:</b>	All			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<b>EMERGENCY RESPONSE</b>		Talisay City Disaster Risk Reduction Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Call DRRMO Hotlines or walk in at DRRM office	1.1 Received and verification of emergency call, name of caller, contact number and few details regarding the emergency or incident	None	1 min	On Duty Dispatcher
	1.2 Forwarding of details to Operations and Warning section		1 min	On Duty Dispatcher
	1.3 Deployment of assets and Responders to site of incident		1 min	On Duty Dispatcher
	Total Processing Time: 3 mins.			



## **CITY HEALTH OFFICE**

### **EXTERNAL SERVICES**



## 1. OUT PATIENT CONSULTATION

This service aims to diagnose and manage illnesses and give appropriate medical services.

<b>Office or Division:</b>		OUT-PATIENT DEPARTMENT		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS AND NON-RESIDENTS (TRANSFERRED-IN)		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Priority Number		Guard on Duty		
Individual Treatment Record (ITR)		OPD		
Laboratory Request		Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure priority number and wait for number to be called	1. Issue priority number	None	2 minutes	Guard on Duty
	1.1 Fill-out Individual Treatment Record (ITR), does initial assessment and take vital signs	None	3 minutes	Admitting / OPD
	1.2 Consult and manage patient	None	10 minutes	Dr. Joy Gladys T. Guanzon – City Health Officer Dr. Raul V. Fama Jr. – Asst. City Health Officer Dr. Madeline G. Cabarrubias – Med. Officer V Dr. Karl Marie S. Tuvilla – Med. Officer III Dr. Joel M. Tan – Med. Officer III
	1.3 Fill out referral form by the attending physician (if needed) or give instruction	None	5 minutes	Dr. Joy Gladys T. Guanzon – City Health Officer Dr. Raul V. Fama Jr. – Asst. City Health Officer Dr. Madeline G. Cabarrubias



	to proceed to other services (if needed)			– Med. Officer V Dr. Karl Marie S. Tuvilla – Med. Officer III Dr. Joel M. Tan – Med. Officer III
2. Proceed to pharmacy for free medicines and going home instructions	2. Dispense prescribed medicines upon availability 2.1 Give going home instructions	None	10 minutes	Syrah de Oca - Pharmacist I
3. Proceed to other services if needed:  Laboratory (see separate procedure)  X-ray/Ultrasound (see separate procedure)  Emergency/Treatment Room (see separate procedure)  TB/DOTS Center (see separate procedure)  Animal Bite Center (see separate procedure)  Family Planning (see separate procedure)				
TOTAL			30 minutes	



## 2. LABORATORY SERVICES

The City Health Office Laboratory is accredited as a secondary laboratory and offers a wide array of laboratory services to its clients.

### FEES:

<i>A. Hematology</i>	<i>Resident</i>	<i>Non-Resident</i>
Complete Blood Count with Platelet	P 100.00	150.00
Complete Blood Count	80.00	130.00
Platelet	45.00	95.00
Blood Typing	50.00	100.00
RH Typing	40.00	90.00
Blood Typing with RH	75.00	125.00
<i>A. Blood Chemistry</i>		
Fasting Blood Sugar	60.00	110.00
Random Blood Sugar	60.00	110.00
Blood Urea Nitrogen	400.00	550.00
Lipid Profile	75.00	125.00
Uric Acid	75.00	125.00
SGPT	75.00	125.00
SGOT	75.00	125.00
<i>B. Clinical Microscopy</i>		
Urine Pregnancy Test	120.00	170.00
Routine Urinalysis	40.00	90.00
Stool Exam	40.00	90.00
<i>D. Serology</i>		
Serum Pregnancy Test	120.00	170.00
Serum HBsAg Test	120.00	170.00
Widals Test	150.00	200.00

<b>Office or Division:</b>	LABORATORY SECTION
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C
<b>Who may avail:</b>	CITY OF TALISAY RESIDENTS AND NON-RESIDENTS
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Laboratory Request	Doctor
Official Receipt (OR)	Cashier
Member Data Record (MDR)	Philhealth Office - Bacolod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present laboratory request, Member Data Record (MDR), if no MDR – Official Receipt (OR) from the cashier	1. Collect specimen	None  None	5 minutes  5 minutes	Nichelle Tapang /  Cashier
	1.1 Perform laboratory procedure ➤ CBC ➤ Platelet count ➤ Blood typing ➤ Routine Urinalysis ➤ Routine Fecalalysis ➤ Pregnancy Test ➤ Gram Staining	None	1 ½ hours 1 ½ hours 10 minutes 30 minutes  15 minutes  10 minutes  4 hours	Med. Tech. on duty
2. Receive laboratory result/s	2. Issue laboratory result/s	None	5 minutes	Nichelle Tapang
TOTAL 4 hours and 15 minutes				





### 3. EMERGENCY ROOM SERVICES

This service is open 24 hours and aims to provide the curative aspects of health care. Emergency cases are managed and referred to the next level facility if needed or admitted for observation at the observation ward.

#### FEES:

Minor Surgery:	Resident	Non-Resident
Excision of Cyst	200.00	400.00
Removal of Foreign Body	100.00	200.00
Circumcision Package	500.00	1,000.00
Dressing of Minor Wound	100.00	200.00
Suturing of Wound	200.00	400.00

<b>Office or Division:</b>		EMERGENCY ROOM		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS AND NON-RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Laboratory Request		Doctor		
Official Receipt (OR)		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Emergency Room	1. Register patient and do initial assessment and management	None	10 minutes	Nurse on Duty
	1.1 Assess and manage patient	None	1 hour	Doctor on Duty
	1.2 Present going home instructions and / or refer patient to higher level of	None	30 minutes	Nurse on Duty



	care or to other services of the City Health Office			
	1.3 Prepare patient for minor surgical procedure if applicable	None	10 minutes	Nurse on Duty
2. Sign waiver / consent and present Official Receipt	2. Review signed waiver and Official Receipt	None	3 minutes	Nurse on Duty / Efren Malaga – Cashier Designate
	2.1 Perform either of the following: - Excision of cyst  - Removal of foreign body  - Circumcisi on  - Dressing of wound  - Suturing of wound	Please see above fees	1 hour  1hour  1 hour 20 minutes  1 hour	Doctor on Duty  Doctor on Duty  Doctor on Duty Nurse on Duty  Doctor on Duty
3. Receive going home instructions	3 Explain going home instructions	None	5 minutes	Nurse on Duty
TOTAL 2 hours and 58 minutes				



## 4. DENTAL SERVICES

Provides dental care to adults and children which includes tooth extractions, consultations, and oral prophylaxis. It also provides preventive measures through health education classes.

Fees:

Dental	Resident	Non-Resident
Extraction - per tooth (including anesthesia)	P80.00/tooth	P160.00/tooth
Temporary filing – per tooth	350.00	700.00
Permanent filling – per tooth	500.00	1,000.00
Prophylaxis	500.00	800.00

<b>Office or Division:</b>		DENTAL		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS AND NON-RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay clearance		Barangay where the patient resides		
Official Receipt		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present barangay certification for registration	1. Assess dental requirements	None	3 minutes	Lawrence Atutubo - Dental Assistant
2. Secure Official Receipt from the cashier	2. Issue Official Receipt	Please see above fees	5 minutes	Efren Malaga – Cashier Designate
.	2.1 Perform dental procedure	None	20 minutes	Dr. Camila Paredes – Dentist III Dr. Judith Fernandez – Dentist II
3. Present Official Receipt to the pharmacy to avail medicines	3.1 Check Official Receipt and dispense	None	3 minutes	Syrah de Oca - Pharmacist



	dental anesthesia and medicines			
	3.2 Give going home instructions	None	3 minutes	Syrah de Oca – Pharmacist
TOTAL 34 minutes				

## 5. ANIMAL BITE TREATMENT SERVICES

Provides post-exposure vaccination to animal bite patients and conducts health education classes as preventive measures against Rabies.

<b>Office or Division:</b>		ANIMAL BITE TREATMENT CENTER		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS AND NON-RESIDENTS (TRANSFERRED-IN)		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photocopy of Individual Treatment Record (ITR)		Out-Patient Department / Emergency Room		
Barangay Certificate / Clearance		Barangay where the patient resides		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ITR with the Doctor's Order	1. Interview and assess patient	None	30 minutes	Pauline de los Reyes – Nurse II Carleen Ann Cutanda – Nurse I
	1.1 Administer vaccine	None	5 minutes	Raul V. Fama, Jr. – Asst. City Health Officer Pauline de los Reyes – Nurse II Carleen Ann Cutanda – Nurse I
2. Receive going home instructions and next vaccination schedule	2. Give going home instructions and next vaccination schedule	None	3 minutes	Pauline de los Reyes – Nurse II Carleen Ann Cutanda – Nurse I
TOTAL 38 minutes				



## 6. IMMUNIZATION SERVICES

Vaccination of children 0-11 months old against childhood preventable diseases and vaccination of pregnant women for the prevention of tetanus neonatum.

<b>Office or Division:</b>		EXPANDED PROGRAM FOR IMMUNIZATION		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		INFANTS 0-12 MONTHS OLD OF THE CITY OF TALISAY AND TRANSFERRED-IN		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Early Childhood Care and Development (ECCD) Card		Barangay Midwife		
Individual Treatment Record (ITR)		Barangay Midwife		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ECCD card	1.Fill-out the ECCD card with vital signs, weight and vaccine to be administered 1.1 make assessment	None	5 minutes	Barangay Midwife Ana Lee Galang -EPI Coordinator
		None	10 minutes	Barangay Midwife Ana Lee Galang -EPI Coordinator
	1.2 Immunize the child after proper assessment	None	10 minutes	Barangay Midwife Ana Lee Galang -EPI Coordinator
2. Receive going home instruction and next immunization schedule	1.3 Sign immunization card	None	1 minute	Barangay Midwife Ana Lee Galang -EPI Coordinator
	2. Give going home instruction and next immunization schedule		2 minutes	Barangay Midwife Ana Lee Galang -EPI Coordinator
TOTAL 28 minutes				



## 7. TB-DOTS CENTER SERVICES

This service follows the protocol of the National Tuberculosis Control Program of the Department of Health through DOTS to decrease morbidity and mortality due to Tuberculosis.

<b>Office or Division:</b>		TB-DOTS CENTER		
<b>Classification:</b>		HIGHLY TECHNICAL		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS WITH SYMPTOMS OF TUBERCULOSIS AND TRANSFERRED-IN		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Treatment Record (ITR)		Out Patient Department (OPD)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present ITR and other available laboratory results	1 Assess patient record	None	5 minutes	Arne Perdigueros – Nurse II
	1.1 Give instruction for either chest xray or sputum microscopy		5 minutes	
	1.2 Give instructions on specimen collection		10 minutes	Hadney Besa – Med. Tech. II
2. Receive anti-tuberculosis medication and instruction in the presence of Barangay Health Worker (BHW) Partner	2. Give instruction on the administration of anti-tuberculosis medication	None	45 minutes	Arne Perdigueros – Nurse II
3. Attend health education lecture	3. Conduct health education lecture	None	5 minutes	Arne D. Perdigueros – Nurse II
	3.1 Monitor patient		6 months	Barangay Midwife



	compliance			Arne D. Perdigueros – Nurse II
TOTAL 6 months 1 hour and 10 minutes				

## 8. MATERNAL CARE SERVICES

This service aims improve the health condition of the mother and her unborn baby.

<b>Office or Division:</b>		PRE-NATAL SERVICES		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		PREGNANT WOMEN OF THE CITY OF TALISAY AND TRANSFERRED-IN		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Individual Treatment Record (ITR)		Barangay Midwife		
Mother and Child Booklet		Barangay Midwife		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Barangay Midwife	1. Conduct interview 1.1 Fill-out ITR and Mother and Child booklet	None	5 minutes 10 minutes	Barangay Midwife
	1.2 Check the vital signs 1.3 Perform Leopold's maneuver and 1.4 assess the health condition of the mother and her baby	None	5 minutes 10 minutes 5 minutes	Barangay Midwife
	1.5 Give iron tablets to the mother, 1.6 Inject mother with tetanus tetanus	None	5 minutes 5 minutes 10 minutes	Barangay Midwife Barangay Midwife Barangay



	toxoid injection 1.7 Refer to required laboratory tests for CBC, blood typing and urinalysis			Midwife
2. Receive counselling and schedule of next visit	2 Give counseling and set schedule of next visit	None	15 minutes	Barangay Midwife
TOTAL			1 hour and 10 minutes	

## 9. FAMILY PLANNING SERVICES

Family Planning services are offered to couples who want to limit their number of children or those who want to space pregnancy, anchored on the principle of informed choice voluntarism. Giving of family planning commodities, counseling and distribution of IEC materials are some of the activities.

<b>Office or Division:</b>		PRE-NATAL SERVICES		
<b>Classification:</b>		COMPLEX		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		WOMEN OF REPRODUCTIVE AGE OF THE CITY OF TALISAY AND TRANSFERRED-IN		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Family Planning Form		Family Planning Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed for interview	1. Conduct interview	None	5 minutes	Jojie Cabalfin – Nurse II / FP Coordinator
	1.2 Fill-out Family Planning Form 1	None	5 minutes	Jojie Cabalfin – Nurse II / FP Coordinator
	1.3 Explain different family planning methods and procedures	None	10 minutes	Jojie Cabalfin – Nurse II / FP Coordinator





2. Decide on the family planning method of choice	2. Provide patient with FP commodities for chosen method	None	2 minutes	Jojie Cabalfin – Nurse II / FP Coordinator
	2.1 Conduct required procedure (pap smear, subdermal implant, (intra-uterine device) IUD insertion or depot-medroxyprogesterone acetate (DMPA) injection)	None	1 hour	Dr. Raul V. Fama, Jr. -Asst. City Health Officer (Subdermal Implant Coordinator) Jojie Cabalfin – Nurse II / Family Planning Coordinator
	2.2 Set schedule for the next visit	None	2 minutes	Jojie Cabalfin – Nurse II / Family Planning Coordinator
	2.3 Transport specimen to Villanueva Lab for pap smear (Bacolod City)	P100.00	5 days	Jojie Cabalfin – Nurse II / Family Planning Coordinator
3. receive result  3.1 secure referral	3. Endorse result Referred to the 3.1 In case of abnormalities, refer to OB-Gyne	None	10 minutes	Jojie Cabalfin – Nurse II /Family Planning Coordinator
TOTAL		P100.00	5 days 1 hour and 34 minutes	

## 10. BIRTHING FACILITY SERVICES

Services are geared towards safety of both mother and child during delivery and are being attended by skilled health workers.

**Office or Division:**

BIRTHING FACILITY



<b>Classification:</b>		COMPLEX		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		PREGNANT WOMEN OF THE CITY OF TALISAY AND TRANSFERRED-IN		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mother and Child Booklet		Barangay Midwife		
Ultrasound result		Patient		
CBC, Urinalysis, Blood type results		Patient		
Member Data Record		Philhealth Office - Bacolod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Mother and Child booklet and laboratory results	1. Assess patient's record 1.1 conduct complete physical examination	None	10 minutes	Midwife on Duty
	1.2 Admit non-high risk patient in active labor	None	30 minutes	Midwife on Duty
	If high risk patient: 1.3 >Refer for hospital admission	None	1 hour	Midwife on Duty
	>Fill out partograph to assess progress of labor	None	May vary	Midwife on Duty
	1.4 Bring patient to delivery room when fully dilated and prepare for delivery	None	May vary	Midwife on Duty
	1.6 Monitor mother and baby for post-partum /any complications and make referral if any	None	4 hours	Midwife on Duty



2. Submit Philhealth Forms (if phic member) or pay at the cashier (if non philhealth member)	2. Receive Philhealth Forms  or payment if non Philhealth member	P1,500/P 3,000	10 minutes       5 minutes	Ma. Jesusa Banhao – Nurse II /Nurse Coordinator       Efren Malaga – Cashier Designate
3. Receive going home instructions	2. Give going home instructions	None	5 minutes	Midwife on Duty
TOTAL 6 hours				

## 11. NEWBORN SCREENING TEST SERVICES (EXPANDED)

This service aims to provide opportunities to significantly improve the quantity of life of affected newborns through facilitating early diagnosis and early treatment.

<b>Office or Division:</b>		BIRTHING FACILITY		
<b>Classification:</b>		COMPLEX		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		ALL NEWBORN (BABIES WHO ARE MORE THAN 24 HOURS AFTER BIRTH) OF THE CITY OF TALISAY AND TRANSFERRED-IN		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mother and Child Booklet (Recorded date and time of delivery)		Midwife on Duty		
Member Data Record (if PHIC member)		Philhealth Office - Bacolod		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Mother and Child booklet	1.1 Check documents and fill-out NEWBS filter card	None	5 minutes	Ma. Jesusa Banhao – Nurse II / NBS Coordinator



2. Present MDR or proceed to cashier for payment	2.Receive MDR or Receive payment and issue Official Receipt	P1750.00/ 3,000.00	2 minutes	Ma. Jesusa Banhao – Nurse II / NBS Coordinator or Efren Malaga -Cashier Designate
	2.1 Perform Newborn screening test	None	10 minutes	Ma. Jesusa Banhao – Nurse II / NBS Coordinator
	2. Set date to claim NBS result	None	2 minutes	Ma. Jesusa Banhao – Nurse II / NBS Coordinator
3. Participate in the discussion	3, Discuss the importance of newborn screening	None	5 minutes	Ma. Jesusa Banhao – Nurse II
TOTAL 24 minutes				

## 12. ENVIRONMENTAL SANITATION SERVICES

This service implements the Sanitation Code of the Philippines and ensures all other health laws and regulations are implemented including local ordinances.

### A. Issuance of health card and Sanitary Permits

<b>Office or Division:</b>	ENVIRONMENTAL SANITATION SERVICE
<b>Classification:</b>	COMPLEX
<b>Type of Transaction:</b>	G2B, G2C



<b>Who may avail:</b>		EMPLOYEES AND EMPLOYERS OF BUSINESS ESTABLISHMENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Health cards / certificates		Sanitation Office		
X-ray result and fecalysis for food handlers		Patient		
Environmental Compliance Certificate (ECC)		Dept. of Environment and Natural Resources (DENR) Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present documents for: a. health card  b. sanitary permit	1. Receive documents > chest x-ray result >fecalysis / deworming  >or  >health card  If applicable: 1.1 Conduct ocular inspection	P50.00	1 minute          3 days	Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I       Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
2. Secure health card / sanitary permit	2. Issue health card / sanitary permit	None	1 minute	Maricel Benjamin – Sanitary Insp. III Rosario Acot – Sanitary Insp. I
TOTAL 3 days and 2 minutes				

#### B. Preparation of Death Certificate

<b>Office or Division:</b>	ENVIRONMENTAL SANITATION SERVICE
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C



<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DATA ENTRY FORM		Sanitation Section		
BIRTH CERTIFICATE FORM		Sanitation Section		
BARANGAY CERTIFICATION		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present barangay certification and accomplished data form	1 Receive and review documents	None	15 minutes	Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
	1.1 Enter data on death certificate form			
2. Proceed for interview	1.2 Affix signature on death certificate form	None	1 minute	Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
	2 Conduct interview as to cause of death	None	1 hour	Dr. Joy Gladys T. Guanzon – City Health Officer
	2.1 Affix signature on death certificate form	None	1 minute	Dr. Raul V. Fama Jr. – Asst. City Health Officer Dr. Madeline G. Cabarrubias – Med. Officer V Dr. Karl Marie S. Tuvilla – Med. Officer III Dr. Joel M. Tan – Med. Officer III
3. Proceed to back Sanitation Section for	3 Give final instruction	None	3 minutes	Maricel Benjamin – Sanitary Inspector III Rosario Acot –



instruction				Sanitary Inspector I
TOTAL 1hour and 20 minutes				

### C. Assessment and Recommendation on Written Complains

<b>Office or Division:</b>		ENVIRONMENTAL SANITATION SERVICE		
<b>Classification:</b>		COMPLEX		
<b>Type of Transaction:</b>		G2C, G2G		
<b>Who may avail:</b>		CITY OF TALISAY RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written complained		Complainants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present written complainedwith barangay endorsement	Assess written complained	None	10 minutes	Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
	1.1 Conduct ocular / site inspection	None	3 days	Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
	1.2 Prepare inspection report	None	20 minutes	Dr. Joy Gladys T. Guanzon-City Health Officer Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
2. Receive copy of inspection report	2. Endorse inspection report to City Legal	None	1 day	Maricel Benjamin – Sanitary Inspector III



	Office and copy /furnish City Mayor's Office, City Administrator's Office, concerned Barangay, and Complainant			Rosario Acot – Sanitary Inspector I
2.1 attend discussion for recommendations	2.1 discuss recommendations with the complainant.	None	1 hour	Maricel Benjamin – Sanitary Inspector III Rosario Acot – Sanitary Inspector I
TOTAL 4 days 1hour and 30 minutes				

### 13. MEDICO-LEGAL SERVICES

This service provides assistance to the local authority in the judiciary process through the conduct of physical examinations to victims of violence and post mortem examinations to cases with medico-legal implications.

Victims of violence, accidents and non-natural cause of death in Talisay City may avail of the service.

Fees:

Medico-legal Fee	P 50.00
Postmortem examination fee	100.00

<b>Office or Division:</b>		ENVIRONMENTAL SANITATION SERVICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C(Government to Government)		
<b>Who may avail:</b>		TALISAY CITY RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request for Medico Legal / Post Mortem Examination or Autopsy		Office of the Philippine National Police		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Request for Medico-legal /Post	1. Receive request	None	1 minute	Dr. Joy Gladys T. Guanzon – City Health Officer





Mortem examination				
	1.1 Interview and/OR conduct physical examination / post mortem examination	None	30 minutes 2 hours	Dr. Joy Gladys T. Guanzon – City Health Officer
	1.2 Prepare medico-legal / post mortem examination findings	None	15 minutes	Ronela Asong – Statistician I Gigi Anna Jauculan – Admin. Aide I
2. Proceed to cashier for payment	2. Receive payment and issue official receipt		2 minutes	Efren Malaga - Cahier Designate/
3. Present Official Receipt	3. Issue medico-legal / post mortem examination findings	Medico Legal fee – P50.00 / Post Mortem examination fee – P100.00	10 minutes	Ronela Asong – Statistician I Gigi Anna Jauculan – Admin. Aide I
TOTAL P100.00 / -Post Mortem examination fee –P50.00 -medico-legal fee 2 hours and 58 minutes				

## 14. RADIOLOGY / ULTRASOUND SERVICES

This service aims to aid the physicians in their diagnosis and to limit referrals to the hospital for the procedures that are available in the City Health Office.

### FEES:

<u>ULTRASOUNDS:</u>	Resident	Non-Resident
Chest:		
Whole Abdomen	600.00	850.00
Upper/Lower Abdomen	350.00	500.00
Ultrasounds, KUB (Kidney, Ureters, Bladder)	350.00	400.00
Hepato Biliary	250.00	300.00
Pelvic UTZ	250.00	300.00
Transvaginal UTZ	350.00	400.00
Prostate	250.00	300.00



Kidneys	250.00	300.00
<b>X-RAY:</b>		
<i>A. Chest</i>		
Chest PA (Adult)	120.00	150.00
Chest PAL (Adult)	150.00	180.00
Children 1-7 years old – PAL	100.00	130.00
Chest PA and Apico Lordtic View	150.00	180.00
Chest Apico Lordtic View	120.00	150.00
Chest Bucky AP	180.00	210.00
<i>B. Upper Extremities</i>		
Hand AP/Oblique/Lateral	120.00	150.00
Wrist APL	120.00	150.00
Radius, Ulna (Forearm) APL	120.00	150.00
Elbow APL	120.00	150.00
Humerus APL	120.00	150.00
Shoulder APL	120.00	150.00
Both Shoulders AP	120.00	150.00
Sternum APL	180.00	200.00
Sterno Clavicular Joints	120.00	150.00
Clavicle AP/Angulated	120.00	150.00
<i>C. Lower Extremities</i>		
Femur APL	150.00	180.00
Knee APL	120.00	150.00
Tibia/Fibula/(Shin)	120.00	150.00
Ankle APL	120.00	150.00
Foot APO/Lateral	160.00	190.00
Hip AP/Oblique	160.00	190.00
<i>D. Vertebral Column</i>		
Cervical Spine APL	160.00	190.00
Thoracic Spine APL	160.00	190.00
Lumbar Spine APL	160.00	190.00
Sacrum APL	160.00	190.00
Thoraco-Lumbar Spine APL	170.00	200.00
Lumbo-Sacral Spine APL	170.00	200.00
<i>E. Skull</i>		
Skull APLWaters View	140.00	170.00
Caldwells View	140.00	170.00
Towne's View	140.00	170.00
Nasal Bone Soft Tissue	140.00	170.00
Mandible APL	140.00	170.00
Temporo-Mandibular Joint	140.00	170.00
<i>F. Abdomen Supine and Upright</i>	200.00	250.00
<i>G. Fetogram</i>	200.00	250.00



<b>Office or Division:</b>		CITY HEALTH OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		TALISAY CITY RESIDENTS AND NON-RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
X-ray / Ultrasound Request		Doctor		
Member Data Record (if Philhealth member)		Philhealth office- Bacolod City		
Official Receipt		Cashier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present x-ray / ultrasound request and get schedule of procedure	1. Check x-ray / ultrasound request and give schedule of procedure	None	3 minutes	Wynns Adaryl Cadianza – Rad. Tech. II
1.1 Proceed to cashier for payment	1.1 Issue Official Receipt	None	10 minutes	Efren Malaga -Cashier Designate
1.2 Present MDR / OR	1.2 Check MDR	See above fees	2 minutes	Philhealth Office
	1.3 Perform the requested radiologic procedure	None	45 minutes	Dr. Luisa Araneta – Radiologist Wynns Adaryl Cadianza – Rad. Tech. II
	2. Read x-ray film /Interprets ultrasound result	None	1 day	Dr. Luisa Araneta – Radiologist
3. Secure result	3. Release result	None	2 minutes	Wynns Adaryl Cadianza – Rad. Tech. II
TOTAL May vary 1 day 1 hour and 2 minutes				

## 15. VOLUNTARY BLOOD PROGRAM SERVICES

This program aims to provide safe supply of blood and promote voluntary blood donors for sustainability of the program.



<b>Office or Division</b>		CITY HEALTH OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		TALISAY CITY RESIDENTS		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Blood Issuance Request		Hospital		
Blood Donors card		Mobile Blood Donation (MBD) Team		
Blood Issuance Certificate / Blood Donation Certificate		Mobile Blood Donation (MBD) Team		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present blood request from the hospital and valid Identification card	1.Receive and check blood request and valid ID	None	3 minutes	Marlyn Guancia – Med. Tech. III/ Blood Recruitment Officer
	1.1 Schedule donor for blood donation if without blood donor's card	None	15 minutes	Marlyn Guancia – Med. Tech. III/ Blood Recruitment Officer
	1.2Prepare and issue blood issuance certificate	None	5minutes	Marlyn Guancia – Med. Tech. III/ Blood Recruitment Officer
2. Receive instructions	2.Instruct client to proceed to the blood bank/s	None	10 minutes	Marlyn Guancia – Med. Tech. III/ Blood Recruitment Officer
TOTAL 33 minutes				

## 16. ADOLESCENT HEALTH SERVICES

This program aims to provide importance to the physical, mental and social well-being of our adolescents. The free medical consultation ensures the utmost physical development of adolescents towards adulthood.

<b>Office or Division</b>	City Health Office
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C



<b>Who may avail:</b>		ADOLESCENTS (AGE 10-19 YEARS OLD) OF THE CITY OF TALISAY		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Individual Treatment Record (ITR) for consultation		Out Patient Department (OPD)		
Accomplished Home Education Eating Habits Activities Drugs Sexuality Safety Suicide (HEEADSSS) Assessment form		Adolescent Room		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present accomplished ITR / referral	1. Evaluate accomplished ITR / referral slip	None	3 minutes	OPD/Barangay Midwife
2. Proceed to Adolescent Friendly Health Room	2. Conduct HEEADSSS Assessment	None	10 minutes	Jennifer Baradas – Nurse I/Adolescent Health Coordinator
	2.1 Conduct consultation	None	10 minutes	Doctor on Duty
3. Proceed to pharmacy for free medicines	3. Provide free medicines	None	2 minutes	Syrah de Oca – Pharmacist I
3.1 Receive going home instructions	3.1 Give going home instructions	None	3 minute	Syrah de Oca – Pharmacist I
If needed: Proceed to other services if needed:  Laboratory (see separate procedure)  X-ray/Ultrasound (see separate procedure)  Emergency/Treatment Room (see separate procedure)  TB/DOTS Center				



(see separate procedure)				
Animal Bite Center (see separate procedure)				
TOTAL None 28 minutes				

## 17. POPULATION COMMISSION (POP COM)

This program aims to conduct Pre-Marriage counselling (PMC) seminar to would-be couples as mandated by law under Presidential Decree 965 and Article 16 of the New Family Code. Pre-Marriage Counselling is a prerequisite in securing a marriage license.

<b>Office or Division:</b>		CITY HEALTH OFFICE		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		G2C		
<b>Who may avail:</b>		WOULD-BE COUPLES OF THE CITY OF TALISAY		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card		Would-be Couples		
Registration Logbook		POP COM Office		
Marriage Expectation Inventory Form		POP COM Office		
Responsible Parenthood and Family Planning (RPFP Form)		POP COM Office		
Pre-Marriage Counselling Certificate		POP COM Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Identification card and fill out registration logbook	1.1 Evaluate registration logbook	None	3 minutes	Would-be couples
2. Fill out Marriage Expectation Inventory and Responsible Parenthood and Family	2. Evaluate accomplished documents	None	10 minutes	Catherine Cuenca – Bookkeeper III



Planning Form				
	2.1 Conduct Pre-Marriage Orientation and Counselling	None	4 hours	Jennifer Baradas -PMC Counselor / Dionela Madrona -PMC Counselor
3. Secure Pre-marriage counselling certificate	3.Issue Pre-Marriage Counselling Certificate	None	2 minutes	Catherine Cuenca – Bookkeeper III
TOTAL 4 hours and 15 minutes				



## **OFFICE OF THE CITY ENGINEERING**

### **EXTERNAL TRANSACTION**





## 1. Issuance of Temporary Electrical Permit

Temporary Electrical Permits must be secured from the City Government after securing Building Permit purposely for use during the construction phase.

<b>Office or Division:</b>	OFFICE OF THE BUILDING OFFICIAL (OBO)/OFFICE OF THE CITY ENGINEER	
<b>Classification:</b>	SIMPLE	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>ACCOMPLISHED FORMS</b> of TEMPORARY ELECTRICAL PERMIT. Signed and sealed by the Architect/Civil Engineer, Master Plumber/Sanitary Engineer, Professional Electrical Engineer (P.E.E.), Professional Electronics Communication Engineer (P.E.C.E.) and Professional Mechanical Engineer (P.M.E.) - five (5) sets each		OBO
<b>ACCOMPLISHED FORMS</b> Mayors Permit, signed by the owner; three (3) sets		OBO
<b>BARANGAY CLEARANCE</b> for Building Permit Application to be secured at the specified barangay where the construction will be done. One (1) copy  <b>TAX DECLARATION</b> to be secured from the Assessor's Office One (1) copy  <b>REAL PROPERTY TAX CLEARANCE</b> to be secured from the Treasurer's Office One (1) copy  <b>LOT PLAN WITH VICINITY MAP</b> certified by the Geodetic Engineer. One (1) copy  <b>TRANSFER CERTIFICATE OF TITLE/DEED OF SALE</b> and or <b>LEASE OF CONTRACT/CONTRACT TO SELL</b> in case the applicant is not yet the registered owner of the lot. One (1) copy		Barangay Hall where the construction be located   Assessor's Office  Treasurer's Office  Owner's engineer  Owner



<b>RESIDENCE CERTIFICATE</b> of the applicant (current year). One (1) copy		Owner		
<b>LOCATIONAL CLEARANCE</b> One (1) copy		Zoning/City Planning & Development Office		
<b>VALID IDENTIFICATION CARD</b> of the applicant and lot owner/representative One (1) copy		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Application Forms with attached required documents and wait for a call on the day of release.	1.1 Evaluate requirements and receive complete documents.	-for 30Amp: Php 277.00  -for 60Amp: Php 409.00	15 minutes	<i>Reah EboñaDraftsman I or Abner Bodigas/C&amp;M Man</i>
	1.2 Fill out logbook for Temporary Electrical Permit Application Number	NONE	5 minutes	<i>Reah EboñaDraftsman I or Abner Bodigas/C&amp;M Man</i>
	1.3 Forward to the Engineer in charge for recommending approval to ensure compliance of the Philippine Electrical Code of the Philippines.	NONE	1/2 day	<i>Eng'r Randolph Magbanua/Engineer III</i>
	1.4 Sign /approve the permit to recommend approval of mayor's permit.	NONE	10 minutes	<i>Eng'r. Armando Claver/Building Official or Eng'r Rechel Arimas/Engineer IV</i>
	1.5 Record and forward mayor's permit form to the City Admin/Asst. City Admin office for signing	NONE	10 minutes	<i>Ronnie Tuzon/C&amp;M Man</i>



	1.6 Signs mayor's permit form in behalf of the mayor	NONE	1 day	Atty. Jonathan Ealdama/City Admin or Ismael Penado/Asst. City Admin
2. Sign logbook as proof of receipt	1.7 Recieved signed mayor's permit form and turn it over to Electrical Permit section	NONE	5 minutes	Ronnie Tuzon/C&M Man
	2. Logout /release approved Temporary Electrical Permit.	NONE	15 minutes	Reah EboñaDraftsman I or Abner Bodigas/C&M Man
Total	-for 30Amp; Php 277.00	-for 60Amp; Php 409.00	2.5 days	

## 2. Issuance of Building Permit

Building Permits must be secured from the City Government prior to the construction, Alteration, repair, movement, conversion or demolition of any buildings or structure to Ensure compliance of the National Building Code of the Philippines/PD 1096.(Reference:"National Building Code of the Philippines otherwise known as PD 1096,CHAPTER 3 PERMITS AND INSPECTION/Section 301. Building Permits.")

<b>Office or Division:</b>	OFFICE OF THE BUILDING OFFICIAL (OBO)/OFFICE OF THE CITY ENGINEER	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>BUILDING PLANS, preferably A3 in size,</b> includes; Architectural, Structural, Plumbing/Sanitary (if any), Electrical, Electronics (if any) and Mechanical (if any). Signed and sealed by the Architect/Civil Engineer, Master Plumber/Sanitary Engineer, Professional Electrical Engineer (P.E.E.), Professional Electronics Communication Engineer (P.E.C.E.) and Professional Mechanical Engineer (P.M.E.)		OBO



<p>- six (6) sets</p> <p><b>ACCOMPLISHED FORMS</b> of BUILDING PERMIT (duly notarized); PLUMBING/SANITARY PERMIT; ELECTRICAL PERMIT FORM 1; ELECTRONICS PERMIT; and MECHANICAL PERMIT. Signed and sealed by the Architect/Civil Engineer, Master Plumber/Sanitary Engineer, Professional Electrical Engineer (P.E.E.), Professional Electronics Communication Engineer (P.E.C.E.) and Professional Mechanical Engineer (P.M.E.) - five (5) sets each</p>	OBO
<p><b>ACCOMPLISHED FORMS</b> of Notice of Construction two (2) sets</p> <p><b>ACCOMPLISHED FORMS</b> Mayors Permit, signed by the owner; three (3) sets each</p> <p><b>CONSTRUCTION SPECIFICATIONS</b> signed and sealed by the designing Architect/Engineer and approved by the owner. Five (5) sets</p> <p><b>COST ESTIMATES/BILL OF MATERIALS</b> signed and sealed by the designing Architect/Engineer and approved by the owner. Five (5) sets</p>	<p>OBO</p> <p>OBO</p> <p>Owner's architect/engineer</p> <p>Owner's architect/engineer</p>
<p><b>BARANGAY CLEARANCE</b> for Building Permit Application to be secured at the specified barangay where the construction will be done. One (1) copy</p>	Barangay Hall where the construction be located
<p><b>STRUCTURAL ANALYSIS</b> for over 20 square-meters in area. Signed and Sealed by the designing Civil/Structural Engineer. Three (3) sets</p>	Owner's engineer
<p><b>SOIL BEARING ANALYSIS</b> for three (3) storeys and up. Signed and sealed by the designing engineer/structural engineer. Three (3) sets</p>	Owner's engineer



<b>VOLTAGE DROP ANALYSIS</b> signed and sealed by the designing Professional Electrical Engineer (P.E.E.). Three (3) sets	Owner's electrical engineer
<b>TAX DECLARATION</b> to be secured from the Assessor's Office One (1) copy	Assessor's Office
<b>REAL PROPERTY TAX CLEARANCE</b> to be secured from the Treasurer's Office One (1) copy	Treasurer's Office
<b>LOT PLAN WITH VICINITY MAP</b> certified by the Geodetic Engineer. One (1) copy	Owner's engineer
<b>TRANSFER CERTIFICATE OF TITLE/DEED OF SALE</b> and or <b>LEASE OF CONTRACT/CONTRACT TO SELL</b> in case the applicant is not yet the registered owner of the lot. One (1) copy	Owner
<b>RESIDENCE CERTIFICATE</b> of the applicant (current year). One (1) copy	Owner
<b>FIRE SAFETY EVALUATION CERTIFICATE</b> to be secured from BFP One (1) copy	Bureau of Fire Protection
<b>LOCATIONAL CLEARANCE</b> One (1) copy	Zoning/City Planning & Development Office
<b>PHOTO COPY OF PROFESSIONAL'S PRC ID and PTR</b> with three (3) specimen signatures One (1) copy	Owner's professionals
<b>PHOTO COPY of IAPOA CERTIFICATE</b> updated Membership Certificate One (1) copy	Owner's professionals
<b>SPECIAL POWER OF ATTORNEY (SPA)</b> in case the owner is being represented One (1) copy	Owner
<b>ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC) or CERTIFICATE OF NON-COMPLIANCE</b> One (1) copy	Department of Environment & Natural Resources (DENR)
<b>SAFETY CLEARANCE</b> for 250 square-	Department of Labor & Employment (DOLE)



meters up structures One (1) copy				
<b>DEPARTMENT of PUBLIC WORKS and HIGHWAYS (DPWH) CLEARANCE</b> for structures located along National Highway, to be secured from One (1) copy		1 <sup>st</sup> Engineering District		
<b>OTHER OFFICES SPECIFIED on NBC/PD 1096 RULE III SECTION 302 (12)</b> One (1) copy		National Offices mentioned on the checklist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and required documents as per checklists	1. Receive and evaluate as to completeness of required documents.	NONE	15 minutes	<i>Rodely Jocson/Draftsman II or Eng'r Rechel Arimas/Engineer IV</i>
	1.1 Fill out logbook and checklist for Building Permit Application Number (BPA#) and give back signed checklist for owner's reference	NONE	5 minutes	<i>Rodely Jocson/Draftsman II or Eng'r Rechel Arimas/Engineer IV</i>
	1.2 Evaluation of plans as to conformity to the required specifications for the following: <ul style="list-style-type: none"> <li>• Lines and Grades</li> <li>• Architectural</li> <li>• Structural</li> </ul>	NONE	1 day	<i>Arch. Neilsen Planilla/Architect III</i>  <i>Eng'r Rechel Arimas/Engineer IV</i>  <i>Eng'r Stanley Belonio/Engineer II</i>  <i>Eng'r Randolph Magbanua/Engineer III</i> <i>Eng'r Stanley Belonio/Engineer II</i>



	I			Eng'r Randolph Magbanua/Engineer III
	<ul style="list-style-type: none"> <li>• Plumbing/Sanitary</li> <li>• Electrical</li> <li>• Mechanical</li> <li>• Electronics</li> </ul>			
	1.3 Make assesment and prepare Order of Payment to be given to the applicant (Reference: NBC/PD 1096 NEW SCHEDULE OF FEES AND OTHER CHARGES)	Lines & Grades (L&G) =Php 24.00 (first 10m fronting streets, esteros, rivers, creeks) + Php 2.40 x (every meter or fraction in excess of 10m) + Building Fees (BF)= (building	30 minutes	Eng'r Rechel Arimas/Engineer IV or Eng'r. Armando Claver/Building Official



		area *Fee accdg. To character of occupancy or use) + Electrical Fees (EF)=(Tot al Connecte d Load, kVA) + Plumbing Fees (PF)=Php 24.00 (septic tank for 5.0 cu-m in size) + Php 24.00 (per unit of T&B) + Php 55.00 (Mayor's Permit/MP ) NONE		
2. Receive assessment and make payment	2 Issue receipt of payment	NONE	1 day	<i>Rodely Jocson or Eng'r Rechel Arimas/Engineer IV</i>
3. Present Official Receipt of payments	3. Sign/approve the permit to recommend approval of mayor's permit.	NONE	10 minutes	<i>Eng'r. Armando Claver/Building Official or Eng'r Rechel Arimas/ Engineer IV</i>
	3.1 Record and forward mayor's permit form to the City Admin/Asst. City Admin office for signing	NONE	10 minutes	<i>Ronnie Tuzon/C&amp;M Man</i>
	3.2 Signs mayor's permit form in behalf of	NONE	1 day	<i>Atty. Jonathan Ealdama/City Admin or Ismael</i>





	the mayor			Penado/Asst. City Admin
	3.3 Received signed mayor's permit form and turn it over to Building Permit section	NONE	5 minutes	Ronnie Tuzon/C&M Man
	3.4 Print out acknowledgment of receipt and release approved Building Permit	NONE	15 minutes	Rodely Jocson or Eng'r Rechel Arimas/Engineer IV
Total 4 days & 30 minutes				

### 3. Issuance of Fencing/Sign/Excavation Permit

Permits must be secured from the City Government prior to the installation of Fences, Signages & Excavation Activities to ensure compliance of the National Building Code of the Philippines/PD 1096. (Reference: *National Building Code of the Philippines otherwise known as PD 1096, RULE III- PERMITS AND INSPECTION/Section 301. Building Permits; 2.b.*)

<b>Office or Division:</b>	OFFICE OF THE BUILDING OFFICIAL (OBO)/OFFICE OF THE CITY ENGINEER	
<b>Classification:</b>	COMPLEX	
<b>Type of Transaction:</b>	G2C, G2B, G2G	
<b>Who may avail:</b>	ALL	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>FENCING/SIGNAGES/EXCAVATION PLANS, preferably A3 in size, includes;</b> Architectural, Structural, Electrical (if any), and Electronics (if any). Signed and sealed by the Architect/Civil Engineer, Professional Electrical Engineer (P.E.E.), Professional Electronics Communication Engineer (P.E.C.E.) - five (5) sets		OBO
<b>ACCOMPLISHED FORMS of FENCING/SIGN/EXCAVATION PERMIT</b> (duly notarized); ELECTRICAL PERMIT FORM 1; ELECTRONICS PERMIT. Signed and sealed by the Architect/Civil Engineer, Professional Electrical		OBO



<p>Engineer (P.E.E.), Professional Electronics Communication Engineer (P.E.C.E.) - five (5) sets each</p> <p><b>ACCOMPLISHED FORMS</b> of Notice of Construction two (2) sets</p> <p><b>ACCOMPLISHED FORMS</b> Mayors Permit, signed by the owner; three (3) sets</p>	<p>OBO</p> <p>OBO</p>
<p><b>CONSTRUCTION SPECIFICATIONS</b> signed and sealed by the designing Architect/Engineer and approved by the owner. Five (5) sets</p>	<p>Owner's architect/engineer</p>
<p><b>COST ESTIMATES/BILL OF MATERIALS</b> signed and sealed by the designing Architect/Engineer and approved by the owner. Five (5) sets</p> <p><b>BARANGAY CLEARANCE</b> for Building Permit Application to be secured at the specified barangay where the construction will be done. One (1) copy</p> <p><b>TAX DECLARATION</b> to be secured from the Assessor's Office One (1) copy</p> <p><b>REAL PROPERTY TAX CLEARANCE</b> to be secured from the Treasurer's Office One (1) copy</p> <p><b>LOT PLAN WITH VICINITY MAP</b> certified by the Geodetic Engineer. One (1) copy</p> <p><b>TRANSFER CERTIFICATE OF TITLE/DEED OF SALE and or LEASE OF CONTRACT/CONTRACT TO SELL</b> in case the applicant is not yet the registered owner of the lot. One (1) copy</p>	<p>Owner's architect/engineer</p> <p>Barangay Hall where the construction be located</p> <p>Assessor's Office</p> <p>Treasurer's Office</p> <p>Owner's engineer</p> <p>Owner</p>
<p><b>RESIDENCE CERTIFICATE</b> of the applicant (current year). One (1) copy</p>	<p>Owner</p>



<b>LOCATIONAL CLEARANCE</b> One (1) copy  <b>PHOTO COPY OF PROFESSIONAL'S PRC ID and PTR</b> with three (3) specimen signatures One (1) copy  <b>PHOTO COPY of IAPOA CERTIFICATE</b> updated Membership Certificate One (1) copy		Zoning/City Planning & Development Office  Owner's professionals  Owner's professionals		
<b>SPECIAL POWER OF ATTORNEY (SPA)</b> in case the owner is being represented One (1) copy		Owner		
<b>ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC) or CERTIFICATE OF NON-COMPLIANCE</b> One (1) copy		Department of Environment & Natural Resources (DENR)		
<b>DEPARTMENT of PUBLIC WORKS and HIGHWAYS (DPWH) CLEARANCE</b> for structures located along National Highway, to be secured from One (1) copy  <b>OTHER OFFICES SPECIFIED on NBC/PD 1096 RULE III SECTION 302 (12)</b> One (1) copy		1 <sup>st</sup> Engineering District  National Offices mentioned on the checklist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and required documents as per checklists	1. Receive and evaluate as to completeness of required documents.	NONE	15 minutes	Rodely Jocson/Draftsman II or Eng'r Rechel Arimas/Engineer IV
	1.1 Fill out logbook and checklist for Building Permit Application Number (BPA#) and give back signed checklist for owner's reference	NONE	5 minutes	Rodely Jocson/Draftsman II or Eng'r Rechel Arimas/Engineer IV
	1.2 Evaluate	NONE	1/2 day	



	<p>plans as to conformity to the required specifications for the following:</p> <ul style="list-style-type: none"> <li>• Lines and Grades</li> <li>• Architectural</li> <li>• Structural</li> <li>• Electrical</li> <li>• Electronics</li> </ul>			<p><i>Arch. Neilsen Planilla/Architect III</i></p> <p><i>Eng'r Rechel Arimas/Engineer IV</i></p> <p><i>Eng'r Randolph Magbanua/Engineer III</i></p> <p><i>Eng'r Randolph Magbanua/Engineer III</i></p>
	<p>1.3 Make assessment and prepare Order of Payment to be given to the applicant (Reference: NBC/PD 1096 NEW SCHEDULE OF FEES AND OTHER CHARGES)</p>	<p>Lines &amp; Grades (L&amp;G) =Php 24.00 (first 10m fronting streets, esteros, rivers, creeks) + Php 2.40 x (every meter or fraction in excess of 10m) + Fencing Fees (FF)= total perimeter length x (3.00 (for 1.8m high)</p>	<p>15 minutes</p>	<p><i>Eng'r Rechel Arimas/Engineer IV or Eng'r. Armando Claver/Building Official</i></p>



		+ 4.00 (in excess of 1.80m high)) + Electrical Fees (EF)=(Total Connected Load, kVA) + Php 15.00 (Mayor's Permit/MP)		
2. Present Order of Payment to CTO and return to OBO with the receipt	2 Issue receipt of payment.	NONE	1 day	<i>Rodely Jocson or Eng'r Rechel Arimas/Engineer IV</i>
3. Present Official Receipt of payments	3. Sign/approve the permit to recommend approval of mayor's permit.	NONE	10 minutes	<i>Eng'r. Armando Claver/Building Official or Eng'r Rechel Arimas/Engineer IV</i>
	3.1 Record and forward mayor's permit form to the City Admin/Asst. City Admin office for signing	NONE	10 minutes	<i>Ronnie Tuzon/C&amp;M Man</i>
	3.2 Signs mayor's permit form.	NONE	1 day	<i>Atty. Jonathan Ealdama/City Admin or Ismael Penado/Asst. City Admin</i>
	3.3 Recieved signed mayor's permit form and turn it over to Building Permit section	NONE	5 minutes	<i>Ronnie Tuzon/C&amp;M Man</i>
	3.4 Print out acknowledgements of receipt and release approved Fencing/Sign/Excavation Permit	NONE	15 minutes	<i>Rodely Jocson or Eng'r Rechel Arimas/Engineer IV</i>
Total			3.5 days & 15 minutes	



**CITY ENGINEERING OFFICE**  
**OPERATION OF MOTOR-POOL SECTION**  
**INTERNAL SERVICES**



## 1. PROVISION OF CITY HEAVY EQUIPMENT SERVICE

The City Government, by the approval of the City Mayor grants request of all the Barangays for the use of heavy equipment services through the Office of the City Engineer and Motor-Pool Section.

<b>Office or Division:</b>		Office of the City Engineer/Motor-Pool Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All Government Sector under LGU-Talisay		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request (Original Copy)			Requesting Personnel/Party	
Approved Letter Request (Original Copy)			Office of the City Mayor	
Approved Schedule of Use/Operation			Office of the City Engineer/Motor-Pool Section	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Letter Request to the Office of the City Engineer.	1. Received Approved Letter Request.	None	3 minutes	<b>Ruel C. Ablina</b> Records Officer II <b>Ronnie C. Tuzon</b> Construction Maintenance Man
	1.1 Evaluate Request	None	5 minutes	<b>Engr. Armando S. Claver</b> City Engineer
	1.2 Conduct site inspection if use is heavy equipment	None	2 hours	<b>Engr. Armando S. Claver</b> City Engineer
2. Submit Approved Letter Request (Xerox Copy) to the Office Of City Engineer/Motor-Pool Section.	2. Confirm schedule for use of Heavy Equipment	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	2.1 Record and file received Approved Letter Request for Documentation	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head



	<b>Total Processing Time</b>	<b>None</b>	<b>2 hours and 14 minutes</b>	
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### Tables of Heavy Equipments

	<b>Heavy Equipment</b>	<b>No. of Unit</b>	<b>Brand</b>	<b>Model</b>
1.	Backhoe Loader	1	Case	580SN
2.	Backhoe Loader	1	John Deere	310E
3.	Motor Grader	1	Case	845
4.	Crawler Dozer	1	Case	750L

## 2. REPAIR OF CITY HEAVY EQUIPMENT/VEHICLES

The City Government thru the Office of the City Engineer/Motor-Pool Section, caters request for check-up and repair of all government heavy equipment/vehicles of every departments and barangays under LGU-Talisay.

<b>Office or Division:</b>		Office of the City Engineer/Motor-Pool Section		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G		
<b>Who may avail:</b>		All Government Sector under LGU-Talisay		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (Original Copy)		Requesting Personnel/Department/Barangay		
Approved Letter Request (Original Copy)		Office of the City Engineer		
Job/Material Request Form		Office of the City Engineer/Motor-Pool Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Letter Request to the Office of the City Engineer/Motor-Pool Section.	1. Received Approved Letter Request	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head





	1.1 Evaluate Request	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	1.2 Record and file received approved Letter Request	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	1.3 Conduct check-up/inspection of the vehicle	None	10 minutes	<b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic
	* If needing minor repair with no parts to purchase			
	1.4 Perform minor repair	None	45 minutes	<b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic
	1.5 Endorse repaired vehicle	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head <b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic



	1.6 Record description of accomplished repaired work	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	<b>Total Processing Time</b>		<b>1 hour and 10 minutes</b>	
	* If needing minor repair with parts to purchase and install			
	1.4 Make Job/Material/Purchase Request Form	None	5 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
1.5 Accomplish Job/Material/Purchase Request Form	1.5 Endorse to requesting party for signatures signing	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
1.6 Submit back Accomplished Job/Material/Purchase Request Form	1.6 Receive Accomplished Job/Material/Purchase Request Form	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	1.7 Purchase requested parts	None	30 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	1.8 Perform minor repair with installation of purchased parts	None	1 hour	<b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic



	1.9 Endorse repaired vehicle	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head <b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic
	1.10 Record description of accomplished repaired work	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	<b>Total Processing Time</b>		<b>2 hours and 3 minutes</b>	
	* If needing major repair with parts to purchase and install			
	1.4 Make Job/Material/Purchase Request Form	None	5 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
1.5 Accomplish Job/Material/Purchase Request Form	1.5 Endorse to requesting party for signatures signing			<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
1.6 Submit back Accomplished Job/Material/Purchase Request Form	1.6 Receive Accomplished Job/Material/Purchase Request Form	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head



	1.7 Purchase requested parts	None	30 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	1.8 Perform major repair with installation of purchased parts	None	2 hours	<b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic
	1.9 Endorse repaired vehicle	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head <b>Vicente L. Macariola</b> Mechanic II <b>Antonio Panique Jr.</b> Driver 1/Under Chassis Mechanic
	1.10 Record description of accomplished repair work	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	<b>Total Processing Time</b>		<b>3 hours and 3 minutes</b>	
	* If needing outside repair works			
	1.4 Make Job/Material/Purchase Request Form	None	5 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head



1.5 Accomplish Job/Material/Purchase Request Form	1.5 Endorse to requesting party for signatures signing			<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
1.6 Submit back Accomplished Job/Material/Purchase Request Form	1.6 Receive Accomplished Job/Material/Purchase Request Form	None	3 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	1.7 Submit Accomplished Job/Material/Purchase Request Form to Budget Office	None	15 minutes	<b>Engr. Robert P. Guinanao</b> Engineer II/Motor-Pool Section Head
	<b>Total Processing Time</b>		<b>42 minutes</b>	



## **BUSINESS PERMIT AND LICENSING OFFICE**

### **External Services**



## 1. Processing of New Applications for Mayor's Business Permit (Physical BOSS)

All owners/operators of newly-started businesses are required to secure a Mayor's Business Permit as provided under Sec. 3A.01, Article A, Chapter III of City Revenue Code No. 19-001, Series of 2019. It serves as a privilege in favor of the grantee to undertake, engage or operate a business within the city's territorial jurisdiction.

<b>Office or Division:</b>	Business Permits and Licensing Office	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B - Government to Business	
<b>Who may avail:</b>	Single Proprietors, Partnerships, Corporations, Cooperatives and Associations that are required, by law, to secure a Mayor's Business Permit in order to start a new business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>1. Standard Requirements</b>		
Unified Application Form (2 original)		Business Permits and Licensing Office (BPLO), Business One-Stop-Shop
Inspection and Clearance Form (2 original)		Business Permits and Licensing Office (BPLO), Business One-Stop-Shop
Proof of Registration a. Single Proprietorship (1 original, 1 Photocopy) b. Partnerships or Corporations (1 original, 1 photocopy) c. Cooperative (1 original, 1 photocopy)		-Department of Trade and Industry (DTI) -Securities and Exchange Commission (SEC) -Cooperative Development Authority (CDA)
Proof of right to use location a. If owned – TCT/Tax Declaration: (1 original, 1 photocopy) b. If not – Contract of Lease, MOA or written consent of property owner. (1 original, 1 photocopy)		-City Assessor -Property owner or Authorized Representative
Location Plan or Sketch of the location (1 original, 1 photocopy)		-Property owner or Authorized Representative
Locational Clearance except for establishments located in malls and in the central business districts (CBD) in compliance with ARTA Circular 2020-01. Provided, that the mall where the business activity will be established is in conformance with local zoning regulations. (1 original, 1 photocopy)		-City Planning and Development Office



FSIC for Occupancy valid in the last 9 months. For applicants with valid FSIC for occupancy, Affidavit of Undertaking that there had been no substantial changes made on the building or establishment. (1 original, 1 photocopy)		-Bureau of Fire Protection (BFP)		
Health Card of employees in Businesses covered under the Sanitation Code of the Philippines. (1 original, 1 photocopy)		City Health Office  Please refer to <b>Annex 1</b>		
<b>2. Other Requirements: Permits/Clearance from National Government Agencies for Selected Sectors</b>				
-License to Operate, Certificate of Product Registration or Permit to Operate (1 Photocopy)		Please refer to <b>Annex 2</b>		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Application for Review and Assessment	1.1 Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	NONE	4 Hours	Joubert Polanco LRCO II - BPLO
	1.2 Data Encoding, Assessment and preparation of the Tax Order of Payment (TOP) Form.	NONE		
	1.3 Release all documents to the client.	NONE		
2. Proceed to the City Treasurer's Office (CTO) and secure a Priority	2.1 Receive all documents, accept payment based on the TOP and	RPT Clearance – P50.00  Police Clearance –	4 Hours	Sarah Jane Lacson, Pamela Ramirez, Christian Treyes (CTO - Cashiers)





<p>Number</p> <p>(Note: When number is called, proceed to the Cashier, submit all documents and make payment.</p>	<p>prepare/issue the Official Receipt/s and Community Tax Receipt.</p>	<p>P160.00</p> <p>Sanitary Fee- P100.00</p> <p>Mayor's Permit fee- (pls. refer to <b>Annex 3</b>)</p> <p>Business Tax (pls. refer to <b>Annex 4</b>)</p> <p>Garbage fee- (pls. refer to <b>Annex 5</b>)</p> <p>Annual Environmental fee- (pls. refer to <b>Annex 6</b>)</p> <p>Barangay Clearance Fee</p>		<p><i>City Fire Marshall</i></p> <p>Bureau of Fire Protection (BFP)</p>
	<p>2.2 Receive all documents, accept payment, prepare the Official Receipt/s and Issue the FSIC.</p>	<p>Fire Code fee- (P500.00 or 15% of total fees whichever is higher)</p>		
	<p>2.3 Return all documents to the client</p>	<p>NONE</p>		
<p>3. Proceed to the BPLO for receipt of Mayor's Permit.</p> <p>(Note: When</p>	<p>3.1 Receive all client's documents.</p>	<p>NONE</p>	<p>2 Days</p>	<p><i>Joubert Polanco</i> LRCO II - BPLO</p>
	<p>3.2 Prepare the Mayor's Permit and transmit the same for approval</p>	<p>NONE</p>		



client's name is called, proceed to the Releasing Window, sign the log book and claim the approved Mayor's Permit)	3.3 Signing/ approval of the Mayor's Permit.	NONE		<i>Atty. Jose Jonathan Ealdama</i> City Administrator
	3.4 Release the Mayor's Permit together with the Barangay Clearance, Sanitary Permit and have the client acknowledge receipt of the same in the log book.	NONE		<i>Joubert Polanco</i> LRCO II - BPLO
	TOTAL	P310.00 + Mayor's Permit Fee + Business tax + Garbage Fee + Annual Environ-mental Fee + Fire Code Fee + Brgy. Clearance Fee)	3 Days	

## 2. Processing of Renewal Applications for Mayor's Business Permit (Physical BOSS)

All owners/operators of business establishments are required to secure a Mayor's Business Permit as provided under Sec. 3A.01, Article A, Chapter III of City Revenue Code No. 19-001, Series of 2019.

<b>Office or Division:</b>	Business Permits and Licensing Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B - Government to Business



<b>Who may avail:</b>		Single Proprietors, Partnerships, Corporations, Cooperatives and Associations that are required, by law, to secure a Mayor's Business Permit in order to start a new business		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>I. Standard Requirements</b>				
Unified Application Form (2 original)		Business Permits and Licensing Office (BPLO), Business One-Stop-Shop		
Proof of Annual Gross Receipts a. Audited Financial Statements (1 original, 1 photocopy) b. Sworn Declaration of Gross Sales/Receipts (1 original, 1 photocopy) c. Income Tax Return (1 original, 1 photocopy)		-Certified Public Accountant (CPA)  -Notary Public  -Bureau of Internal Revenue (BIR)		
The LGU may require clearances, permits, authorizations and certifications secured from NGAs in compliance to certain laws. (1 Photocopy)		Please refer to <b>Annex 2</b>		
Health Card of employees in Businesses covered under the Sanitation Code of the Philippines. (1 original, 1 photocopy)		Please refer to <b>Annex 1</b>		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Application for Review and Assessment	1.1 Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	NONE	4 Hours	Joubert Polanco LRCO II - BPLO
	1.2 Data Encoding, Assessment and preparation of the Tax Order of Payment (TOP) Form.	NONE		
	1.3 Release all documents to the client.	NONE		
2. Proceed to the City Treasurer's Office (CTO)	2.1 Receive all documents, accept payment based on the	RPT Clearance – P50.00	4 Hours	Sarah Jane Lacson, Pamela Ramirez, Christian



and secure a Priority Number  (Note: When number is called, proceed to the Cashier, submit all documents and make payment.)	TOP and prepare/issue the Official Receipt/s and Community Tax Receipt.	Police Clearance – P160.00  Sanitary Fee- P100.00  Mayor's Permit fee-(pls. refer to <b>Annex 3</b> )  Business Tax (pls. refer to <b>Annex 4</b> )  Garbage fee-(pls. refer to <b>Annex 5</b> )  Annual Environmental fee-(pls. refer to <b>Annex 6</b> )  Barangay Clearance Fee		Treyes (CTO - Cashiers)
	2.2 Receive all documents, accept payment, prepare the Official Receipt/s and Issue the FSIC.	Fire Code fee-(P500.00 or 15% of total fees whichever is higher)		
	2.3 Return all documents to the client	None		
	3.1 Receive all client's documents.	None		
3. Proceed to the BPLO for receipt of Mayor's permit.  (Note: When	3.2 Prepare the Mayor's Permit and Transmit the same for approval.	None	2 Days	Joubert Polanco LRCO II - BPLO



client's name is called, proceed to the Releasing Window, sign the log book and claim the approved Mayor's Permit)	3.3 Signing/ approval of the Mayor's Permit.	None		Atty. Jose Jonathan Ealdama City Administrator
	3.4 Release the Mayor's Permit together with the Barangay Clearance, Sanitary Permit and have the client acknowledge receipt of the same in the log book.	None		Joubert Polanco LRCO II - BPLO
	TOTAL	P310.00 + Mayor's Permit Fee + Business tax + Garbage Fee + Annual Environmental Fee + Fire Code Fee + Brgy. Clearance Fee)	3 days	

### 3. Processing of Application for Closure or Cessation of Business and Issuance of Certification

All owners/operators of registered business establishments that were issued a Mayor's Business Permit by the City of Talisay are required to file with the BPLO a notice of closure prior to the cessation of their business operations. The issuance of a Certification is a requirement in filing for Closure or Cessation of business with other National Government Agencies (i.e., BIR, SSS, etc.)

<b>Office or Division:</b>	Business Permits and Licensing Office
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<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Single Proprietors, Partnerships, Corporations, Cooperatives and Associations or their authorized representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Standard Requirements</b>				
Application Form (1 original)		Business Permits and Licensing Office (BPLO)		
Latest Mayor's Business Permit and attached documents, permits and clearances (1 original)		Applicant/Owner		
Business Plate (1 original)		Applicant/Owner		
Certified Statement of Gross Sales for the year covered (1 original)		Applicant/Owner, Certified Public Accountant, Book Keeper		
<b>2. Other Requirements</b>				
<b>2.1 For Business with unpaid Quarterly Business Tax Due for the current year</b>				
Tax Order of Payment (1 original, 1 photocopy)		Business Permits and Licensing Office (BPLO)		
Official Receipt of Payment (1 original)		Cashier – City Treasurer's Office		
<b>2.2 For Business with unpaid Business Tax Due for the previous year/s</b>				
Certified Statement of Gross Sales for the previous year/s covered (1 original)		Applicant/Owner, Certified Public Accountant, Book Keeper		
Tax Order of Payment (1 original, 1 photocopy)		Business Permits and Licensing Office (BPLO)		
Official Receipt of Payment (1 original)		Cashier – City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit the Application for Closure Form and Requirements for verification	1. Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	30 Minutes	Joubert Polanco LRCO II - BPLO
	1.1 Process the Tax Order of Payment (TOP) 1.2 Issue the TOP to the Client	None  None		
2. Proceed to the cashier and make payment *In case there is a queue, please get a priority number and wait until your number is called	2. Accept Payment and issue Official Receipt (OR)	Business Tax – (pls. refer to <b>Annex 4</b> )	1 Hour	Sarah Jane Lacson, Pamela Ramirez, Christian Treyes (CTO – Cashiers)
3. Go back to the BPLO, submit all documents with Official Receipt (OR) of payment. Acknowledge the official receipt and Received the Certificate of Closure. (Note: When client's name is called, proceed to the Releasing Window, present the claim stub, sign the log book and claim the approved Certificate	3. Check the OR and issue a Claim Stub	None	1 Hour	Joubert Polanco LRCO II – BPLO
	3.1 Prepare the Certificate of Closure Form and record in the log book	None		
	3.2 Send the Certificate of Closure to the Office of the City Administrator for signing/approval	None		Atty. Jose Jonathan Ealdama City Administrator



of Closure)	3.3 Segregate File and Client's copy, once approved	None		Joubert T. Polanco LRCO II – BPLO
	3.5 Release Certificate of Closure	None		
<b>TOTAL</b>		Business Tax	2 Hours, 30 Minutes	

#### 4. Processing of Request for Computation of Delinquent and Quarterly Business Tax Payments

The payment of business taxes, fees and other charges is levied annually on all owners/operators of registered businesses in the City. The payment of business taxes may be made either in annual, semi-annual or quarterly installments. Non-payment of the said taxes, fees and charges will be levied an additional surcharge of 25% of the business tax due plus an interest of 2% per month on the total amount (business tax and surcharge) until the same has been fully paid.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	All registered Single Proprietors, Partnerships, Corporations, Cooperatives and Associations or their authorized representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Standard Requirements</b>				
Latest Mayor's Business Permit and attached documents (1 original)		Applicant/Owner		
Government issued Identification Card (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, Pag-ibig		
Certified Statement of Gross Sales for the year covered (1 original)		Applicant/Owner, Certified Public Accountant, Book Keeper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Requirements for verification	1. Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	30 mins.	Joubert Polanco LRCO II - BPLO





	1.1 Process the transaction and prepare the Tax Order of Payment			
	1.2 Issue the TOP to the Client			
<b>TOTAL</b>		None	30 mins.	

## 5. Processing of Application for Amendment/Change of Business Name or Commercial Address and issuance of Mayor's Business Permit

All owners/operators of registered business establishments issued a Mayor's Business Permit by the City of Talisay are required to inform the BPLO of any amendments as to the ownership of the business or of any changes in the Commercial Name or Address for the purpose of updating their respective records of registration.

<b>Office or Division:</b>	Business Permits and Licensing Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business		
<b>Who may avail:</b>	All duly registered Single Proprietors, Partnerships, Corporations, Cooperatives and Associations or their representatives		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>I. Standard Requirements</b>			
Application Form (1 original)		Business Permits and Licensing Office (BPLO)	
Latest Mayor's Business Permit and attached documents, permits and clearances (1 original)		Applicant/Owner	
Barangay Clearance (1 original)		Barangay Clearance Desk – Business One Stop-Shop (BOSS)	
Sanitary Permit (1 original)		Sanitary Division – City Health Office	
Fire Safety Inspection Certificate (FSIC) (1 original, 1 photocopy)		Bureau of Fire Protection (BFP)	
<b>2. Other Requirements</b>			
<b>2.1 For Amendment or change of Business Name</b>			
Registration Certificate (1 original, 1 photocopy)		Single – DTI, Corporation – SEC, Cooperative – CDA	
<b>2.2 For change of Business Address</b>			
Realty Tax Clearance (1 original, 1 photocopy)		Land Tax Division – City Treasurer's Office (CTO –	



photocopy)		Land Tax)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Application Form and Requirements for verification	1. Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	30 Minutes	Joubert Polanco LRCO II - BPLO
	1.1 Process/ Encode the Amendment or Change on the Business Record			
	1.2 Prepare the Tax Order of Payment			
	1.3 Issue the TOP to the Client			
2. Proceed to the cashier and make payment	2. Accept Payment and issue the corresponding Official Receipt (OR)	Secretary's Fee – P50.00	30 Minutes	Sarah Jane Lacson, Pamela Ramirez, Christian Treyes (CTO - Cashiers)
3. Go back to the BPLO, submit all documents and proceed to the waiting area  (Note: When client's name is called, proceed to the Releasing Window, present the claim stub, sign the log book and claim the approved Mayor's Permit)	3. Receive all documents and issue a Claim Stub	None	30 Minutes	Joubert Polanco LRCO II – BPLO
	3.1 Prepare the Mayor's Permit Form and send to the Office of the City Administrator for signing/ approval			
	3.2 Sign and approved the Mayor's Permit	None	1 Hour	Atty. Jose Jonathan Ealdama City Administrator



	3.3 Segregate File and Client's copy, once approved	None	30 Minutes	Joubert T. Polanco LRCO II – BPLO
	3.4 Release the approved Mayor's Permit			
<b>TOTAL</b>		P50.00	3 Hours	

## 6. Processing for Transfer of Business Registration to heirs of Deceased Block or Stall Holders

The rights over Market Blocks or Stalls located in the City's three (3) public markets are legally transferrable to the heirs of deceased Block/Stall holders subject to prescribed rules and regulations. This includes the transfer of the Business Registration (Mayor's Permit) from the deceased Block/Stall holder to his or her legitimate heir.

<b>Office or Division:</b>	Business Permits and Licensing Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2B - Government to Business		
<b>Who may avail:</b>	Heir of Deceased Block/Stall Holder or his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b>I. Standard Requirements</b>		Applicant	
Letter Request ( 1 original)			
Latest Mayor's Business Permit and attached documents, permits and clearances (1 original)		Applicant	
Death Certificate of the Deceased Registered Block or Stall Holder (1 original, 1 photocopy)		Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)	
<b>2. Other Requirements</b>		Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)	
<b>2.1 Where Applicant is the Spouse of the Deceased</b>			
Marriage Contract (1 original, 1 photocopy)			
<b>2.2 Where Applicant is the Eldest Child of the Deceased</b>			
Birth Certificate (1 original, 1 photocopy)		Local Civil Registrar (LCR) or Philippine Statistics Authority (PSA)	
<b>2.3 Where Applicant is NOT the Eldest Child of the Deceased</b>			
Birth Certificate (1 original, 1 photocopy)		Local Civil Registrar (LCR) or Philippine Statistics	



		Authority (PSA)		
Notarized Waiver executed by the applicant's parent or sibling/s (1 photocopy)		Applicant, Talisay City Legal Office		
3. Additional Requirements for applications processed through a liaison or representative • Notarized Special Power of Attorney		Owner, Notary Public		
Government Issued Identification Card of liaison or representative		Driver's License, Postal ID, COMELEC Voter's ID, GSIS UMID, PhilHealth Card or Passport		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Approved Letter Request and Requirements for verification  (Note: When client's name is called, proceed to the Releasing Window, present the claim stub, sign the log book and claim the approved Mayor's Permit)	1. Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	2 Hours	Joubert Polanco LRCO II - BPLO
	1.1 Process the Transfer of Business Registration	None		
	1.2 Prepare the Mayor's Permit and send to the Office of the City Administrator for signing/approval	None		
	1.3 Sign the approved Mayor's Permit	None	1 Hour	Atty. Jose Jonathan Ealdama City Administrator
	1.4 File the Client's copy, once approved	None	1 Hour	Joubert Polanco LRCO II - BPLO
	1.5 Release the approved permit	None		
<b>TOTAL</b>		None	4 Hours	



## 7. Processing of Request for Issuance of Certificate of Business Records to Business Owners

The Certificate is issued to registered owners/operators of business establishments issued a Mayor's Business Permit with regards the status of their registration, tax payments, records history and other business information.

<b>Office or Division:</b>		Business Permits and Licensing Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2B - Government to Business		
<b>Who may avail:</b>		Single Proprietors, Partnerships, Corporations, Cooperatives and Associations that are required, by law		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Standard Requirements</b>				
Letter-Request signed by Owner or Operator (1 original)		Owner		
Government issued Identification Card of owner or representative (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, Pag-ibig		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Letter-Request and Requirements for verification	1. Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	1 Hour	Joubert Polanco LRCO II - BPLO
	1.1 Verify records	None		
	1.2 Prepare the Tax Order of Payment and issue to the Client	None		
2. Proceed to the cashier and make payment *In case there is a queue, please get a priority number and wait until your number is called	2. Accept Payment and Issue the corresponding Official Receipt	Secretary's Fee – P50.00	30 Minutes	Sarah Jane Lacson, Pamela Ramirez, Christian Treyes (CTO - Cashiers)
3. Return to the BPLO and present	3. Check the Official Receipt	None	30 Minutes	Joubert Polanco



the Official Receipt *Sign the logbook to acknowledge receipt of the permit/certification	3.1 Prepare the documents for signing			LRCO II - BPLO
	3.2 Issue the documents to the applicant			
<b>TOTAL</b>		P50.00	2 Hours	

## 8. Processing of Application for Issuance of Certificate of No Business Registration

The Certificate of No Business Registration is issued to private individuals for medical, educational and other legal purposes stating the he/she has not been registered or issued a Mayor's Business Permit by the city.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Persons to undergo medical treatment or their parents/guardians, Retirees, Students and other individuals required to secure the Certificate			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Standard Requirements</b>				
Application Form (1 original)		Business Permits and Licensing Office		
Government issued Identification Card of applicant (1 photocopy)		Driver's License, Postal ID, COMELEC Voter's ID, GSIS UMID, PhilHealth Card, Passport		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Application and Requirements for verification	1. Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	1 Hour	Joubert Polanco LRCO II - BPLO
	1.1 Records verification			
	1.2 Prepare the Tax Order of Payment and issue to the Client			



2. Proceed to the cashier and make payment *In case there is a queue, please get a priority number and wait until your number is called	2. Accept Payment and Issue the corresponding Official Receipt	Secretary's Fee – P50.00	30 Minutes	Sarah Jane Lacson, Pamela Ramirez, Christian Treyes (CTO - Cashiers)
3. Return to the BPLO and present the Official Receipt *Sign the logbook to acknowledge receipt of the permit/certification	3. Check the Official Receipt	None	30 Minutes	Joubert Polanco LRCO II - BPLO
	3.1 Prepare the documents for signing			
	3.2 Issue the signed/certified documents to the applicant			
<b>TOTAL</b>		P50.00	2 Hours	

## 9. Processing of Request for issuance of Certificate and/or Official Record of Registered Businesses to other Government Agencies

The City adopts the policy of strengthening cooperation among other Local Government Units, National Government Agencies and other government offices through information-sharing.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	Representatives of other Local Government Units, National Government Agencies and other government offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Standard Requirements</b> Letter request indicating the Data or Information being requested (1 original, 1 photocopy)		Authorized representative of requesting office or agency		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to the Receiving Window and present the Letter-Request	1. Receive the request and forward to the Office of the City Administrator for approval	None	1 Day and 4 Hours	Joubert Polanco LRCO II – BPLO  Atty. Jose Jonathan Ealdama City Administrator
	1.1 Prepare the Certificate requested, once approved			
	1.2 Transmit the Certificate to the City Administrator for signing			
2. Receive Certificate and acknowledge receipt	2. Release the receipt and the Certificate	None	4 Hours	
	<b>TOTAL</b>	None	2 Days	

## 10. Processing of Application for Certified True Copies of Original Documents issued by the BPLO

All owners/operators of registered business establishments that were issued a Mayor's Business Permit by the City of Talisay.

<b>Office or Division:</b>	Business Permits and Licensing Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B - Government to Business			
<b>Who may avail:</b>	Single Proprietors, Partnerships, Corporations, Cooperatives and Associations or their representatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>I. Standard Requirements</b>		Business Permits and Licensing Office (BPLO)		
Application Form (1 original)				
Original Document to be Copied (1 original)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Proceed to the Receiving Window and Submit the Application Form and Requirements for verification	1.Receive all documents and check for completeness (Note: Applications with incomplete requirements will not be received)	None	15 Minutes	<i>Joubert Polanco</i> LRCO II - BPLO
	1.1 Prepare the Tax Order Payment			
	1.2 Issue the TOP to the Client			
2. Proceed to the cashier and make payment *In case there is a queue, please get a priority number and wait until your number is called	2.Accept Payment	Secretary's Fee – (P50.00/ copy x no. of copies)	30 Minutes	<i>Sarah Jane Lacson, Pamela Ramirez, Christian Treyes</i> (CTO - Cashiers)
	2.1 Issue Official Receipt/s			
3. Return to the BPLO and present the Official Receipt *Sign the logbook to acknowledge receipt of the permit/certification	3. Check the Official Receipt	None	15 Minutes	<i>Joubert Polanco</i> LRCO II - BPLO
	3.1 Prepare the documents for signing and sealing			
	3.2 Issue the signed/certified document/s to the applicant			
<b>TOTAL</b>		P50.00/ copy x no. of copies	1 Hour	



## Annex 1

### LIST OF SECTORS/ACTIVITIES REQUIRED TO SECURE A SANITARY PERMIT IN THE SANITATION CODE OF THE PHILIPPINES

Sectors	Requirements and Relevant Sections in the Sanitation Code of the Philippines
1. Food establishments	<ul style="list-style-type: none"> <li>Sanitary Permit (Section 14)</li> <li>Health Certificates for Employees (Section 15)</li> </ul>
2. Markets and Abattoirs	<ul style="list-style-type: none"> <li>Chapter IV</li> </ul>
3. Public Laundry	<ul style="list-style-type: none"> <li>Sanitary Permit (Section 37)</li> </ul>
4. Schools and Health Services	<ul style="list-style-type: none"> <li>Chapter VI</li> </ul>
5. Industrial Establishments	<ul style="list-style-type: none"> <li>Chapter VII</li> </ul>
6. Public Swimming or Bathing Places	<ul style="list-style-type: none"> <li>Sanitary permit (Section 51)</li> </ul>
7. Bus Terminals and Service Stations	<ul style="list-style-type: none"> <li>Chapter IX</li> </ul>
8. Dance Halls and Night Clubs	<ul style="list-style-type: none"> <li>Chapter XI</li> </ul>
9. Tonsorial and Beauty Establishments	<ul style="list-style-type: none"> <li>Sanitary Permit (Section 58)</li> </ul>
10. Massage Clinics and Sauna Bath Establishments	<ul style="list-style-type: none"> <li>Sanitary Permit (Section 60)</li> <li>Health Certificates for Employees (Section 64)</li> </ul>
11. Hotels, Motels, Apartments, Lodging, Boarding or Tenement Houses and Condominiums	<ul style="list-style-type: none"> <li>Sanitary Permit (Section 64)</li> <li>Health Certificates for Employees (Section 64)</li> </ul>
12. Ports, Airports and Aviation Services	<ul style="list-style-type: none"> <li>Chapter XV</li> </ul>
13. Burial Grounds	<ul style="list-style-type: none"> <li>Sanitary Permit (Section 93)</li> <li>Registration Certificates for Embalmers (Section 94)</li> </ul>

## Annex 2

### LIST OF PERMITS/CLEARANCES FROM NATIONAL GOVERNMENT AGENCIES FOR SELECTED SECTORS

Line of Business/Sector	Permit/Clearances Needed	Issuing National Government Agency
1. All Establishments	Fire Safety Inspection Certificate	Local Bureau of Fire Protection
2. Animal Facilities	Certificate of Registration	Bureau of Animal Industry
3. Brokers/Merchants Involved in the sale of commodities for future	Future Commodity Merchant/Brokers License	Securities and Exchange Commission (SEC)



transactions		
4. Cell Sites	Refer to ARTA JMC 01-2020	
5. Customs Brokerage Business	License	Customs Brokers Commission
6. Dealers of Rice and Corn and Wheat	License (depending on the type of activity)	National Food Authority
7. Drugstores	License to Operate	Food and Drug Administration
8. Forwarders	Accreditation for Sea freight Forwarders	Philippine Shippers Bureau
9. Funeral Homes/Parlors	Training Certificate and license of Undertaker and Embalmer	Department of Health
10. General/Specialty and Engineering Contractor	Contractor's License	Philippine Contractors Accreditation Board
11. Household/Urban Pesticides	- License to Operate - Certificate of Product Registration	Food and Drug Administration
12. Lending Institutions	Certificate of Authority to Operate	Banko Sentral ng Pilipinas
13. LPG Dealer	Application to Supply Natural Gas	Department of Energy
14. Manning and Crewing Services	License for Recruitment Agency	Philippine Overseas and Employment Agency
15. Manpower Agencies w/ paid up capital at least Ph5,000,000	License to Operate a Private Recruitment and Placement Agency	DOLE Regional Office
16. Medical Devices	License to Operate	Food and Drug Administration (FDA)
17. Messengerial and Courier Services	License to Operate	Department of Transportation and Communication
18. Mining	Permits depend on the activity	Department of Environment and Natural Resources
19. Pest Control Services	Pest Control License	Fertilizer and Pesticide Authority
20. Processed Foods	-License to Operate -Certificate of Product Registration	Food and Drug Administration (FDA)
21. Pre-School, Elementary and High School	Permit to Operate	Department of Education (DepEd) Division Office and Regional Office
22. Real Estate Broker	License	Department of Trade and



		Industry or Professional Regulatory Board
23. Rent-a-Car and Transportation Services	Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
24. Security Agencies	National License	PCSUCIA
25. Spa/Massage Clinic	Certificate of Training of Therapist or Masseur/Masseuse License of Therapist of Masseur/Masseuse	-Department of Health -TESDA
26. STL (Small Town Lottery)	Permit to Operate	Philippine Charity and Sweepstakes Office
27. Structures within 10KM radius of within the 10KIM radius of Communication-Navigation Surveillance Facilities located off-airport	Height Clearance Permit	Civil Aviation Authority of the Philippines
28. Telecommunications Firms	License to Operate	National Telecommunications Commission
29. Toys and Childcare Articles	-License to Operate -Certificate of Product Registration	Food and Drug Administration (FDA)
30. Veterinary Products	-License to Operate -Certificate of Product Registration	Food and Drug Administration (FDA)
31. Video Rental Services	Registration for Optical Media Business	Optical Media Board

## Annex 3

### Article A. Mayor's Permit fee on Business

**Section 3A.02. Imposition of Fee.** – There shall be collected an annual fee for the issuance of a Mayor's Permit to operate a business, pursue an occupation or calling, or undertake an activity within the city.



The permit fee is payable for every distinct or separate business or place where the business or trade is conducted. One line of business or trade does not become exempt by being conducted with some other business or trade for which the permit fee has been obtained and the corresponding fee paid for.

For purpose of the Mayor's Permit Fee, the following Philippine categories of business size are hereby adopted:

<b>Enterprise Scale</b>	<b>Asset Limit</b>	<b>Workforce</b>
Micro-Industry	P150,000 and below	No Specific
Cottage Industries	Above P150,000 to P1.5M	Less than 10
Small-scale Industries	P1.5M to P15M	10-99
Medium-scale Industries	P15M to P60M	100-199
Large-scale Industries	Above P60M	200 or more

The permit fee shall either be based on asset size or number of workers, whichever will yield the higher fee.

<b>Classification/Category</b>		<b>Rate of Fee per Annum</b>
1.	<b>On Manufacturers/Importers/Producers</b>	
	Micro-Industry	P300.00
	Cottage Industries	600.00
	Small-scale Industries	1,000.00
	Medium-Scale Industries	3,000.00
	Large-Scale Industries	5,000.00
2.	<b>On Banks</b>	
	Rural, Thrift and Savings Banks	P3,000.00
	Commercial, Industrial and Development Banks	5,000.00
	Universal Banks	7,000.00
3.	<b>On Other Financial Institutions</b>	
	Small	P1,000.00
	Medium	3,000.00
	Large	5,000.00
4.	<b>On Contractors/Service Establishments</b>	
	Micro-Industry	P200.00
	Cottage Industries	400.00
	Small-scale Industries	600.00
	Medium-Scale Industries	1,000.00
	Large-Scale Industries	2,000.00



5.	<b>On Wholesalers/Retailers/Dealers or Distributors</b> Micro-Industry Cottage Industries Small-scale Industries Meduim-Scale Industries Large-Scale Industries	P200.00 400.00 600.00 1,000.00 2,000.00
6.	<b>On Trans-Loading Operations</b> Micro-Industry Cottage Industries Small-scale Industries Meduim-Scale Industries Large-Scale Industries	P300.00 600.00 1,000.00 3,000.00 5,000.00
7.	<b>Other Businesses</b> Micro-Industry Cottage Industries Small-scale Industries Meduim-Scale Industries Large-Scale Industries	P200.00 400.00 600.00 1,000.00 2,000.00

## ANNEX 4

### Article K. Graduated Tax on Business

**Section 2K.02 Imposition of Tax.** – There is hereby imposed on the following persons who establish, operate, conduct or maintain their respective business within the City a graduated business tax in the amounts hereafter prescribed:

(a) On manufacturers, assemblers, repackers, processors, brewers, distillers, rectifiers, and compounders or liquors, distilled spirits, and wines or manufacturers of any article of commerce of whatever kind or nature. In accordance with the following schedule:

<b>Amount of Gross Sales/Receipts for the Preceding Calendar Year</b>	<b>Amount of Tax per Annum</b>
Less than 10,000.00	199.65
10,000.00 or more but less than 15,000.00	266.20
15,000.00 or more but less than 20,000.00	365.42
20,000.000 or more but less than 30,000.00	532.40
30,000.00 or more but less than 40,000.00	798.60
40,000.00 or more but less than 50,000.00	998.25
50,0000.00 or more but less than 75,000.00	1,597.20
75,000.00 or more but less than 100,000.00	1,996.50



100,000.00 or more but less than 150,000.00	2,662.00
150,000.00 or more but less than 200,000.00	3,327.50
200,00.00 or more but less than 300,000.00	4,658.00
300,000.00 or more but less than 500,000.00	6,655.00
500,000.00 or more but less than 750,000.00	9,680.00
750,000.00 or more but less than 1,000,000.00	12,100.00
1,000,000.00 or more but less than 2,000,000.00	16,637.50
2,000,000.00 or more but less than 3,000,000.00	19,965.00
3,000,000.00 or more but less than 4,000,000.00	23,958.00
4,000,000.00 or more but less than 5,000,000.00	27,951.00
5,000,000.00 or more but less than 6,500,000.00	29,493.75
6,500,000.00 or more	At a rate of forty-five and 37/100 percent (45.37%) or one percent (1%)

(b) On wholesalers, distributors, or dealers in any article or commerce of whatever kind or nature in accordance with the following schedules:

<b>Amount of Gross Sales/Receipts for the Preceding Calendar Year</b>	<b>Amount of Tax per Annum</b>
Less than 1,000.00	21.78
1,000.00 or more but less than 2,000.00	39.93
2,000.00 or more but less than 3,000.00	60.50
3,000.00 or more but less than 4,000.00	87.12
4,000.00 or more but less than 5,000.00	121.00
5,000.00 or more but less than 6,000.00	146.41
6,000.00 or more but less than 7,000.00	173.03
7,000.00 or more but less than 8,000.00	199.65
8,000.00 or more but less than 10,000.00	226.27
10,000 or more but less than 15,000.00	266.20
15,000.00 or more but less than 20,000.00	332.75
20,000.00 or more but less than 30,000.00	399.30
30,000.00 or more but less than 40,000.00	532.40
40,000.00 or more but less than 50,000.00	798.60
50,000.00 or more but less than 75,000.00	1,197.90
75,000.00 or more but less than 100,000.00	1,597.20
100,000.00 or more but less than 150,000.00	2,262.70
150,000.00 or more but less than 200,000.00	2,928.20
200,000.00 or more but less than 300,000.00	3,993.00
300,000.00 or more but less than 500,000.00	5,324.00
500,000.00 or more but less than 750,000.00	7,986.00
1,000,000.00 or more but less than 2,000,000.00	12,100.00
2,000,000.00 or more	At the rate of sixty and ½



	percent (60.5%) of one percent 1%
--	--------------------------------------

The businesses enumerated in paragraph (a) above shall no longer be subject to the tax on wholesalers, distributors, or dealers provided in this Article.

(c) On exporters, and on manufacturers, millers, producers, wholesalers, distributors, dealers or retailers of essential commodities enumerated hereunder at a rate not exceeding one-half (1/2) of the rates prescribed under sections (a), (b), and (d) of this Article;

1. Rice and Corn;
2. Wheat or cassava flour, meat, dairy products, locally manufactured, processed or preserved food, sugar, salt and agricultural marine, and fresh water products, whether in their original state or not;
3. Cooking oil and cooking gas;
4. Laundry soap, detergents, and medicine;
5. Agricultural implements, equipment and post-harvest facilities, fertilizers, pesticides, insecticides, herbicides and other farm inputs;
6. Poultry feeds and other animal feeds;
7. School supplies; and
8. Cement

(d) On retailers

<b>Amount of Gross Sales/Receipts for the Preceding Calendar Year</b>	<b>Amount of Tax per Annum</b>
More than P50,000.00 but not over P400,000.00	2.42%
More than P400,000.00	1.21%





The rate of two and 42/100 percent (2.42%) per annum shall be imposed on sales not exceeding Four Hundred Thousand Pesos (P400,000.00) while the rate of one and 21/100 percent (1.21%) per annum shall be imposed on sales in excess of the first Four Hundred Thousand Pesos (P400,000.00).

However, barangays shall have the exclusive power to levy taxes on stores whose gross sales or receipts of the preceding calendar year does not exceed Fifty Thousand Pesos (P50,000.) subject to existing laws and regulations.

(e) On Contractors and other independent contractors, in accordance with the following schedule:

<b>Amount of Gross Sales/Receipts for the Preceding Calendar Year</b>	<b>Amount of Tax per Annum</b>
Less than 5,000.00	33.28
5,000.00 or more but less than 10,000.00	74.54
10,000.00 or more but less than 15,000.00	126.45
15,000.00 or more but less than 20,000.00	199.65
20,000.00 or more but less than 30,000.00	332.75
30,000.00 or more but less than 40,000.00	464.85
40,000.00 or more but less than 50,000.00	665.50
50,000.00 or more but less than 75,000.00	1,064.50
75,000.00 or more but less than 100,000.00	1,597.20
100,000.00 or more but less than 150,000.00	2,395.80
150,000.00 or more but less than 200,000.00	3,194.40
200,000.00 or more but less than 250,000.00	4,392.30
250,000.00 or more but less than 300,000.00	5,590.20
300,000.00 or more but less than 400,000.00	7,453.60
400,000.00 or more but less than 500,000.00	9,982.50
500,000.00 or more but less than 750,000.00	11,192.50
750,000.00 or more but less than 1,000,000.00	12,402.50
1,000,000.00 or more but less than 2,000,000.00	13,915.00
2,000,000.00 or more	At the rate of sixty & one-half percent (60.5%) of one percent (1%)

Provided, that in no case shall the tax on gross sales of P2,000,000.00 or more be less than P17,250.00



For Purposes of this section, the tax on general engineering, general building, and specialty contractors shall initially be based on the total contract price, payable in equal annual installments within the project term.

Upon completion of the project, the taxes shall be recomputed on the basis of the gross receipts for the preceding calendar years and the deficiency tax, if there be any, shall be collected as provided in this Code or the excess tax payment shall be refunded.

(f) On banks and other financial institutions, at the rate of sixty and one-half percent (60.5%) of one percent (1%) of the gross receipts of the preceding calendar year derived from interest, commissions and discounts from lending activities, income from financial leasing, dividends, rentals on property, and profit from exchange or sale of property, insurance premium. All other income and receipts not herein enumerated shall be excluded in the computation of the tax.

(g) On the following businesses at the rate of 2.42% on gross sales/receipts of the preceding year, to wit:

1. Restaurants, cafes, cafeterias, carinderias, eateries, food caterers, ice cream and other refreshment parlors, and soda fountain bars;
  2. Commission agents
  3. Lessors, dealers, brokers or real estate;
  4. Travel agencies and travel agents
  5. Boarding Houses, pension houses, motels, apartments, apartelles, and condominiums
  6. Subdivision owners/Private Cemeteries and Memorial Parks
  7. Privately-owned markets;
  8. Hospitals, medical clinics, dental clinics, therapeutic clinics, medical laboratories, dental laboratories;
  9. Cockpit Operations (to include plasada and cockpit rentals)
  10. Amusement/Recreational places
  11. Operators of Cable Network System
  12. Operators of computer services establishment
  13. General consultancy services
  14. All other similar activities consisting essentially of the sales of services for a fee.
- (h) On peddlers engaged in the sales of any merchandise or article of commerce, at a rate of Sixty pesos and 50 centavos (P60.50) per peddler annually.



Delivery trucks, vans or vehicles used by manufacturers, producers, wholesalers, dealers or retailers enumerated under Section 141 of R.A 7160 shall be exempt from the peddler's tax herein imposed.



## ANNEX 5

### Article C. Service Charge for Garbage Collection

**Section 5C.01. Imposition of Fee.** The fees imposed herein shall be paid to the City Treasurer or his duly authorized representative before the use or occupancy of the property owned by the City Government.

Type of Business	Garbage Fee
1. Manufacturers of any article of commerce, including brewers, distillers, re-packers, and compounders of liquors, distilled spirits or wines	1,500.00
2. On importers and exporters	1,000.00
3. On retailers, dealers, independent wholesalers and distributors of any article of commerce:	
3.1 Sari-sari stores	300.00
3.2 Groceries	500.00
3.3 Supermarkets	1,000.00
3.4 Bazaars and department stores	1,000.00
3.5 Drugstores	500.00
3.6 Others	500.00
4. On eating places like café, cafeterias, restaurants and similar establishments	1,000.00
5. On business principally rendering services	500.00
6. On amusement places	1,000.00
7. On financial institutions like banks, pawnshops, etc.	500.00
8. On lodging and living establishments like apartments, condominiums, boarding houses, hotels and motels	1,000.00
9. On barber shops and tailor/dress shops	200.00
10. On roneo, mimeographing, photocopying and duplicating machines.	500.00
11. On movie houses/service station	1,000.00
12. On private detective and security agencies	1,000.00
13. On rice and corn mills	500.00
14. On tricycle and pedicabs (trisikad)	100.00
15. On business establishments not mentioned above	400.00



## ANNEX 6

### Article U. Solid Waste Management Fees

**Section 3U.05. Fees for Institutions** – Institutions shall pay an annual environmental management fee as follows:

TYPES OF INSTITUTIONS:	AMOUNT
<b>a. MEDICAL RELATED INSTITUTIONS:</b>	
Dental Clinics	1,000.00
Diagnostic Laboratories	1,500.00
Drug Stores	
- Micro Industry (150,000.00 and below Capitalization)	500.00
- Cottage Industries (150,000.00 – 1.5M Capitalization)	800.00
- Small- Scale Industries (1.5M to 15M Capitalization)	1,000.00
-Medium Scale Industries (15M to 60M Capitalization)	1,500.00
-Large-Scale Industries (above 60M Capitalization)	3,000.00
Drug Testing Centers & Laboratories	1,500.00
Hospitals-	
-Tertiary (101 beds and above)	15,000.00
- Primary (50 beds and below)	5,000.00
Medical/Dental Supplies and Equipment Supplier/Dealer	1,000.00
Medical Clinics	1,000.00
Optical Clinics/Optomerty Shops	1,000.00
Other Medical related institutions	1,000.00
 <b>b. FINANCIAL INSTITUTION:</b>	
Banks	3,000.00
Financial and Credit Loans/Lending	1,500.00
Assurance/Educational Plans	1,500.00
Pawnshop and Jewelry Shop	1,000.00
Other Financial-related institution	1,000.00
 <b>c. RELIGIOUS AND EDUCATIONAL INSTITUTIONS:</b>	
Churches, Templates and Mosques (Parsonage)	1,000.00
Private Schools/Vocational/Technical/Computer	
(1,000 student or less)	1,000.00
(1,001 – 2,000 students)	1,500.00
(2,001 students & more)	2,000.00
Physical Fitness and Dancing Schools	1,000.00
Other Religious and Educational – related institutions	1,000.00



**d. OFFICES**

Private Offices	
Accounting Office	1,000.00
Civic/Professional/Religious	1,000.00
Organizations & Clubhouse	1,000.00
Construction Office	1,000.00
Consultancy Office	1,000.00
Law Office	1,000.00
Security Agency	1,000.00
Surveying Office	1,000.00
Ticketing Office	1,000.00
Travel Agency & the like	1,000.00
Others	1,000.00

**e. ENTERTAINMENT/AMUSEMENT AND RECREATION CENTERS:**

Billiards and Pool Rooms	800.00
Bowling Centers	1,000.00
Cinemas and Theaters	2,000.00
Lotto Outlets	800.00
Bingo Outlets	800.00
Clubs, Cabarets, KTV Bars and Disco Houses	1,500.00
Swimming Resorts (Including Amenities)	2,000.00
Video Games Shops/Internet Cafes	800.00

**f. ENERGY, TRANSPORT AND COMMUNICATION FIRMS/FACILITIES**

Bus Companies	
Small (10 Units and Below)	2,000.00
Medium (11-20 units)	3,000.00
Large (21 and above)	4,000.00
Electric Companies/Cooperatives	2,000.00
Smoke Emission Testing Centers	1,500.00
Telephone and Communication Firms	3,000.00
TV, Radio, & Cable Station	3,000.00
Water Service Companies/ Refilling Station	1,000.00

**Section 3U.06. Fees for Industrial Establishments** –Industrial establishment shall pay an annual environmental management fee as follows:

TYPES OF INDUSTRIAL ESTABLISHMENTS	AMOUNT
------------------------------------	--------



Big Industries such as metal	
Smelting plant, bottling company, Sugar Central, Distilleries	5,000.00
Food Processing Plants	3,000.00
Medium Scale Furniture Shops	
Garments factory, Concrete and asphalt plants, Tire	
Recapping plants, LPG recharging plants	3,000.00
Rice/Corn Mills	1,000.00
Feed Mills	3,000.00
Warehouse or Bodegas	
2,000 sq.m. or more	3,500.00
1,000 sq.m. to 1,999 sq.m.	2,500.00
999 sq.m. and below	2,000.00

**Section 3U.07. Fees for Commercial Establishments** Commercial Establishments shall pay annual environmental fees as follows:

<b>TYPES OF COMMERCIAL ESTABLISHMENTS</b>	<b>AMOUNT</b>
a. Apartelles/Motels/Inns/Condos/Lodging Houses	1,000.00
b. Appliance/Computers	1,000.00
c. Motors Vehicle Dealer	3,000.00
d. Auto/Motor Supplies	1,000.00
e. Bakery/Bakeshop Store	1,000.00
f. Barber/Beauty Shops	600.00
g. Boarding House/Apartment	1,000.00
h. Boutiques	1,000.00
i. Brake and Metal Crafts	1,000.00
j. Cellular phone/IT Products Dealer	600.00
k. Carenderias/Eateries/Canteen/Refreshments Parlors	600.00
l. Charcoal/Firewood retailers	500.00
m. Coffin/Casket Makers	1,000.00
n. Department Store	6,000.00
o. Convenient Store	3,000.00
p. Dress and Tailoring Shops	600.00
q. Dried Fish Vendor	200.00
r. Dry Goods Store	400.00
s. Fast food and Food Chain	1,000.00
t. Fish, Meat, Chicken vendor	400.00
u. Flower Shop	600.00
v. Funeral parlor/Services	2,000.00
w. Furniture/rattan Shop	1,500.00
x. Gasoline Station	3,000.00
y. Glass and Aluminum Supplies	2,000.00
z. Glassware/Plasticware/Kitchen Utensils Store	1,000.00
1. Gravel, Sand, Hollow blocks and Culvert factory	3,000.00
2. Guns Ammo Stores	1,000.00
3. Handicraft/Native Products Dealers	600.00



4. Hotels	
Small (10 rooms and below)	1,400.00
Medium (11-20 rooms)	2,000.00
Large (21 rooms and above)	4,000.00
5. Ice Plants	2,000.00
6. Ice Dealers	600.00
7. Laundry Service Shops	1,000.00
8. Lettering/Art and Sign	600.00
9. LPG Dealers	1,000.00
10. Lumberyards, Hardware and Construction materials	2,000.00
11. Machine, Body Building shops	1,400.00
12. Malls	8,000.00
13. Memorial Parks	2,000.00
14. Motor, Vehicle Service Center	1,000.00
15. Music and record shops	600.00
16. Newspaper/Magazine/Sweepstakes/Reading materials retailer	400.00
17. Office/School Supplies and Bookstores	600.00
18. Photo Copying Services, Wood Framing and Photography Shops, Photo Studios	600.00
19. Printing Press	1,500.00
20. Repair Shop (appliances/batteries)	600.00
21. Restaurant	1,500.00
22. Rice Retailers	500.00
23. Sari-sari store/Tiangge	
Small Scale (10T below)	400.00
Medium Scale (10-30T)	600.00
24. Sash, Trophy and other Wood Craft	1,000.00
25. Shoe Store and the like	1,000.00
26. Supermarkets	3,000.00
27. Ukay-ukay used clothes	1,000.00
28. Upholstery Shop	600.00
29. Vegetable and Fruit Vendors	400.00
30. Watch Repair & Service Center	200.00

**Section 3U.08. Fees for Agricultural Sources of Solid Waste** shall pay an Annual Environmental management fee as follows:

a. Buy & Sell of Agricultural products	1,000.00
b. Commercial Plant Nurseries	1,000.00
c. Piggery, Cattle and other Livestocks Farm	
10 – 50 heads	1,000.00
51 – 100 heads	1,500.00
101 – 500 heads	3,000.00
501 heads and above	10,000.00
d. Commercial Poultry	3,000.00





<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback</b>	Answer the clients feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office
<b>How feedbacks are processed</b>	<p>Every Friday, the Public Relations Officer opens the drop box and compiles and records all feedback submitted. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (034) 441 7347</p>
<b>How to file a complaint</b>	Answer the clients feedback form and drop it at the designated drop box in front of the City Public Relations & Information Office. For inquiries and follow ups, clients may contact the following telephone number: (034) 441 7247
<b>How complaints are processed</b>	<p>The complaints officer opens the complaints drop box on a daily basis and evaluates each complaint. Upon evaluation, the complaints officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-up, clients may contact the following telephone number: (034) 441 7347</p>
<b>Contact Information of CCB, PCC, ARTA</b>	<p>888 – Presidential Complaints Center</p> <p>0908-8816565-CSC Contact Center ng Bayan</p> <p>478-5093 – Anti-Red Tape Authority</p>



## LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
CITY MAYOR'S OFFICE	TALISAY CITY HALL	441-74-75
CITY ADMINISTRATOR'S OFFICE	TALISAY CITY HALL	495-0831
CITY LEGAL OFFICE	TALISAY CITY HALL	445-8221
HUMAN RESOURCE MANAGEMENT OFFICE	TALISAY CITY HALL	441-7347
CITY OF TALISAY ECONOMIC & INVESTMENT PROMOTION OFFICE	TALISAY CITY HALL	447-6360
CITY COOPERATIVE OFFICE	TALISAY CITY HALL	445-8788
CITY NUTRITION COMMITTEE OFFICE	TALISAY CITY HALL	458-4636
COMMUNITY AFFAIRS	TALISAY CITY HALL	
TOURISM OFFICE	TALISAY CITY HALL	458-4498
VICE MAYOR OFFICE	TALISAY CITY HALL	432-7738
SANGGUNIAN PANLUNGSOD OFFICE	TALISAY CITY HALL	495-56-74
CITY TREASURER'S OFFICE	TALISAY CITY HALL	441-3455/495-0515
BUSINESS PERMIT AND LICENSING OFFICE	TALISAY CITY HALL	441-7775
CITY ACCOUNTING OFFICE	TALISAY CITY HALL	441-7484
CITY BUDGET OFFICE	TALISAY CITY HALL	458-4064
CITY ENGINEERING OFFICE	TALISAY CITY HALL	
MOTORPOOL	TALISAY CITY HALL	
GENERAL SERVICES OFFICE	TALISAY CITY HALL	458-4892
CITY ASSESSOR'S OFFICE	TALISAY CITY HALL	495-0831
CITY PLANNING AND DEVELOPMENT OFFICE	TALISAY CITY HALL	461-7337
CITY AGRICULTURE'S OFFICE	TALISAY CITY HALL	432-3279
CITY LOCAL CIVIL REGISTRAR	TALISAY CITY HALL	445-5699
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE	TALISAY CITY HALL	447-6361
SENIOR CITIZEN'S OFFICE	TALISAY CITY PUBLIC PLAZA	
CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE	TALISAY CITY HALL	
MARKET AND SLAUGHTERHOUSE	TALISAY PUBLIC MARKET	495-6352
CITY HEALTH OFFICE	TALISAY CITY HEALTH	495-4985



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