



City Government of Tagbilaran

CITIZEN'S CHARTER

Second Edition, 2023

(P. R. No. 146-23)



Republic of the Philippines
Province of Bohol
City of Tagbilaran

THE FIFTEENTH SANGGUNIANG PANLUNGSOD

Office of the Sangguniang Panlungsod, Tagbilaran City Hall, 6309 Tagbilaran City Telephone Nos. (038) 412-2222 local 170

RESOLUTION NO. 23-146
Series of 2023 *M*

ADOPTING THE CITIZEN'S CHARTER OF THE CITY GOVERNMENT OF TAGBILARAN, SECOND EDITION, 2023

(Sponsored by: Hon. Fausto S. Budlong, City Councilor)

WHEREAS, pursuant to Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery, amending Republic Act 9485 or the Anti-Red Tape Act of 2007, and its implementing Rules and Regulations, government agency is mandated to create a Citizen's Charter that will communicate, in simple terms, the service standards on the government services being offered to the citizens;

WHEREAS, the Anti-Red Tape Authority (ARTA) issued Memorandum Circular No. 2019-002, Series of 2019, providing all government agencies and pertinent information and instructions in developing and revising their Citizen's Charter in compliance with R.A. 11032 and its Implementing Rules and Regulations;

WHEREAS, the City Government of Tagbilaran, through its different departments and offices formulated its revised Citizen's Charter, following the general guidelines prescribed under ARTA Memorandum Circular No. 2019-002;

WHEREAS, the Citizen's Charter of the City Government of Tagbilaran contains a list of all services offered by the city government with the detailed description of every service which includes, among others, its classification as simple, complex or highly-technical, requirements, procedures, fees, processing time, and the personnel accountable for the delivery of said service;

WHEREAS, the Citizen's Charter, which incorporates feedback and complaints mechanism, also serves as basis for establishing liability of all erring government employees involved in unnecessary red tape and corruption;

WHEREAS, the Second Edition of the City Government of Tagbilaran's Citizen's Charter, being an inclusive component to purposely achieve the new law of ensuring transparent delivery of Local Government Unit (LGU) services, serves as a readily accessible, comprehensive and updated guide for client's information in the City Government of Tagbilaran;

NOW THEREFORE, Be It Resolved, As It Is Hereby Resolved by the Fifteenth Sangguniang Panlungsod of the City of Tagbilaran in session duly assembled:

TO ADOPT THE CITIZEN'S CHARTER OF THE CITY GOVERNMENT OF TAGBILARAN, SECOND EDITION, 2023.

RESOLVED FURTHER, that copies of this Resolution be furnished to Tagbilaran City Mayor Jane Censoria C. Yap, and all other offices concerned for their information and appropriate action.

(P. R. No. 146-23)

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ADOPTED, July 7, 2023.

CERTIFIED TO BE DULY ADOPTED:



ATTY. ADAM REILSON L. JALA
City Vice Mayor
Presiding Officer

ATTESTED:



LYNNE M. S. IBBA
Secretary, Sangguniang Panlungsod

FOREWORD

"Public office is a public trust. Public officials and employees shall, at all times, be accountable to the people and shall discharge their duties and responsibilities with utmost responsibility, integrity, competence and loyalty, act with patriotism and justice, lead modest lives, and uphold public interest over personal interest." Steered by this principle of governance, the City Government of Tagbilaran, under the present leadership has been doing its best to give better service to the people of Tagbilaran and beyond.

With the aim of providing effective and efficient service to the public and creating efforts of transparent accessibility for the clients to prevent red tape and other corruption practices, the National Government has enacted policies through Republic Act No. 11032 otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" and its Implementing Rules and Regulations.

The Anti-Red Tape Authority, being the lead agency in the implementation of the law, has directed all government agencies (both National Agencies and Local Government Units) to come up with Agency Standards manifested through the "Citizen's Charter", that provides comprehensive and relevant details of both internal and external services rendered by the concerned agencies. Through the establishment of the Citizen's Charter, procedures and requirements as well as rules and regulations in the government service will be simplified and streamlined.

This Second Edition of the City Government of Tagbilaran's Citizen's Charter, being an inclusive component to purposely achieve the new law of ensuring transparent delivery of Local Government Unit (LGU) services, serves as a readily accessible, comprehensive and updated guide for clients' information in the City Government of Tagbilaran.

All forms and contents of the Citizen's Charter are published in the handbook documents, LGU's official website/authorized social media accounts and billboards. This allows our clients to be well-informed and up-to-date of our services, hence inculcating the culture of Transparent and Good Governance in Tagbilaran City.



HON. JANE CENSORIA C. YAP
City Mayor



I. Mandate

The City Government of Tagbilaran adheres to the mandate of the Local Government Code of 1991 which allows power to local governments to ensure the preservation and enhancement of culture, promotion of health and safety, right of people to a balanced ecology, development of technological capabilities, improvement of public morals, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision

A highly urbanized, resilient and livable city by 2030.

III. Mission

To enrich the eco-cultural heritage, enhance sustainable and inclusive socio-economic growth and build a resilient community anchored in responsive governance and active multi-stakeholder participation.

IV. Service Pledge

We, the officials and employees of the City Government of Tagbilaran, do hereby swear and pledge to serve with a *badge of excellence*. We are committed to thrive in a culture of professionalism and competence in an enabling working environment. Our organization will strive to be well-defined and responsive to the ever-changing needs of the times. We are committed to build empowered partnerships that would propel our development goals to fruition. We will always ensure that responsive laws are implemented as we dedicate ourselves to a transparent and accountable governance, guaranteeing efficient service delivery. The Tagbilaran City Government and the rest of its personnel has made Infrastructure one of its major thrusts, and in so being, will develop adequate infrastructure projects for both social and economic growth. Business is an integral part of Tagbilaran City; thus, the City Government is dedicated to support the development and expansion of MSMEs and grow the pool of educated Tagbilaranons towards being highly skilled. Through these initiatives, we are focused and resolved to generate sufficient funds through expanded sources, with the end view of upholding sound financial management. We are in pursuit in attaining these goals to have a vibrant economy, green and well-balanced environment, and a high quality of life.



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City Mayor's Office

External Services



1. Approval to Rent and Use City Government’s Facility and Equipment

Government-owned property is often considered “public” property, although that does not mean that all such property is freely accessible to all citizens. Some government-owned properties are intended for public use and may be funded by taxation. Rental period is the calendar period during which government property is made available for non-governmental purposes. As a general rule, rental rates are considered reasonable when they represent or approximate the value in terms of accommodation, facility, amenities, and convenience. Rental rates should also be within the prevailing market rates with the same or similar condition or classification and located within the vicinity and shall be determined by multiplying the rental time by the appraisal rental rate expressed as a rate per hour.

Potential benefits to the government for authorizing the use and rental of government property for commercial use are to prevent any potential unfair comitive advantage; to keep the equipment in a high state of operational readiness through regular use; and to accrue substantial savings through overhead cost sharing and receipts of rental.

Office or Division		City Mayor’s Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> • Official Letter Request with complete details of the purpose to rent or use the equipment and facility of the City Government 		<ul style="list-style-type: none"> • Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter indicating the detailed information of the purpose to use or rent the equipment and facilities of the City Government.	1.1. Forward the request letter to the Secretary for approval.	None	3 minutes	<i>Incoming Document Controller</i> CMO
	1.2. Assess the request and seek the approval of the LCE.	None	3 minutes	<i>Administrative Officer V</i> CMO



	1.3. If request is granted, prepare the routing slip addressed to the GSO and hand-over it to the IDC.	None	3 minutes	<i>Administrative Officer V</i> CMO
2. Proceed to the CGSO for scheduling and profiling.	2. Advise the client to proceed to the City General Services Office to complete the process.	None	1 minute	<i>Administrative Officer V</i> CMO
Total		None	10 minutes	



2. Financial Assistance

Rising poverty and socio-economic gaps are among the main problems that societies face today. The government then bears the responsibility of not only protecting the basic human rights of the poor, but also their economic status because poverty is not just an individual problem, but a social issue. Hence, it is the government's role to remedy and directly take care of basic needs of the constituents by providing ample financial aid, rather than the minimum needs. Financial assistance comes in the form of hospitalization and medical assistance that will assist the poor, marginalized, vulnerable, and disadvantaged individuals in times of sickness, while the burial assistance program provides funds to help with the burial expenses of deceased indigents who do not have sufficient financial resources to meet funeral expenses when the eventuality happens.

Office or Division	City Mayor's Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Residents of Tagbilaran City
Checklist of Requirements	Where to Secure
Burial Assistance <ul style="list-style-type: none"> ● Letter Request signed by the immediate family member ● Death Certificate/Funeral Contract or Billing (1 original and 1 certified true copy) ● Barangay Clearance of the immediate family member (1 original copy) Hospitalization and Medical Assistance <ul style="list-style-type: none"> ● Letter Request signed by the immediate family member ● Official Hospital Billing Statement/ Original Copy of Medical Prescriptions issued and signed by the Physician/Original Quotations or Charge Slip from Medical Facilities signed by the Physician 	<ul style="list-style-type: none"> ● Client ● Local Civil Registrar's Office ● Barangay ● Client ● Billing Section of the Hospital



<ul style="list-style-type: none"> ● Barangay Endorsement of the patient or the immediate family member 	<ul style="list-style-type: none"> ● Physician/Medical Specialist
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Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements.	1. Assess the requirements, if complete. Create an entry in the online form and send it the person-in-charge.	None	4 minutes	<i>Administrative Staff</i> CMO
2. Wait for the approval from the LCE.	2.1. Process the transaction and evaluate the eligibility of the client. 2.2. If successful, issue a routing slip to the BACU office indicating the amount granted for the said financial assistance.	None	5 minutes	<i>Administrative Staff</i> CMO
3. Proceed to the BACU office for the availment slip.	3. Inform the client to proceed to BACU.	None	1 minute	<i>Administrative Staff</i> CMO
Total		None	10 minutes	



3. Issuance of Various Certifications

A certification is an official proof that something is true or authentic, or the process of obtaining that proof that is needed in the processing of papers to avail a certain program or benefit. On the other hand, a certification demonstrates one's ability and that one has met a certain standard of competence that can give competitive advantage, more job opportunities, higher pay, and job security. Most often, clients ask for certifications to form part of the supporting documents necessary in their application for employment.

Office or Division		City Mayor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Official Letter Request (1 original copy) ● Official Receipt (1 original copy) ● Filled-out Request Form (1 original copy) 		<ul style="list-style-type: none"> ● Client ● City Treasurer's Office ● City Mayor's Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request letter indicating the purpose of the certification.	1.1. Facilitate the client and assess the requirements. 1.2. Ask the client to pay the fee.	None	2 minutes	<i>Incoming Document Controller</i> CMO
2. Pay the fee at the City Treasurer's Office.	2. Receive the payment.	Php 100.00	10 minutes	<i>Cashier</i> CTO
3. Present Official Receipt and fill out the request form.	3.1. Attach the Official Receipt and request form together with the request letter.	None	3 minutes	<i>Incoming Document Controller</i> CMO



	<p>3.2. Inform the client that they will be notified within the day or up to three days once the certification is already signed by the LCE and ready for pick up.</p>	None	1 day	<p><i>Incoming Document Controller</i> CMO</p>
	<p>3.3. Endorse the complete requirements to draft the certification.</p>			<p><i>Executive Assistant III</i> CMO</p>
	<p>3.4. Submit the draft certification to the legal assistant for review.</p>	None		<p><i>Executive Assistant III</i> CMO</p>
	<p>3.5. Proofread and evaluate the legalities of the certification.</p>	None		<p><i>Executive Assistant III</i> CMO</p>
	<p>3.6. If the document is deemed valid and found appropriate, endorse the said to the Mayor's Secretary for signature.</p>	None		<p><i>Legal Officer</i> CLO</p>



	<p>If the certification has to comply supporting documents or legal basis, indorse the request to the incoming document controller to inform the requesting party on what needs to be complied.</p> <p>3.7. Prepare the said certification for LCE's signature.</p> <p>3.8. Approve.</p> <p>3.8. After the LCE has signed the document, call the requesting person to claim the certification.</p>	None		<p><i>Legal Officer</i> CLO</p> <p><i>Legal Officer</i> CLO</p> <p><i>Administrative Officer V</i></p>
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		None		CMO
		None	1 day	<i>Local Chief Executive</i>
		None	3 minutes	<i>Outgoing Document Controller</i> CMO
Total		None	2 days and 18 minutes	



City Mayor's Office

Internal Services



1. Issuance of Travel Order

Only the agency head has the authority to approve travel. No official travel shall be allowed unless it is strictly within the mandate of the requesting government official or personnel, the projective expenses are not excessive, and the travel is expected to bring substantial benefit to the City Government. These policies and procedures, applied to all the City officials, department heads, and employees, standardize the process for authorizing, approving, justifying, and reimbursing official travels, as the case maybe. They also provide requirements and guidance about expenses allowed while employees to select the most economical method of travel for each trip.

Office or Division		City Mayor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Government		
Who May Avail		City Government Employees		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Original Letter request/Endorsement from the Department Head ● Original/CTC of Official Invitation 		<ul style="list-style-type: none"> ● Department Head ● Inviting Agency 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Training Directives issued by the CHRMDO.	1.1. Draft Travel Order once the employee/s have been granted the Training Directives from the CHRMDO.	None	10 minutes	<i>Administrative Officer V</i> CMO
	1.2. Prepare the Travel Order and indorse the draft to the Legal Assistant for review.	None	5 minutes	<i>Administrative Officer V</i> CMO



	<p>1.3. Evaluate the draft travel order and the attached requirements.</p> <p>1.4. If found appropriate, indorse the documents to the secretary for LCE's signature.</p> <p>1.5. Approve.</p> <p>1.6. After the LCE have signed the travel order, forward the said document to the Outgoing Document Controller to process the release of the Travel Order to the respective stations or offices of the recipients.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>5 minutes</p> <p>1 day</p> <p>5 minutes</p>	<p><i>Legal Officer</i> CLO</p> <p><i>Legal Officer</i> CLO</p> <p><i>Local Chief Executive</i></p> <p><i>Administrative Officer V</i> CMO</p> <p><i>Outgoing Document Controller</i> CMO</p>
Total		None	1 day and 30 minutes	



City Mayor's Office – Information and Communications Technology

Internal Services



1. Graphic Lay-out and Design

Create and combine symbols, images and texts to form visual representations of ideas and messages.

Office or Division		City Mayor's Office-Information and Communications Technology		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments, Barangays		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Lodge request for lay-out and design in person, through electronic mail (e-mail) or through telephone call.	1.1. Gather content data and raw material from client, if available.	None	20 minutes	<i>Administrative Assistant IV</i> CMO
	1.2. Conceptualize design according to client's specifications.	None	1 hour	
	1.3. Execute design.			
	1.4. Submit the design for approval by client.	None	2 hours	
	1.5. Effect design changes	None	10 minutes	



	requested by client, if any.			
	1.6. Re-submit design for final approval by client.	None	1 hour	
		None	10 minutes	
	Total	None	4 hours and 40 minutes	



2. Hardware and Software Repair and Maintenance

These are preventive and remedial services that repair or optimize both the hardware and software.

Office or Division		City Mayor's Office-Information and Communications Technology		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices, Barangays, Tagbilaran City Public Schools, Tagbilaran City PNP		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Lodge request for repair and maintenance in person or through telephone call.	1.1. Log request and schedule repair based on availability of IT staff.	None	2 minutes	<i>Administrative Assistant IV</i> CMO
	1.2. Proceed to the requesting office	None	20 minutes	
	1.3. Troubleshoot by diagnosing and refining the issues relayed by user/client.	None	Situation-specific depending on the problem	
	1.4. Fix the problem according to system or			



	hardware diagnosis 1.5. Have the equipment or software tested by user/client to see if problem is fixed If problem still persists, ask the user/client to bring the unit to IT office for further software and hardware diagnosis.	None None	Situation-specific depending on the problem 1 hour	
	Total	None	1 hour and 22 minutes plus situation-specific time	



3. Network Management, System and Database Server Maintenance

Keeping computer network running seamlessly and up to the minute; maintaining computer networks and solving any problems that occur.

Office or Division		City Mayor's Office-Information and Communications Technology		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Lodge request for repair and maintenance in person or through telephone call.	1.1. Log request and perform immediate repair.	None	2 minutes	<i>Executive Assistant III</i> CMO
	1.2. Discuss with user/client the details of the network issues experienced	None	10 minutes	
	1.3. Troubleshoot by diagnosing and refining the issues relayed by user/client.	None	30 minutes	
	1.4. Fix the problem according to system diagnosis.	None		



	1.5. Perform network dry-run to check if problem is fixed. If problem still persists, perform advance system diagnosis.	None	Situation-specific depending on the problem 1 hour	
	Total	None	1 hour and 43 minutes plus situation-specific time	



4. Software Development

A process of conceiving, specifying, designing, programming, documenting, testing and bug-fixing involved in creating and maintaining application or other software components. *Software Development qualified for multi-stage processing.*

Office or Division		City Mayor's Office-Information and Communications Technology		
Classification		Highly Technical		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Lodge request in person or through telephone call.	1.1. Gather information about what the software should be, its purposes and how it is supposed to provide solution to the current problem faced by a particular office/s.	None	1 day	<i>Programmer I</i> CMO
	1.2. Determines the resources required for implementing the software and the cost, if any.	None	7 days	
	1.3. Turn the software specifications into			



	<p>a design plan by defining the functionality of each module as well as their interaction between modules or with a third-party module if any.</p> <p>1.4. Start actual development and code according to the client own standards.</p> <p>1.5. Test the code to make sure it is free of bugs, and adheres to the client requirements.</p> <p>1.6. Deploy the software to the production environment so users can start using the product.</p> <p>1.7. Perform maintenance over time to change the system architecture</p>	<p>None</p> <p>None</p> <p>None</p>	<p>14 days</p> <p>Situation-specific depending on the size and complexity of the program</p> <p>14 days</p>	
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	according to future needs. This may require the addition of code or alteration of the existing code.	None	2 days	
		None	Client-specific depending on their request	
	Total	None	38 days plus situation-specific time and client-specific time	



5. Website Updating and Maintenance

Oversee the functionality of the website, evaluate and manage website performance, facilitate hosting and server management, and develop, maintain and update website content.

Office or Division		City Mayor's Office-Information and Communications Technology		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Lodge request for website updating and maintenance in person, through electronic mail (e-mail) or through telephone call.	1.1. Gather content data and raw material from client, if available.	None	2 minutes	<i>Administrative Assistant III</i> CMO
	1.2. Secure approval from IT Office Head of the proposed website update.	None	10 minutes	
	1.3. Update website according to client's specifications.	None	30 minutes	
	1.4. Secure feedback from client if he/she is satisfied with the			



	update made on the website.	None	1 hour	
	1.5. Effect changes required by client, if any.	None	3 hours	
	Total	None	4 hours and 4 minutes	



6. Video Editing

Assembling recorded raw material into a suitable, finished product ready for broadcast.

Office or Division		City Mayor's Office-Information and Communications Technology		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices, Barangays		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Lodge request for lay-out and design in person, through electronic mail (e-mail) or through telephone call.	1.1. Gather content data and raw material from client, if available.	None	20 minutes	<i>Administrative Aide II</i> CMO
	1.2. Conceptualize video according to client's specifications.	None	1 hour	
	1.3. Execute and render video design.	None	2 hours	
	1.4. Submit the draft video for approval by client.	None	15 minutes	



	1.5. Effect video changes requested by client, if any.			
	1.6. Re-submit video for final approval by client.	None	2 hours	
		None	15 minutes	
	Total	None	5 hours and 50 minutes	



City Mayor's Office – Barangay Affairs and Constituency Unit

External Services



1. Baskog nga Barangay Health Program (BABA Health Card Program)

The Baskog nga Barangay Program is created pursuant to the inherent authority of Tagbilaran City to provide general welfare services to the residents. By this and the regulations under it, Tagbilaran City intends to ensure that the city residents, especially the indigents, receive quality health services in a fair and equitable manner. A total of twenty thousand pesos (P20,000.00) hospitalization assistance per household is allotted per year.

A. New Availment (For new members)

Office or Division		City Mayor's Office-Barangay Affairs and Constituency Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City		
Checklist of Requirements		Where to Secure		
Basic Requirements <ul style="list-style-type: none"> ● Letter of Request addressed to the City Mayor ● Barangay Clearance of patient or parents if patient is minor ● Barangay Endorsement for patient or parents if patient is minor ● Medical Certificate or Certificate of Confinement/Abstract ● Final or Partial Hospital Billing signed by the billing clerk ● Baba Health Card Membership Form 		<ul style="list-style-type: none"> ● Client ● Barangay Hall ● Barangay Hall ● Hospital Medical Record's Unit ● Hospital Billing Section ● BACU Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Preparation of Documentary Requirements	<ul style="list-style-type: none"> ● Receive request of client; ● Concerned agency or office issue 	Fees vary for each office concerned	1 day	<i>Barangay Officials Hospital Clerk</i>



	requested document/s to client			
2. Proceed to the Mayor's office and submit letter request	<ul style="list-style-type: none"> • CMO staff receive request and conduct eligibility assessment 	None	5 minutes	<i>City Mayor's Office Staff</i>
3. Proceed to BACU Office and submit all documentary requirements including availment slip issued by the CMO	<ul style="list-style-type: none"> • BACU Staff receive documents; • BACU Staff conduct validation and review of documentary requirements; • If documentary requirements are incomplete, client is given time to comply; • If documentary requirements are complete & upon validation the client is eligible, BACU Staff will require the client to fill-up the BABA Health Membership Application Form 	None	5 minutes	<i>BACU CAO II</i>
4. Client fills-up the BABA Health Membership Form and submit	4. Upon completion of the form, the BACU Staff issues a confirmation slip, as	None	5 minutes	<i>Client BACU Staff</i>



the same to the BACU Staff	proof of assistance. The said slip serves as a guarantee note for the assistance to be provided.			
5. Client submits Confirmation Slip to the hospital cashier as payment for the assistance provided by the City Government	5. Hospital staff takes the slip and returns the other half (BACU Office's Copy) to the client.	None	1 day	<i>Hospital Cashier / Billing Clerk</i>
6. Client returns to the BACU Office and submit the return slip (BACU Office's Copy), duly received by the hospital cashier or billing clerk	6. BACU staff takes copy of the slip as proof of utilization and shall keep / file it properly END OF TRANSACTION	None	2 minutes	<i>BACU CAO II</i>
Total		None	2 DAYS & 17 MINUTES	



2. Burial Assistance

Burial Assistance is provided to the family of qualified Tagbilaranons through the City Social Welfare and Development Office. Assistance of Php 15, 000.00 are given either directly to the bereaved family or to the Funeral Service provider chosen by the beneficiary. The assistance can be availed through direct payment to funeral service provider or cash assistance to the family.

Office or Division		City Mayor's Office-Barangay Affairs and Constituency Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Letter of Request addressed to the City Mayor ● Barangay Certificate of Residency (3 photocopies) ● Barangay Endorsement (3 photocopies) ● Registered Death Certificate (3 photocopies) ● Valid ID of the person assigned or designated to process the claim (3 photocopies) 		<ul style="list-style-type: none"> ● Client ● Barangay Hall ● Barangay Hall ● Hospital/City Civil Registrar's Office ● Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to City Mayor's Office and submit letter of request.	1. Receive request and conduct eligibility assessment. Issue availment slip with financial value as assistance.	None	5 minutes	Staff City Mayor's Office
2. Proceed to BACU Office and submit all documentary	2. Receive documents, and conduct validation and	None	5 minutes	BACU CAO II BACU



<p>requirements including availment slip issued by CMO staff.</p>	<p>review of documentary requirements.</p> <p>If documentary requirements are incomplete, client is given time to comply.</p> <p>If documentary requirements are complete and upon validation client is eligible, issue certification or endorsement for DSWD assistance.</p>			
<p>3. Proceed to CSWD office and submit validated documentary requirements necessary for the issuance of guarantee letter or provision of assistance needed.</p>	<p>3. Accept documents, conduct case intake with client. Issue guarantee letter/note for direct payment to funeral home and explain to the client that claims will take 3 weeks to process.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Social Welfare Officer</i> CSWDO</p>
<p style="text-align: right;">Total</p>		<p>None</p>	<p>20 minutes</p>	



3. City Scholarship Program

The scholarship program is designed for the poor but deserving college students, all barangay SK Chairpersons, and other scholars with exceptional contributions to the City of Tagbilaran. A ten thousand pesos (Php 10, 000.00) tuition subsidy per scholar is granted on a per semester basis. Scholars who graduated with Latin honors shall be given incentives from Php 3,000.00 to Php 10,000.00.

A. Every First Semester of the School Year and for New Applications

Office or Division	City Mayor's Office-Barangay Affairs and Constituency Unit
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen
Who May Avail	All incoming first year college and college students who are Tagbilaran City residents
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> ● Application letter addressed to the City Mayor ● Certificate of good moral character from the Punong Barangay ● Medical Certificate issued by any government physician that the applicant is physically and psychologically fit to undergo the college studies ● Latest 2x2 picture ● Personal Data Sheet (CMO-prescribed form) ● Endorsement letter from the Barangay Coordinator for identification and residency purposes ● Police Clearance ● Certificate of Barangay Low Income or indigency ● Certificate of Enrollment by the School Registrar ● Photocopy of Certification from the school that he/she is not a recipient of a scholarship grant of similar 	<ul style="list-style-type: none"> ● Personal ● Barangay Hall ● City Health Office ● Photo Studios ● BACU Office ● Barangay Hall ● Tagbilaran City PNP ● Barangay Hall



<p>nature from any private or government institution</p> <ul style="list-style-type: none"> ● Photocopy of certificate of Grades with NO FAILING GRADE and GWA of at least 80% in high School for incoming freshmen and a GWA of 2.50 in the preceding semester for college students. ● Photocopy of certificate of Billing from the School ● Photocopy of Certificate of Scholarship for old applicant ● Photocopy of previous certificate of Dean's list ● Photocopy of Voter's Certificate or Voter's ID 		<ul style="list-style-type: none"> ● School Registrar ● School Registrar ● School Registrar ● School Billing Clerk ● BACU Office ● School Registrar ● City COMELEC 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to BACU Office and submit complete requirements to the City Scholarship Staff.	1. Accept documents, conduct spot review of the submitted documents and validate if client will qualify, and explain to the client to wait for further	None	5 minutes	<i>Staff</i> BACU



	<p>announcement after the screening process.</p> <p>If documentary requirements are incomplete, return the document and give the client time to comply.</p> <p>If documentary requirements are complete, issue Acknowledgement receipt as proof of submission. Any claim of submission without proof will not be entertained by the scholarship staff. Staff advises client to wait for further announcement after the screening process.</p>			
<p>2. Wait for the results of the screening. Successful and unsuccessful applicants will be informed through</p>	<p>2. Conduct screening of applications, identify qualified scholars, prepare list of successful applicants, and</p>	<p>None</p>	<p>15 days</p>	<p><i>Scholarship Committee & Staff</i> BACU</p>



SMS. In cases where no communication is received, contact the office at 411-2222 local 105 or 106 for inquiry.	post in social media or public bulletin boards names of successful applicants.			
3. Check Facebook account or bulletin board of BACU for the list of successful applicants who passed the screening process.	3. Communicate results of the screening to all applicant including partner institutions and process payment of subsidies.	None	5 minutes	Staff BACU
4. Attend Basic Orientation Session and Awarding of Certificate of Scholarship Subsidy.	4. Announce schedule of orientation and awarding of Certificate of Scholarship Tuition Fee Subsidy. For now, virtual orientation is set.	None	1 hour	Staff BACU
Total		None	15 days, 1 hour & 10 minutes	



4. Hiring of Job Order Employees

An assistance for jobseekers who wish to be part of the manpower of the City Government as Job Order employees. The process is undertaken based on the mandate of the City Mayor as hiring authority.

Office or Division		City Mayor's Office-Barangay Affairs and Constituency Unit		
Classification		Highly Technical		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City residents		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Application Letter/ Letter of Intent addressed to the City Mayor ● Personal Data Sheet (Revised 2017) ● Voter's ID, Voter's Claim Stub or Voter's Certification (1 photocopy) ● Local Live Birth/Birth Certificate or PSA (1 photocopy) ● Endorsement from the Barangay ● Barangay Clearance ● Police Clearance 		<ul style="list-style-type: none"> ● Personal ● CSC Website ● City COMELEC ● PSA or Local Civil Registrar ● Barangay Hall ● Barangay Hall ● Tagbilaran City PNP 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to BACU office (every 5 th day of the 1 st week of the last month of the quarter).	1. Accept documents and conduct spot review of the submitted documents and validate if client will qualify. If documentary requirements are	None	5 minutes	Staff BACU



	<p>incomplete, client is given time to comply and documents are returned.</p> <p>If documentary requirements are complete, advise client to wait for the screening process.</p>			
2. Wait result of the screening.	2. Conduct screening process and validation of documentary requirement submitted by client.	None	15 days	Screening Committee & Staff BACU
3. Check BACU bulletin board for the list of successful JO applicants.	3. Prepare list of successful JO applicants and communicate results by posting at the bulletin board the list of name of successful JO applicants. Names are posted 2-3 days before the end of every quarter. Forward same list to CHRMDO.	None	5 minutes	Staff BACU
4. If successful, wait call of CHRMDO for JO signing (1 st week-	4. Review and issue Job Order for signature.	None	5 days	CHRMDO



2 nd week of the first month of the quarter).				
5. Secure Office Order.	5. Receive request for Office Order and issue Office Order.	None	3 minutes	<i>Staff</i> BACU
Total		None	20 days & 13 minutes	



5. Medical Assistance

Medical assistance to individual in crisis situations are given to qualified Tagbilaranons through the City Social Welfare and Development Office.

Office or Division		City Mayor's Office-Barangay Affairs and Constituency Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are not beneficiaries or members of BABA Health Card Program		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Letter of Request addressed to the City Mayor ● Barangay Certificate of Indigence (3 photocopies) ● Barangay Endorsement (3 photocopies) ● Doctor's Prescription (3 photocopies) ● Medical Certificate (3 photocopies) ● Valid ID of the person assigned or designated to process (3 photocopies) 		<ul style="list-style-type: none"> ● Client ● Barangay Hall ● Barangay Hall ● Hospital/Clinic ● Hospital/Clinic ● Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to City Mayor's Office and submit letter of request.	1. Receive request and conduct eligibility assessment. Issue availment slip with financial value as assistance.	None	5 minutes	Staff City Mayor's Office
2. Proceed to BACU Office and submit all documentary	2. Receive documents, and conduct validation and	None	5 minutes	BACU CAO II BACU



<p>requirements including availment slip issued by CMO staff.</p>	<p>review of documentary requirements.</p> <p>If documentary requirements are incomplete, client is given time to comply.</p> <p>If upon validation, client is already a BABA Card beneficiary, advise client that he/she is not qualified.</p> <p>If documentary requirements are complete and upon validation client is eligible, issue Certification or endorsement for CSWD assistance.</p>			
<p>3. Proceed to CSWD office and submit validated documentary requirements necessary for the issuance of guarantee letter or provision of assistance needed.</p>	<p>3. Accept documents, conduct case intake with client and issue guarantee letter/ note or provide client with assistance needed.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Social Welfare Officer</i> CSWDO</p>



4. Proceed to the City Treasurer's Office to claim check.	4. Receive request or inquiry and release check to beneficiary.	None	5 minutes	<i>Cashier</i> City Treasurer's Office
Total		None	25 minutes	



City Mayor's Office – Public Employment Services Office

External Services



1. Assistance in the Conduct of Special Recruitment Activity

An employment strategy which aims to fast track the meeting of jobseekers and a certain employer (one at a time, be it for local or overseas hiring) in one venue at a specific date, for immediate matching.

Office or Division	City Mayor's Office-Public Employment Services Office
Classification	Complex
Type of Transaction	G2B-Government to Business
Who May Avail	Local Companies and Overseas Agencies
Checklist of Requirements	Where to Secure
<p>For local recruitment:</p> <ul style="list-style-type: none"> ● Letter of Intent ● Business Permit (1 photocopy) ● Phil-Jobnet Registration & Phil-Jobnet vacancy posting (1 photocopy) ● SEC/DTI/CDA Registration (1 photocopy) ● BIR Form 2303 (1 photocopy) ● Registry of Establishment (1 photocopy) ● Details of Job Vacancies <p>For overseas recruitment:</p> <ul style="list-style-type: none"> ● Letter of Intent ● Valid POEA License (1 photocopy) ● Special Recruitment Authority from POEA (1 original copy) ● POEA-Certified Job Order Balances (1 photocopy) ● Deed of Undertaking, if foreign principal/employers participate in the recruitment (1 original copy) ● Deployment Report ● Details of Vacancies 	<ul style="list-style-type: none"> ● Client ● BPLO ● Phil-Jobnet (Online)/DOLE ● SEC/DTI/CDA ● BIR ● DOLE ● Client ● Client ● POEA ● POEA ● POEA ● Legal Office



		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire and inform the office of their request for the conduct of a Special Recruitment Activity through e-mail, formal letter or through phone.	1.1. Acknowledge the receipt of the said request. 1.2. Forward the request to the LMI Officer.	None	1 minute	<i>Information In-Charge</i> PESO
2. Submit the requirements to the LMI Officer and determine the schedule of the proposed Special Recruitment Activity.	2.1. Check and verify the submitted requirements and availability of the schedule. 2.2. Forward the request to the PESO Manager for perusal and approval. (In some instances, the PESO Manager will eventually relay the request to the City Mayor for confirmation.)	None	15 minutes	<i>LMI Officer</i> PESO
3. Wait for the approval of the request.	3.1. Upon approval, forward the complete details of the scheduled SRA (job openings with corresponding	None	3 days	<i>PESO Manager</i> PESO



	<p>qualifications included) to the IT Officer for the customized layout.</p> <p>3.2. For overseas recruitment, issue a Letter of No Objection (with the City Mayor as the signatory) to the requesting party.</p> <p>3.3 Inform the concerned local company/ overseas agency as to the approved schedule of the requested SRA and send a copy of the final layout of the poster.</p>			
4. Confirm the approved Special Recruitment Activity. (For overseas recruitment, process and send the Special Recruitment Authority from POEA).	<p>4.1. Advertise the recruitment activity. (For overseas recruitment, wait for the approved SRA).</p> <p>4.2 Give final instruction/s to the requesting party.</p>	None	4 days	<i>Placement Officer</i> PESO
Total		None	7 days & 16 minutes	



2. Job Matching and Referral of Walk-in Applicants

A mandated assistance for jobseekers ensure that the applicant referred for a particular position is qualified on the basis of the competency requirements posted by the employers.

Office or Division		City Mayor's Office-Public Employment Services Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Jobseekers		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ●Application Letter (1 original copy) ●Resume/Biodata (1 original copy) ●2x2 ID picture (1 original copy) ●PEIS Form (1 original copy) 		<ul style="list-style-type: none"> ●Client ●Client ●Client ●PESO Information Desk/In-Charge 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire from the PESO Information In-Charge and sign the log book for attendance.	1.1. Give the log book for the client to sign. 1.2. Give the PEIS Form for the client to fill out.	None	1 minute	<i>Information In-Charge</i> PESO
2.Fill out the PEIS Form.	2.1. Ask for the filled-out PEIS Form and check for the completeness of said the form. 2.2. Instruct the client to proceed to the Placement Officer's Desk for assessment.	None	10 minutes	<i>Information In-Charge</i> PESO
3.Return the accomplished PEIS Form and	3.1. Collect the PEIS Form, Resume/Biodata	None	1 minute	<i>Placement Officer</i>



present Resume/Biodata and Application Letter to the Placement Officer.	and Application Letter from the client. 3.2. Instruct the applicant to scan the job vacancy listing.			PESO
4.Scan the List of Job Vacancies.	4.1. Check and evaluate the Resume and Application Letter of the applicant. 4.2. Commence job matching and, if matched, forward applicant's credentials to the employer/s. 4.3. Instruct the applicant to wait for feedback from the probable employer.	None	30 minutes	<i>Placement Officer</i> PESO
5.Wait for the progress and try to follow-up the application, if necessary.	5.1. Follow up the referral for possible employment of the applicant. 5.2. Contact and inform the applicant as to the status of his/her application.	None	7 days	<i>Placement Officer</i> PESO
Total		None	7 days & 42 minutes	



3. Posting of Job Vacancies

An assistance allowing companies to post job openings in the PESO Bulletin given that they are duly registered and lawfully operating.

Office or Division		City Mayor's Office-Public Employment Services Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Local Employers		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Business Permit (1 photocopy) ● Phil-Jobnet Registration & screenshot copy of job vacancy posting ● BIR Form 2303 (1 photocopy) ● Company Poster of Job Vacancies 		<ul style="list-style-type: none"> ● BPLO ● Phil-Jobnet ● BIR ● Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire and inform the office of their request for Job Vacancy Posting through e-mail, formal letter or through phone.	1.1. Acknowledge the receipt of the said request. 1.2. Forward the request to the LMI Officer.	None	1 minute	<i>Information In-Charge</i> PESO
2. Submit the requirements to the LMI Officer.	2.1. Check the requirements submitted. Notify requesting party for lacking requirements. 2.2. Forward the request to the PESO Manager	None	5 minutes	<i>LMI Officer</i> PESO



	for perusal and approval.			
3. Wait for the approval of the request.	<p>3.1. Inform the concerned company as to the status of their request.</p> <p>3.2. Upon approval, forward the poster/s of vacancies to the IT Officer for uploading to the Official PESO Page.</p> <p>3.3. Secure a copy of the poster/s for posting on the PESO Bulletin Board.</p>	None	10 minutes	<i>LMI Officer</i> PESO
Total		None	16 minutes	



4. Skills Training Referral

An assistance given to probable qualified beneficiaries of skills training for City-initiated projects but more so for TESDA Scholarship Programs.

Office or Division		City Mayor's Office-Public Employment Services Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		Registered City Residents		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ●PEIS Form (1 original copy) ●Biodata (1 original copy) ●1x1 ID Photo (1 original copy) 		<ul style="list-style-type: none"> ●PESO Information Desk/In-Charge ●Client ●Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Inquire from the PESO Information In-Charge and sign the log book for attendance.	1.1. Give the log book for the client to sign. 1.2. Give the PEIS Form for the client to fill out.	None	1 minute	<i>Information In-Charge</i> PESO
2. Fill out the PEIS Form.	2.1. Ask for the filled-out PEIS Form and check for the completeness of said the form. 2.2. Instruct the client to proceed to the CTEC's Desk for assessment.	None	10 minutes	<i>Information In-Charge</i> PESO
3. Return the accomplished	3.1. Collect the PEIS Form and	None	1 minute	<i>Community Training and</i>



PEIS Form and present Biodata to the CTEC.	Biodata from the client. 3.2. Instruct the client to scan the List of Scholarship Trainings available.			<i>Employment Coordinator</i> PESO
4. Scan the List of Scholarship Trainings.	4.1. Evaluate the PEIS Form and Biodata of the client. 4.2. Check for the availability of the desired skills training/s. 4.3. If available, refer client to TESDA/TESDA-registered training center/s for enrollment. If not available as of the moment, instruct the client to write complete details in a separate log book for listing to future training/s.	None	10 Minutes	<i>Community Training and Employment Coordinator</i> PESO
5. Sign the log book for listing.	5.1. Give the log book for the client to sign. 5.2. Check completeness of client's details for future referral.	None	1 minute	<i>Community Training and Employment Coordinator</i> PESO
Total		None	23 minutes	



City Mayor's Office – Public Employment Services Office

Internal Services



1. Submission of PESO Monthly Report

A report of all PESO activities submitted to the Department of Labor and Employment on a regular basis for evaluation and further enhancement of the existing employment facilitation service of the office.

Office or Division		City Mayor's Office-Public Employment Services Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Department of Labor and Employment		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Make a monthly follow-up of PESO Report through email, phone or online group chat	1.1. Acknowledge receipt of the request.	None	1 minute	<i>PESO Manager</i> PESO
	1.2. Consolidate data of monthly activities of the office.	None	1 day	
	1.3. Make the report and forward to the City Mayor's Office for signature.	None	2 days	
	1.4. Make an office transmittal of the requested document or photocopy the report.	None	2 minutes	
2. Sign the received copy of the transmittal/	2.1. Submit the requested monthly report	None	10 minutes	<i>PESO Manager</i>



photocopy of the PESO Monthly Report.	together with the supporting documents to DOLE. 2.2. Keep a file of the submitted report.	None	1 minute	PESO
Total		None	3 days & 14 minutes	



City Mayor's Office – City Tourism Office

External Services



1. Facilitation of Request for Tours

Assist domestic and foreign tourists for local tours.

Office or Division		City Mayor's Office-City Tourism Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizens G2G-Government to Government		
Who May Avail		Domestic and Foreign Tourist Visitors		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> Approved Request Letter from the City Mayor's Office 		<ul style="list-style-type: none"> Client 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present approved request letter with the filled-out contact tracing form.	1.1. Receive approved request letter with the filled out contact tracing form.	None	1 minute	<i>Receiving Personnel</i> City Tourism Office
	1.2. Arrange specifics of itineraries.	None	15 minutes	
	1.3. Assign a tour guide.	None	5 minutes	
Total		None	21 minutes	



2. Standards and Regulatory Services

Facilitate the application of all tourism-related establishments operating within the city during the renewal or filing of new Business/Mayor's permits.

Office or Division	City Mayor's Office-City Tourism Office
Classification	Simple
Type of Transaction	G2B-Government to Business G2C-Government to Citizens G2G-Government to Government
Who May Avail	Primary Tourism Stakeholder Enterprise
Checklist of Requirements	Where to Secure
<p>For accommodations (hotels, hostels, inns, apartelle, resorts, pension houses, AirBnBs, lodges, homestays):</p> <ul style="list-style-type: none"> ● Accreditation Certificate ● DENR Certificate (if none yet, submit Affidavit of Undertaking) ● Duly-accomplished Application Form for Business Registration ● Official Receipt of corresponding fees (for renewal) <p>For travel/tour ticketing outlets, travel/tour operators, MICE facility, MICE organizers, eco-tour operators, tourist transport services and tour guides:</p> <ul style="list-style-type: none"> ● Accreditation Certificate ● Duly-accomplished Application Form for Business Registration ● Official Receipt of corresponding fees (for renewal) 	<ul style="list-style-type: none"> ● Department of Tourism VII ● City Legal Office ● Business Permit and Licensing Office ● City Treasurer's Office ● Department of Tourism VII ● Business Permit and Licensing Office



		● City Treasurer's Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements.	1.1. Check and receive requirements.	None	3 minutes	<i>Receiving Personnel</i> City Tourism Office
	1.2. Prepare and approve clearance.	None	2 minutes	
2. Receive clearance and supporting documents.	2. Issue clearance.	None	1 minute	<i>Processing Personnel</i> City Tourism Office
Total		None	6 minutes	



3. Tourism Promotions Assistance and Marketing Services

Provide promotional materials, tourist sites and destinations with some short background and maps to assist visiting domestic and foreign guests while in the city.

Office or Division		City Mayor's Office-City Tourism Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizens G2G-Government to Government		
Who May Avail		Domestic and Foreign Tourist Visitors		
Checklist of Requirements		Where to Secure		
None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Coordinate with the Tourism Office for queries about accreditation, building designs under Heritage District, sites, accommodations, travel and tours, tourist transport, tour guides, itineraries and all tourism-related activity.	1.1. Fill out contact tracing form.	None	1 minute	<i>Receiving Personnel</i> City Tourism Office
	1.2. Fill out logbook for details.	None	1 minute	
	1.3. Provide brochure with map and destination guide.	None	1 minute	
	1.4. Provide details of all tourism-related queries.	None	Client-specific depending on the queries asked	
Total		None	3 minutes plus client-specific time	



City Mayor's Office – City Events, Culture and Arts Office

External Services



1. Provision of Technical Assistance to Existing Culture and Arts Projects

An assistance given to existing culture and arts projects aimed at strengthening associations, managing the project, and evaluating and monitoring its progress.

Office or Division		City Mayor's Office-City Events, Culture and Arts Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizens G2G-Government to Government		
Who May Avail		City Council for Culture and Arts		
Checklist of Requirements		Where to Secure		
●Request Form		●CECAO		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill out request form for services requested.	1.1. Discuss the need of the services requested.	None	30 minutes	<i>CECAO Head</i> CECAO
	1.2. Arrange schedule for the provision of said requested service/s.	None	20 minutes	<i>Administrative Officer</i> CECAO
2. Conduct of services requested.	2. Grant requested services.	None	Situation-specific depending on the service requested	<i>CECAO Head</i> CECAO <i>Staff In-Charge</i> CECAO
3. Prepare post-activity report and	3. Prepare reports and send	None	5 days	<i>Staff In-Charge</i> CECAO



recommendations .	to requesting party.			
4. Follow up progress of Culture and Arts project.	4. Communicate with the focal person of said Culture and Arts project.	None	20 minutes	<i>Staff In-Charge</i> CECAO
Total		None	5 days, 1 hour and 10 minutes plus situation-specific time	



City Mayor's Office – Business Permit and Licensing Office

External Services



1. Issuance of Certification

A Certification is issued for the purposes requested by the client.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Individual/Group		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ●Request Letter (1 original copy) ●Official Receipt (1 original copy) 		<ul style="list-style-type: none"> ●Client ●City Treasurer's Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter duly approved by the City Mayor or City Administrator with the Endorsement from PNP.	1.1. Assess and validate documents.	None	5 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and payment.	Php 100.00 per certification	5 minutes	<i>Administrative Aide I</i> BPLO
3. Claim Certification.	3. Print and release Certification.	None	10 minutes	<i>Administrative Aide I</i> BPLO
Total		Php 100.00 per certification	23 inutes	



2. Issuance of Delivery Van/Vehicle Permit

A Vehicle Permit is issued to authorize the entry of delivery vans/vehicles in the City of Tagbilaran.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Individuals engaging in fishing activities		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ●Photo of Vehicle/Van (1 original copy-front and back) ●LTO OR and CR (1 photocopy) ●Business Permit (1 photocopy) 		Client		
		Client		
		Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to the BPLO.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and payment.	Those with business permit in Tagbilaran City: Php 500.00	5 minutes	<i>Administrative Aide I</i> BPLO



		Those without business permit in Tagbilaran City: Php 1,000.00		
3. Claim Vehicle Permit.	3.1. Print Vehicle Permit.	None	3 minutes	<i>Printing Staff - Administrative Officer I</i> Window No. 5 BPLO
	3.2. Release approved Vehicle Permit.	None	10 minutes	<i>Releasing Staff – Licensing Officer I</i> Window No. 13 BPLO
Total		As indicated on the payment slip	24 minutes	



3. Issuance of Mayor's Permit for Fisher Folks

A Mayor's Permit is issued to authorize individuals to conduct fishing activities in the coastal areas of the City.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizens		
Who May Avail		Individuals engaging in fishing activities		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Certification from the City Agriculture and Veterinary Office (1 original copy) ● Barangay Clearance (1 original copy) ● Fishing Vessel Clearance Certificate (1 photocopy) ● Safety and Security Environmental Numbering System (1 photocopy) 		<ul style="list-style-type: none"> ● Client ● Barangay where applicant is residing ● PNP Maritime Group ● Philippine Coastguard-Tagbilaran 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit requirements to the BPLO.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and payment.	Php 40.00 per <i>bangka</i>	5 minutes	<i>Administrative Aide I</i> BPLO



3. Claim Mayor's Permit	3.1. Print Mayor's Permit.	None	3 minutes	<i>Printing Staff - Administrative Officer I</i> Window No. 5 BPLO
	3.2. Release approved Mayor's permit	None	10 minutes	<i>Releasing Staff – Licensing Officer I</i> Window No. 13 BPLO
Total		Php 40.00 per <i>bangka</i>	24 minutes	



4. Issuance of New Business Permit

A Business Permit is a document issued to client/s who may apply for business in Tagbilaran City to legally operate provided that all requirements are complied with.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owners/Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Duly filled-out Unified Application Form (2 original copies) ● Certification from SEC/DTI/CDA (1 photocopy) ● Barangay Clearance (1 original copy) ● Occupancy Permit/Certificate of Old & Existing Building (1 photocopy) ● If renting, Lessor's Permit or Lease of Contract (Market Lessees) (1 photocopy) ● Real Property Tax Clearance (1 original copy) ● Fire Safety Inspection Certificate (1 photocopy) 		<ul style="list-style-type: none"> ● Business Permit and Licensing Office (BPLO) ● Department of Trade and Industry Office/Cooperative Development Authority/Securities and Exchange Commission ● Barangay where business is located ● Office of the Building Official (City Engineer's Office) ● Lessor ● City Treasurer's Office ● Bureau of Fire Protection Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get a BPLO queuing number at the Info Desk and submit filled-out Unified Form with complete	1.1. Assess submitted documents. 1.2. Release billing statement. 1.3. Inform the client to proceed	None	5 minutes	<i>Frontline Assessors</i>
		None	4 minutes	Windows 6-10 BPLO



documentary requirements.	to the Info Desk to get CTO queueing number for Business Tax and BFP payment.	None	1 minute	<i>Frontline Assessors for Priority Lane</i> Windows 11-12 BPLO
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2.1. Receive OR and input payment with e-tracs.	Fees based on the auto-generated billing provided by the e-tracs program	3 minutes	<i>Administrative Officer V</i> Door No. 5 BPLO
	2.2 Verify supporting documents and taxes paid.		2 minutes	
3. Claim Mayor's Permit or Business Permit.	3.1. Issue claim stub to the client.	None	3 minutes	<i>Frontline Assessors</i> Windows 6-10 BPLO <i>Frontline Assessors for Priority Lane</i> Windows 11-12 BPLO
	3.2. Print Mayor's Permit.	None	4 minutes	<i>Printing Staff - Administrative Officer I</i> Window No. 5 BPLO <i>Releasing Staff -</i>



	3.3 Release the Mayor's Permit or Business Permit and Business Plate.	None	10 minutes	<i>Licensing Officer I</i> Window No. 13 BPLO
Total		As reflected on the payment slip	32 minutes	



5. Issuance of New Business Permit (eBusiness Permit – Online)

A Business Permit is a document issued via online process to client/s who may apply for business in Tagbilaran City to legally operate provided that all requirements are complied with.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owners/Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Duly filled-out Unified Application Form (1 original copy) ● Certification from SEC/DTI/CDA (1 photocopy) ● Barangay Clearance (1 original copy) ● Occupancy Permit/Certificate of Old & Existing Building (1 photocopy) ● If renting, Lessor's Permit or Lease of Contract (Market Lessees) (1 photocopy) ● Real Property Tax Clearance (1 original copy) ● Fire Safety Inspection Certificate (1 photocopy) 		<ul style="list-style-type: none"> ● BPLO ● Department of Trade and Industry Office ● Barangay where business is located ● Office of the Building Official (City Engineer's Office) ● Lessor ● City Treasurer's Office ● Bureau of Fire Protection Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Access Online Application Form through www.tagbilaran.gov.ph and submit documentary requirements.	1.1. Assess submitted documents. 1.2. Forward approved applications to the City Treasurer's Office for	None	10 minutes	<i>Administrative Aide I</i> BPLO



	assessment of business taxes.			
2. Pay taxes, fees and charges as reflected on the billing statement sent through email and SMS.	2. Send auto-generated email to the client and ask them to pay through the different modes of online payment.	Fees based on the auto-generated billing provided by the e-tracs program	5 minutes	<i>Business Tax Assessor</i> City Treasurer's Office
3. Claim Mayor's Permit or Business Permit.	3.1. Send auto-generated email to the client informing them of the estimated date of the delivery of their business permits. 3.2. Deliver the Mayor's Permit or Business Permit.		3 hours 3 days	<i>Liaison Officers</i> BPLO
Total		As reflected on the payment slip	3 days, 3 hours and 15 minutes	



6. Issuance of Special Permit (Motorcade, Parade, Events, Fire/Earthquake Drills and the like)

A Special Permit is issued to authorize individuals or groups in the conduct of their activities.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Individual/Group engaging in special activities for a temporary period of time		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Request Letter approved by the City Mayor or City Administrator (1 original copy) ● Endorsement from PNP (1 original copy) 		<ul style="list-style-type: none"> ● Client ● City PNP 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter duly approved by the City Mayor or City Administrator with the Endorsement from PNP.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and payment.	Motorcade: Php 500.00 Parade: Php 1,000.00	5 minutes	<i>Administrative Aide I</i> BPLO



		<p>Marathons/ Fun Run:</p> <p>Government/ Civic, Locally- Based Sponsors</p> <p>Php 500.00</p> <p>Commercial Sponsors:</p> <p>Php 2,000.00</p>		
3. Claim Special Permit.	3.1. Receive letter request with complete supporting documents and Official Receipt.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	3.2. Print Special Permit.	None	5 minutes	<i>Printing Staff - Administrative Officer I</i> Window No. 5 BPLO
	3.3. Have Special Permit approved by BPLO Head and City Administrator.	None	10 minutes	<i>BPLO Head and City Administrator</i>
	3.4. Release approved special permit.			<i>Releasing Staff –</i>



		None	5 minutes	<i>Licensing Officer I</i> Window No. 13 BPLO
Total		As reflected on the payment slip	34 minutes	



7. Issuance of Special Permit (Tarpaulin Advertisements)

A Special Permit is issued to authorize individuals or groups to put up tarpaulin.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Individual/Group engaging in special activities for a temporary period of time		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Request Letter approved by the City Mayor or City Administrator (1 original copy) ● Affidavit of Undertaking (1 original copy) ● Fees Computation (1 original copy) 		<ul style="list-style-type: none"> ● Client ● City Administrator's Office ● City Treasurer's Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter duly approved by the City Mayor or City Administrator with the endorsement from PNP.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and payment.	Php 200.00 per piece per day	5 minutes	<i>Administrative Aide I</i> BPLO



3. Claim Special Permit.	3.1. Receive letter request with complete supporting documents and Official Receipt.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	3.2. Print Special Permit.	None	5 minutes	<i>Printing Staff - Administrative Officer I</i> Window No. 5 BPLO
	3.3. Have Special Permit approved by BPLO Head and City Administrator.	None	10 minutes	<i>BPLO Head and City Administrator</i>
	3.4. Release approved special permit.	None	5 minutes	<i>Releasing Staff – Licensing Officer I</i> Window No. 13 BPLO
Total		As reflected on the payment slip	34 minutes	



8. Issuance of Special Permit (Other Merchandising)

A Special Permit is issued to authorize other merchandising.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Individual/Group engaging in special activities for a temporary period of time		
Checklist of Requirements		Where to Secure		
●Request Letter (1 original copy)		●Client		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter.	1.1. Assess and validate documents; seek approval from the City Mayor or City Administrator.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and payment.	Php 1,000.00 per month	5 minutes	<i>Administrative Aide I</i> BPLO
3. Claim Special Permit.	3.1. Receive letter request with complete supporting	None	3 minutes	<i>Administrative Aide I</i> BPLO



	documents and Official Receipt.			
	3.2. Print Special Permit.	None	5 minutes	<i>Printing Staff - Administrative Officer I</i> Window No. 5 BPLO
	3.3. Have Special Permit approved by BPLO Head and City Administrator.	None	10 minutes	<i>BPLO Head and City Administrator</i>
	3.4. Release approved special permit.	None	5 minutes	<i>Releasing Staff – Licensing Officer I</i> Window No. 13 BPLO
	Total	As reflected on the payment slip	34 minutes	



9. Renewal of Business Permit

A renewal of Business Permit is issued for any existing business operating in Tagbilaran City every January.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owners/Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ●Duly filled-out Unified Form (2 original copies) ●Barangay Clearance (1 original copy) ●Real Property Tax Clearance (1 original copy) 		<ul style="list-style-type: none"> ● BPLO ● Barangay where business is located ● City Assessor's Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Get a BPLO queuing number at the Info Desk and submit filled-out Unified Form with complete documentary requirements.	1.1. Assess submitted documents.	None	5 minutes	<i>Frontline Assessors</i> Windows 6-10
	1.2. Release billing statement.	None	4 minutes	BPLO
	1.3. Inform the client to proceed to the Info Desk to get CTO queueing number for Business Tax and BFP payment.	None	1 minute	<i>Frontline Assessors for Priority Lane</i> Windows 11-12 BPLO
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2.1. Receive OR and input payment with e-tracs.	Fees based on the auto-generated billing provided by	3 minutes	<i>Administrative Officer V</i> Door No. 5 BPLO



	2.2. Verify supporting documents and taxes paid.	the e-tracs program	2 minutes	
3. Claim Mayor's Permit or Business Permit.	3.1. Issue claim stub to the client.	None	3 minutes	<i>Frontline Assessors</i> Windows 6-10 BPLO <i>Frontline Assessors for Priority Lane</i> <i>Printing Staff - Administrative Officer I</i>
	3.2. Print Mayor's Permit.	None	4 minutes	Window No. 5 BPLO <i>Releasing Staff – Licensing Officer I</i>
	3.3 Release the Mayor's Permit or Business Permit and Business Plate.	None	10 minutes	Window No. 13 BPLO
Total		As reflected on the payment slip	27 minutes	



10. Renewal of Business Permit (eBusiness Permit – Online)

A Business Permit is a document issued via online process to client/s who may apply for business in Tagbilaran City to legally operate provided that all requirements are complied with.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owners/Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ●Duly filled-out Unified Application Form (1 original copy) ●Barangay Clearance (1 original copy) ●Lease of Contract (Market Lessees) (1 photocopy) ●Real Property Tax Clearance (1 original copy) ●Fire Safety Inspection Certificate (1 photocopy) 		<ul style="list-style-type: none"> ●BPLO ●Barangay where business is located ●Market ●City Treasurer's Office ●Bureau of Fire Protection Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Access Online Application Form through www.tagbilaran.gov.ph and submit documentary requirements.	1.1. Assess submitted documents. 1.2. Forward approved applications to the City Treasurer's Office for assessment of business taxes.	None	10 minutes	<i>Administrative Aide I</i> BPLO
2. Pay taxes, fees and charges as reflected on the billing statement	2. Send auto-generated email to the client and ask them to pay through the	Fees based on the auto-generated billing provided by	5 minutes	<i>Business Tax Assessor</i>



sent through email and SMS.	different modes of online payment.	the e-tracs program		City Treasurer's Office
3. Claim Mayor's Permit or Business Permit.	3.1. Send auto-generated email to the client informing them of the estimated date of the delivery of their business permits. 3.2. Deliver the Mayor's Permit or Business Permit.		3 hours 3 days	<i>Liaison Officers</i> BPLO
Total		As indicated on the payment slip	3 days, 3 hours and 15 minutes	



11. Renewal of Motorized Tricycle Operator Franchise

A renewal of Motorized Tricycle Operator Franchise is issued to give authority to individuals to render public transport in Tagbilaran City.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Tricycle Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Mayor's Permit (1 photocopy) ● Franchise (1 original copy) ● LTO OR and CR (1 photocopy) ● Stencil of engine and chassis ● Community Tax Certificate (1 photocopy) ● Traffic Violation Clearance (1 original copy) 		<ul style="list-style-type: none"> ● Client ● Client ● Client ● Client ● Client ● City Traffic and Management Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Visit the City Traffic and Management Office for the inspection of the tricycle unit and determination of traffic violation.	1.1. Inspect the tricycle unit (lights, brake, Biblical passage). 1.2. Issue Traffic Violation Clearance. 1.3. Inform the client to proceed to BPLO.	Php 100.00 + Traffic violation fees as per assessment	20 minutes	<i>Traffic Management Officer</i> CTMO
2. Submit the documentary requirements at the BPLO.	2.1. Assess submitted documents. 2.2. Issue payment slip and return	None	3 minutes	<i>Frontline Assessors</i> Windows 11-13 BPLO
		None	2 minutes	



	documentary requirements. 2.3. Inform the client to proceed to the Info Desk to get CTO queueing number for the payment.	None	1 minute	
3. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	3. Verify supporting documents and taxes paid.	Php 6,000.00	5 minutes	<i>Frontline Assessors</i> Windows 11-13 BPLO
4. Submit the documentary requirements.	4.1. Endorse documentary requirements to SP.	None	20 minutes	<i>Licensing Officer</i> BPLO
5. Claim Franchise.	5.1. Release Franchise.	None	10 minutes	<i>Licensing Officer</i> BPLO
Total		Php 6,100.00 plus traffic violation fees	1 hour	



12. Renewal of Motorized Tricycle Operator Mayor's Permit

A renewal of Motorized Tricycle Operator Mayor's Permit is issued to give authority to individuals to render public transport in Tagbilaran City.

Office or Division	City Mayor's Office-Business Permit and Licensing Office
Classification	Simple
Type of Transaction	G2B-Government to Business
Who May Avail	Tricycle Operators
Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> ●Affidavit of Waiver (1 original copy) ●Inspection Slip (1 original copy) ●Franchise (1 photocopy) ●OR and CR (1 photocopy) ●Carrier Insurance for Hire (1 photocopy) ●Barangay Clearance (1 original copy) ●Community Tax Certificate (1 original copy) ●Police Clearance (1 original copy) ●Professional Driver's License (1 photocopy) ●2x2 ID photos (1 original copy) <p>Additional Requirements for Driver</p> <ul style="list-style-type: none"> ●Barangay Clearance (1 original copy) ●Community Tax Clearance (1 original copy) ●Police Clearance (1 original copy) ●Health Clearance with X-Ray result ●Professional Driver's License (1 photocopy) ●2x2 ID photos (1 original copy) 	<ul style="list-style-type: none"> ● Client ● Client ● Client ● Client ● Client ● Barangay where the client is residing ● City Treasurer's Office ● City PNP ● Client ● Client ● Barangay where the driver is residing ● City Treasurer's Office ● City PNP ● City Health Office or any private facility ● Client ● Client



Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit documentary requirements to the City Traffic Management Office.	1.1. Inspect unit. 1.2. Issue Traffic Violation Clearance. 1.3. Inform the client to proceed to BPLO.	Php 100.00 + Traffic violation fees as per assessment	20 minutes	<i>Traffic Management Officer</i> CTMO
2. Submit documentary requirements from Step 1.	2.1. Assess submitted documents.	None	5 minutes	<i>Frontline Assessors</i> Windows 11-13 BPLO
	2.2. Release billing statement.	None	2 minutes	
	2.3. Inform the client to proceed to the Info Desk to get CTO queueing number for Business Tax and BFP payment.	None	1 minute	
3. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	3. Verify supporting documents and taxes paid.	Operator with 1 driver: Php 1,190.00 Operator/ Driver: Php 790.00	5 minutes	<i>Frontline Assessors</i> Windows 11-13 BPLO
4. Claim Franchise.	4.1. Release Mayor's Permit, plate and sticker.	None	10 minutes	<i>Licensing Officer</i> BPLO



Total	Php 1,190.00/ Php 790.00 + Php 100.00 + traffic violation fees (may vary)	43 minutes	
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13. Change of Business Name/Tradename

A request made by a business entity who opt to change its business or trade name.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owner or Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Letter Request approved by the City Mayor or City Administrator (1 original copy) ● New DTI/SEC/CDA (1 photocopy) ● Mayor's Permit for the current year (1 original copy) 		<ul style="list-style-type: none"> ● Client ● City Administrator's Office ● Business Permit and Licensing Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter duly approved by the City Mayor or City Administrator.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queuing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and taxes paid.	Php 100.00 per name changed	5 minutes	<i>Administrative Aide I</i> BPLO
3. Claim new Mayor's Permit.	3.1. Receive letter request with complete	None	3 minutes	<i>Administrative Aide I</i>



	<p>supporting documents and OR.</p> <p>3.2. Print new Special Permit.</p> <p>3.3. Have Special Permit approved by the BPLO Head and City Administrator.</p> <p>3.4. Release approved Special Permit.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p>BPLO</p> <p><i>Administrative Officer I</i></p> <p>BPLO-Window 5</p> <p><i>BPLO Head and City Administrator</i></p> <p><i>Licensing Officer I</i></p> <p>BPLO-Window 13</p>
	Total	As reflected on the Payment Slip	34 minutes	



14. Change of Address

A request made by a business entity who opt to change its official or principal place of business or office.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owner or Operators		
Checklist of Requirements		Where to Secure		
<ul style="list-style-type: none"> ● Letter Request approved by the City Mayor or City Administrator (1 original copy) ● If using own building, Certificate of Occupancy (1 photocopy) ● If renting, Lessor's Permit for the current year (1 photocopy) ● Zoning Clearance (1 photocopy) ● Mayor's Permit for the current year (1 original copy) 		<ul style="list-style-type: none"> ● Client ● Office of the Building Official-City Engineer's Office ● Business Permit and Licensing Office ● Business Permit and Licensing Office ● Business Permit and Licensing Office 		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter duly approved by the City Mayor or City Administrator.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queuing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present	2. Verify supporting	Php 100.00 per change of address	5 minutes	<i>Administrative Aide I</i> BPLO



Official Receipt to the BPLO.	documents and taxes paid.			
3. Claim new Mayor's Permit.	3.1. Receive letter request with complete supporting documents and OR.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	3.2. Print new Special Permit.	None	5 minutes	<i>Administrative Officer I</i> BPLO-Window 5
	3.3. Have Special Permit approved by the BPLO Head and City Administrator.	None	10 minutes	<i>BPLO Head and City Administrator</i>
	3.4. Release approved Special Permit.	None	5 minutes	<i>Licensing Officer I</i> BPLO-Window 13
Total		As reflected on the Payment Slip	34 minutes	



15. Additional Line of Business

A request made by a business entity who opt to add or declare a new line of business which is related to the current business or Mayor's Permit already issued to them.

Office or Division		City Mayor's Office-Business Permit and Licensing Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		Business Owner or Operators		
Checklist of Requirements		Where to Secure		
●Duly filled-out Unified Application Form (1 original copy)		● Business Permit and Licensing Office		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Request Letter duly approved by the City Mayor or City Administrator.	1.1. Assess and validate documents.	None	3 minutes	<i>Administrative Aide I</i> BPLO
	1.2. Issue Payment Slip.	None	2 minutes	
	1.3. Inform the client to proceed to the Info Desk to get CTO queuing number for the payment.	None	1 minute	
2. Pay at the City Treasurer's Office and present Official Receipt to the BPLO.	2. Verify supporting documents and taxes paid.	Php 100.00 per additional line of business	5 minutes	<i>Administrative Aide I</i> BPLO
3. Claim new Mayor's Permit.	3.1. Receive letter request with complete supporting documents and OR.	None	3 minutes	<i>Administrative Aide I</i> BPLO



	3.2. Print new Special Permit.	None	5 minutes	<i>Administrative Officer I</i> BPLO-Window 5
	3.3. Have Special Permit approved by the BPLO Head and City Administrator.	None	10 minutes	<i>BPLO Head and City Administrator</i>
	3.4. Release approved Special Permit.	None	5 minutes	<i>Licensing Officer I</i> BPLO-Window 13
Total		As reflected on the Payment Slip	34 minutes	



City Mayor's Office – City Youth Development Office

External Services



1. Accreditation of Youth Program

An accreditation is given to all youth-serving organizations in Tagbilaran City to validate the authenticity of their group and advocacies.

Office or Division	City Mayor's Office-City Youth Development Office
Classification	Complex
Type of Transaction	G2C-Government to Citizen
Who May Avail	Interested youth-serving organizations in Tagbilaran City
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Letter of application (1 original copy and 2 photocopies) ● List members in good standing (3 original copies) ● List of officers, advisers and their contact details (3 original copies) ● Letter of Endorsement (1 original copy and 2 photocopies) ● Copy of the constitution and by-laws (3 original copies) ● Documents that testify the existence of the organization within Tagbilaran City for more than a year (1 original copy and 2 photocopies) ● Annual Accomplishment Report (3 original copies) ● Financial statement for the previous year prior to the application (3 original copies) ● Last minutes of the general assembly (3 photocopies) 	<ul style="list-style-type: none"> ● Client ● Client ● Client ● Barangay Captain and Sangguniang Kabataan Chairperson from the barangay where the youth organization is located ● Client ● Client ● Client ● Client ● Client



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the requirements and log in at the receiving area.	1.1. Assist the client in filling out the necessary information pertaining to the youth accreditation transaction. 1.2. Review the documents submitted and its completeness.	None	10 minutes	<i>City Youth Development Office Staff for External Programs</i> CYDO
2. Get acknowledgment receipt for the submission of the documents.	2.1. Release acknowledgment receipt of submission of the documents for the youth accreditation. 2.2. Assess all the documents most especially the validity and authenticity of each document.	None	15 minutes	<i>City Youth Development Office Staff for External Programs</i> CYDO <i>City Youth Development Officer</i> CYDO <i>City Youth Development Office Staff for External Programs</i> CYDO



3. Get notified through call or email if the application is approved or disapproved.	3. Release certificate if accreditation is approved or send email or notice if the application is disapproved.	None	3 days	<i>City Youth Development Office Staff for External Programs</i> CYDO
Total		None	5 days and 40 minutes	



2. Provision of Assistance on Engagements and Trainings

An assistance given to youth-serving organizations in Tagbilaran City for their conduct of trainings, seminars and workshops.

Office or Division		City Mayor's Office-City Youth Development Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Interested youth-serving organizations in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Invitation Letter containing the date of the activity, venue, demography of the participants, topic/celebration/goal of the event (1 original copy) 		<ul style="list-style-type: none"> ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents and log in at the receiving area.	1.1. Receive and acknowledge the invitation letter.	None	5 minutes	City Youth Development Office Staff for External Programs CYDO
	1.2. Check the availability of the CYDO.	None	10 minutes	
2. Receive feedback whether CYDO can attend to their invitation or not.	2. If CYDO is available, inform the client of the office's participation in their invitation.	None	1 day	City Youth Development Office Staff for External Programs CYDO
Total		None	1 day and 15 minutes	



3. Provision of Technical Assistance to Youth Organizations

A technical support and assistance offered and provided to youth organizations registered in the City Youth Development Office and the City Youth Development Council.

Office or Division		City Mayor's Office-City Youth Development Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Registered and accredited youth organizations in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Letter of request signed by the president of the youth organization and duly noted by the organization adviser specifying the type of assistance needed (1 original copy) ●Document containing the rationale of the event/activity/program (1 original copy) ●Proposed activity flow (1 original copy) 		<ul style="list-style-type: none"> ●Client ●Client ●Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents and log in at the receiving area.	1. Check the completeness of submitted requirements.	None	10 minutes	<i>City Youth Development Office Staff for External Programs</i> CYDO
2. Conduct short interview with the City Youth Development Officer.	2.1. Interview the representative from the organization with regard to the	None	35 minutes	<i>City Youth Development Officer</i> CYDO



	<p>details of their proposals.</p> <p>2.2. Forward the proposal for approval from the City Mayor's Office.</p> <p>2.3. Once proposal is approved, process the necessary documents and inform the client regarding the decision and some updates.</p>	<p>None</p> <p>None</p>	<p>3 days</p> <p>1 day</p>	<p><i>City Youth Development Office Staff for External Programs</i></p> <p>CYDO</p> <p><i>City Youth Development Office Staff for External Programs</i></p> <p>CYDO</p>
Total		None	4 days and 45 minutes	



4. Provision of Technical Support to Stakeholders and Other Government Agencies

A technical support and assistance offered and provided to youth organizations registered in the City Youth Development Office and the City Youth Development Council.

Office or Division		City Mayor's Office-City Youth Development Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2G-Government to Government		
Who May Avail		Interested youth-serving organizations in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Invitation Letter containing the date of the activity, venue, demography of the participants, topic/celebration/goal of the event, role of CYDO (1 original copy) 		<ul style="list-style-type: none"> ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents and log in at the receiving area.	1.1. Receive and acknowledge the invitation letter.	None	5 minutes	City Youth Development Office Staff for External Programs CYDO
	1.2. Check the availability of the CYDO and its resources.	None	10 minutes	
2. Receive feedback whether CYDO can attend to their invitation or not.	2. If CYDO is available, inform the client of the office's participation in their invitation.	None	1 day	City Youth Development Office Staff for External Programs CYDO
Total		None	1 day and 15 minutes	



City Mayor's Office – City Youth Development Office

Internal Services



1. Evaluation and Assessment of Youth Programs of Accredited Youth Organizations and SK Councils

An outstanding certificate of evaluation and assessment is released to the Sangguniang Kabataan (SK) Councils upon submission of their quarterly accomplishment reports.

Office or Division		City Mayor's Office-City Youth Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		15 SK Councils and accredited youth-serving organizations in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Quarterly Accomplishment Report containing the following: <ul style="list-style-type: none"> ● Rationale and Narrative Report per activity (1 original copy) ● Program Flow per project or activity (1 photocopy) ● Attendance Sheet per activity (1 photocopy) ● Summary of Participants' Evaluation and Feedback (1 original copy) 		<ul style="list-style-type: none"> ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents and log in at the receiving area.	1.1. Check the completeness of submitted requirements.	None	10 minutes	<i>City Youth Development Office Staff for Internal Programs</i> CYDO
	1.2. Review the documents	None	4 days	<i>City Youth Development Officer</i>



	submitted by the client. 1.3. Prepare the certification.	None	15 minutes	CYDO <i>City Youth Development Office Staff for Internal Programs</i> CYDO
2. Claim the certification.	2.1. Release the certification. 2.2. File the certification.	None None	3 minutes 5 minutes	<i>City Youth Development Office Staff for Internal Programs</i> CYDO
Total		None	4 days and 33 minutes	



2. Provision of Logistics Assistance to Accredited Youth Organizations and SK Councils

An assistance given to SK Councils and youth-serving organizations in Tagbilaran City to facilitate requests pertaining to the use of conference rooms, equipment and sound system.

Office or Division		City Mayor's Office-City Youth Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		15 SK Councils and accredited youth-serving organizations in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Request Letter addressed to the City Mayor and CYDO (1 original copy) ● Rationale of the Activity (1 original copy) 		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents and log in at the receiving area.	1.1. Receive the request letter.	None	10 minutes	City Youth Development Office Staff for External Programs CYDO
	1.2. Check the availability of the request: venue, sound system, projector, equipment.	None	20 minutes	
2. Receive notification on the approval or disapproval of the request.	2. Release certification on the approval or disapproval of the request.	None	30 minutes	City Youth Development Office Staff for External Programs CYDO
Total		None	1 hour	



City Mayor's Office – City Livelihood and Community Development Unit

External Service



1. Provision of Technical Assistance to Existing Livelihood Projects

The division provides assistance to livelihood projects by strengthening associations managing the livelihood projects as well as assessing, evaluating and monitoring those.

Office or Division		City Mayor's Office-City Livelihood and Community Development Unit		
Classification		Complex		
Type of Transaction		G2C-Government to Citizens		
Who May Avail		Livelihood Associations		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Association's Accreditation ● Request Form 		<ul style="list-style-type: none"> ● Client ● CLCDU Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out request form for service/s requested.	1. Receive and record the filled-out forms for services requested.	None	5 minutes	<i>Administrative Designates</i> CLCDU
2. Discuss issues and concerns of her/his request.	2. Assess issues and concerns, and determine the services to be provided.	None	20 minutes	<i>CLCDU Head</i> CLCDU
3. Make tentative schedule in the conduct of requested service/s.	3.1. Prepare workshop materials needed.	None	10 minutes	<i>CLCDU Head and Staff</i> CLCDU
	3.2. Conduct client's request.	None	1 day	<i>CLCDU Head and Staff</i> CLCDU
	3.3. Prepare and sent to requesting			



	party the post-activity reports, feedback and recommendation.	None	5 days	<i>CLCDU Head and Staff</i> CLCDU
4. Provide feedback of the services requested.	4. Communicate with the focal person of the said livelihood project.	None	20 minutes	<i>CLCDU Head and Staff</i> CLCDU
Total		None	6 days and 55 minutes	



City Mayor's Office – City Livelihood and Community Development Unit

Internal Service



1. Act as Secretariat of the Tagbilaran City Livelihood Council

The division serve as secretariat of the Tagbilaran City Livelihood Council, assisting them in their conduct of meetings and activities.

Office or Division		City Mayor's Office-City Livelihood and Community Development Unit		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Tagbilaran City Livelihood Council		
Checklist Of Requirements		Where To Secure		
•None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Arrange schedule and venue to convene the council. Arrange coordination meetings and Livelihood Planning activities.	1.1. Call Council members for confirmation of date. 1.2. Send letter request for venue reservation.	None	20 minutes	<i>CLCDU Head and Administrative Designates</i> CLCDU
2. Prepare agenda and flow of discussion.	2. Draft and finalize agenda and flow of discussion.	None	25 minutes	<i>CLCDU Head and Administrative Designates</i> CLCDU
3. Prepare invites to members of the Council and other concerned agencies.	3. Draft and finalize invites and send to Council members and other concerned agencies.	None	1 hour	<i>CLCDU Head and Administrative Designates</i> CLCDU <i>Office Liaison</i>



				CLCDU
4. Conduct the meeting.	4.1. Take down minutes of the meeting.	None	5 hours	<i>Administrative Designates</i> CLCDU
	4.2. Finalize minutes of the meeting. 4.3. Prepare and submit reports to the council and SP.	None	5 hours	<i>Staff</i> CLCDU
Total		None	11 hours and 45 minutes	



City Mayor's Office – Office of the Senior Citizen's Affairs

External Services



1. Issuance of OSCA ID

For the availment of benefits and privileges under the RA 9994, the senior citizen, or his/her duly authorized representative shall present as proof of eligibility, a valid and original Senior Citizen's Identification Card issued by the Head of the Office of Senior Citizen's Affairs (OSCA) of the place where the senior citizen resides, and which shall be honored nationwide.

Office or Division	City Mayor's Office Office-Office of the Senior Citizen's Affairs (OSCA)
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Senior Citizen Residents of Tagbilaran City
Checklist Of Requirements	Where To Secure
<p>A. For New Applicants</p> <ul style="list-style-type: none"> ● Birth Certificate; ● Any valid ID/document showing the senior citizen's birthdate; ● Voter's ID showing his/her residency in Tagbilaran City; ● One (1) piece 2x2 photo; colored with white background; ● Barangay's Certification of residency; ● Sketch map of residence ● For dual citizens, proof of dual citizenship (i.e., Oath of Allegiance Certificate, Certificate of Reacquisition/Retention of Filipino Citizenship and recent Philippine Passport); ● Orientation (as the need arises) 	<ul style="list-style-type: none"> ● Local Civil Registrar (Photocopy) ● Senior Citizen file (Photocopy) ● COMELEC (Photocopy) ● Senior Citizen file ● Barangay Hall (Original & Issued within 6 months) ● Drawn by the Senior Citizen ● Photocopy ● Senior Citizen Attendance



<p>B. For Transferees</p> <ul style="list-style-type: none"> • OSCA ID issued from other Municipalities/Cities must be surrendered; • Cancellation letter of his/her membership from other Municipalities/Cities; • Voter's ID or any Government issued ID showing his/her residency in Tagbilaran City <p>C. For Lost IDs</p> <ul style="list-style-type: none"> • Notarized Affidavit of Loss; • One (1) piece 2x2 photo with signature (if the lost OSCA ID is the old one) 		<ul style="list-style-type: none"> • Original ID • Original • Photocopy • Original Copy from a Lawyer • Senior Citizen's personal file 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client goes to OSCA to get an Application Form from OSCA staff 2-3 months before his/her birthday	The in-charge gives him/her an application form and does the necessary interview of the Senior Citizen	None	5 minutes	OSCA Staff
2. The client is advised to comply with all the requirements	In-charge thoroughly checks the requirements	None	10 minutes	OSCA Staff
3. Senior Citizen will come back on or after his/her birthday to claim his/her OSCA ID	OSCA gives the Senior Citizen the official OSCA ID	None	2 minutes	OSCA Staff
Total		None	17 minutes	



2. Issuance of Senior Citizen’s Medicine Booklet

Medicine and Drug Purchases – the 20% discount and VAT exemption shall apply to the purchase of generic or branded medicines and drugs by or for the senior citizen, including the purchase of influenza and pneumococcal vaccines. This also includes Medical and Dental Services in private facilities and Professional Fees of attending physicians.

Office or Division		City Mayor’s Office Office-Office of the Senior Citizen’s Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Senior Citizen Residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> OSCA ID; Must be a registered Senior Citizen in Tagbilaran City 		<ul style="list-style-type: none"> OSCA ID issued to senior citizen upon registration Interview by OSCA Staff 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client presents OSCA ID	The in-charge issues medicine booklet	None	5 minutes	<i>OSCA Staff</i>
Total		None	5 minutes	



3. Issuance of Grocery Booklet

5% discount on purchase of basic goods up to P1,300/week. A Priority Lane is provided for Senior Citizens.

Note: No double discounts, only one of the discounts offered can be availed of by the senior citizen whichever is higher.

Office or Division		City Mayor's Office Office-Office of the Senior Citizen's Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Senior Citizen Residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> OSCA ID; Must be a registered Senior Citizen in Tagbilaran City 		<ul style="list-style-type: none"> OSCA ID issued to senior citizen upon registration Interview by OSCA Staff 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client presents OSCA ID	The in-charge issues grocery booklet	None	5 minutes	<i>OSCA Staff</i>
Total		None	5 minutes	



4. Issuance of “Free Movie” Booklet

To re-affirm the valued Filipino tradition of caring for the Senior Citizens, the City Government of Tagbilaran with the full support of our beloved Mayor Jane Censoria C. Yap, has granted the following benefits to the Senior Citizens of Tagbilaran City. Senior Citizens are given the privilege to view the movies for free *“three (3) times a month, on Wednesdays, Thursdays and Sundays each week”* in all cinemas in the city.

Office or Division		City Mayor’s Office Office-Office of the Senior Citizen’s Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Senior Citizen Residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> OSCA ID; Must be a registered Senior Citizen in Tagbilaran City 		<ul style="list-style-type: none"> OSCA ID issued to senior citizen upon registration Interview by OSCA Staff 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client presents OSCA ID	The in-charge issues “Free Movie Booklet”	None	5 minutes	OSCA Staff
Total		None	5 minutes	



5. Birthday Cake Delivery

Another benefit granted by the Local Government Unit of Tagbilaran City to a senior citizen is the Birthday Cake. He/She received this during his/her birth anniversary delivered to the senior citizen's address through the Cake Delivery Van.

Office or Division		City Mayor's Office Office-Office of the Senior Citizen's Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Senior Citizen Residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> OSCA ID; Must be a registered Senior Citizen in Tagbilaran City 		<ul style="list-style-type: none"> OSCA ID issued to senior citizen upon registration Interview by OSCA Staff 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Client presents OSCA ID	The in-charge delivers cake to the Senior Citizen and shall be acknowledged through signing the acknowledgement receipt.	None	10 minutes	OSCA Staff
Total		None	10 minutes	



6. Age Advantage Bonus

Another benefit granted by the Local Government Unit of Tagbilaran City is the Age Advantage Bonus. This is delivered together with the Barangay Birthday Cake of the senior citizen. The amount is categorized according to age bracket as follows:

Age Bracket	Amount
60-69	1,000
70-74	1,500
75-79	2,000
80-84	2,500
85-89	5,000
90 and above	10,000

In case the senior citizen is not around during the delivery, the birthday cake maybe left to any relative with an Acknowledgement Receipt signed by a representative. But the birthday check (Age Advantage Bonus) will only be claimed by the senior citizen personally or if unable to do so, then he/she must send somebody with an Authorization Letter, photocopy of the senior citizen's ID and photocopy of the representative's ID.



City Vice-Mayor's Office

External Services



1. Posting of Pertinent Documents on the Bulletin Board

Pertinent documents such as memoranda and circulars may be posted on the bulletin board of the office.

Office or Division		City Vice-Mayor's Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		Employees of the City Government of Tagbilaran		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> •Pertinent documents which includes Memoranda Circulars and Letters & Communication (Requests, Invitation, Intent and the like) 		<ul style="list-style-type: none"> •Offices /individuals outside the Local Government of Tagbilaran 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit to the VMO Receiving Personnel	1.1. Receive the two (2) original documents and stamp each with Receiving Stamp, then provide necessary details (Date, Time, Receiver). Ask & Record the client's mobile phone number 1.1 Record documents in the logbook.	None	3 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office



	1.3. Post the documents on the bulletin board.			
	Total	None	10 minutes	



2. Receipt of Pertinent Documents for Appropriate Action

Pertinent documents containing requests or invitations are received for appropriate action.

Office or Division		City Vice-Mayor's Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
●Letters and Communications (1 original copy)		●Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents.	1.1. Receive the documents and record the client's mobile number.	None	3 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.2. Record documents in the logbook.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.3. Forward the document to the appropriate division.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.4. Provide necessary action.			<i>Chief of Staff</i>



	1.5. Contact the client on the action done.	None	2 days	City Vice-Mayor's Office
		None	5 minutes	<i>Chief of Staff</i> City Vice-Mayor's Office
Total		None	2 days and 12 minutes	



City Vice-Mayor's Office

Internal Services



1. Approval of the Release of Funds

An approval is needed for the funds under the Legislative Department to be released to the requesting divisions.

Office or Division		City Vice-Mayor's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Offices under the Legislative Department		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Activity Design (4 original copies) ●Purchase Request (6 original copies) ●Obligation Request (4 original copies) ●Disbursement Voucher (4 original copies) 		<ul style="list-style-type: none"> ●Client ●Client ●Client ●Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents.	1.1. Receive the documents and record the client's mobile number.	None	3 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.2. Record documents in the logbook.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.3. Record the particulars, charges and amount.	None	5 minutes	<i>Local Legislative Staff Officer IV</i> City Vice-Mayor's Office



	1.4. Review the document for final review and approval of the City Vice-Mayor.	None	10 minutes	<i>Chief of Staff</i> City Vice-Mayor's Office
2. Retrieve the documents.	2.1. Record the outgoing documents.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	2.2. Release documents to the client.	None	2 minutes	
Total		None	24 minutes	



2. Posting of Pertinent Documents on the Bulletin Board

Pertinent documents such as memoranda and circulars may be posted on the bulletin board of the office.

Office or Division		City Vice-Mayor's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> •Pertinent documents (e.g., memoranda, circulars, etc.) (1 original copy) 		<ul style="list-style-type: none"> •Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents.	1.1. Receive the documents.	None	3 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.2. Record documents in the logbook.	None	2 minutes	
	1.3. Post the documents on the bulletin board.	None	5 minutes	
Total		None	10 minutes	



3. Receipt of Pertinent Documents for Appropriate Action

Pertinent documents containing requests or invitations are received for appropriate action.

Office or Division		City Vice-Mayor's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments/Offices		
Checklist Of Requirements		Where To Secure		
●Letters and Communications (1 original copy)		●Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents.	1.1. Receive the documents.	None	3 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.2. Record documents in the logbook.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.3. Forward the document to the appropriate division.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.4. Provide necessary action.	None	2 days	<i>Chief of Staff</i> City Vice-Mayor's Office



	1.5. Contact the client on the action done.	None	5 minutes	<i>Chief of Staff</i> City Vice-Mayor's Office
Total		None	2 days and 12 minutes	



4. Release of Legislative Measures

Legislative Measures are needed during regular/special sessions of the Members of the Sangguniang Panlungsod.

Office or Division		City Vice-Mayor's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Departments, Government Agencies		
Checklist Of Requirements		Where To Secure		
● Letters and Communications (1 original copy)		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents.	1.1. Receive the documents.	None	3 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.2. Record documents in the logbook.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.3. Forward the document to the appropriate division.	None	2 minutes	<i>Private Secretary I</i> City Vice-Mayor's Office
	1.4. Provide necessary action.	None	2 days	<i>Local Legislative Staff Officer IV</i>



				City Vice-Mayor's Office
		Total	None	2 days and 12 minutes



Office of the Sangguniang Panlungsod Secretary

External Services



1. Provision of Copies of Approved Ordinances, Resolutions, Minutes/Journal of Proceedings of Session and Committee Reports

The Secretary to the Sanggunian keeps in his/her custody copies of approved legislative measures and records relating to the conduct of sessions of the Sangguniang Panlungsod. Copies of these legislative records, as mandated by law, shall be open to the public and be furnished to any interested party.

Office or Division		Office of the SP Secretary		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
●Request Form		●Receiving Clerk-Office of the SP Secretary		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present letter of request and ID and fill-out Request Form.	1.1. Verify availability of document requested. 1.2. Issue a note or billing to be presented to the City Treasurer's Office.	None	5 minutes	<i>Local Legislative Staff Officer I / LTS Staff</i> Office of the SP Secretary
2. Proceed to the City Treasurer's Office for payment.	2.1. Retrieve file and print/ photocopy document if hard copy is requested. (If client opts for a soft copy, ask for email address or	Hard Copy: G2C- Php 2.00/page G2B- Php 2.00/page G2G-None	3 minutes	<i>Local Legislative Staff Officer I / LTS Staff</i> Office of the SP Secretary



	a USB/flash drive.)	Soft Copy: None		
3. Present Official Receipt.	3.1. Release document to requesting party or send/save document to email/USB.	None	1 minute	<i>Local Legislative Staff Officer I / LTS Staff Office of the SP Secretary</i>
4. Sign logbook.	4.1. Indicate OR number in the logbook and release documents.	None	1 minute	<i>Local Legislative Staff Officer I / LTS Staff Office of the SP Secretary</i>
Total		Based on the type of copy and number of pages	10 minutes	



2. Legislative Tracking Services

Proposed legislative measures, requests, petitions and other documents calendared in the agenda for legislative action of the Sanggunian can be monitored through the legislative tracking services of the SP.

Office or Division		Office of the SP Secretary		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
● Request Form		● Receiving Clerk-Office of the SP Secretary		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill-out request form and indicate concern/action requested.	1.1. Receive form and verify details with client.	None	3 minutes	<i>Administrative Assistant III/ LTS Staff</i> Office of the SP Secretary
2. Wait for action.	2.1. Search LTS system for update. 2.2. Inform client of the action taken by the Sanggunian. If measure is still with Committee, refer client to the Committee Secretary. If already acted on, proceed to print	None	5 minutes	<i>Administrative Assistant III/ LTS Staff</i> Office of the SP Secretary



	copies of the approved measure or committee report.			
3. Receive document or proceed to Committee Secretary for updates.	3.1. Release document to requesting party or send/save document to email/USB.	<p>Hard Copy:</p> <p>G2C- Php 2.00/page</p> <p>G2B- Php 2.00/page</p> <p>G2G-None</p> <p>Soft Copy: None</p>	2 minutes	<p><i>Administrative Assistant III/ LTS Staff</i></p> <p>Office of the SP Secretary</p>
Total		Based on the type of copy and number of pages	10 minutes	



3. Receiving of Documents (Petitions, Requests, Messages and Communications) to be Calendared in the Agenda/Order of Business of the Session

The Sangguniang Panlungsod enacts ordinances and approves resolutions for the general welfare of the city and its inhabitants. Petitions, requests, messages and communications received or indorsed from other city offices, government agencies, barangays, private citizens, institutions, business establishments, groups and organizations that require policy formulation are received by the Office of the SP Secretary and calendared in the agenda/order of business for appropriate legislative action.

Office or Division		Office of the SP Secretary		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • Documents (petitions, requests, messages, communications) to be calendared (2 original copies) 		<ul style="list-style-type: none"> • Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the document.	1.1. Receive and check the document and verify its completeness 1.2. Stamp document as received and return one copy to client. 1.3. Record document in the log book.	None	5 minutes	<i>Administrative Assistant</i> Office of the SP Secretary
Total		None	5 minutes	



Office of the Sangguniang Panlungsod Secretary

Internal Services



1. Receiving of Committee Reports and Proposed Ordinances and Resolutions to be Calendared in the Agenda

The legislative process, as embodied in the Internal Rules of Procedures of the Sangguniang Panlungod, requires that committee reports and proposed measures be filed with the Office of the Secretary by the SP Members or their designated staff. All measures and reports filed shall be calendared for reporting and/or reading in the session.

Office or Division		Office of the SP Secretary		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		SP Members or their designated employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Committee Reports (3 original copies) ●Proposed Ordinances and Resolutions (3 original copies) 		<ul style="list-style-type: none"> ●Client ●Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit Committee Reports and/or proposed measure.	1.1. Receive documents and check for signatures. 1.2. Record documents in the logbook.	None	5 minutes	<i>Local Legislative Staff Officer IV</i> Office of the SP Secretary
2. Wait for action.	2.1. Number the Committee Report and/or proposed measure.	None	5 minutes	<i>Local Legislative Staff Officer IV</i> Office of the SP Secretary
3. Receive a copy of the numbered CR and/or PR/PO.	3. Return one numbered copy to SP Member or staff.	None	1 minute	<i>Local Legislative Staff Officer IV</i> Office of the SP Secretary
Total		None	11 minutes	



2. Use of Sandugo SP Session Hall

Regular and Special Sessions of the Sangguniang Panlungsod are held at the Sandugo SP Session Hall. The Session Hall is also used as venue for committee meetings and public hearings and consultations of the legislative department. Whenever available, the SP Session Hall may also be used by other City offices for their office meetings and activities.

Office or Division		Office of the SP Secretary		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		SP Members or their designated employees		
Checklist Of Requirements		Where To Secure		
●Reservation Slip		●Office of the SP Secretary		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1.Fill out two reservation slips/forms indicating office, date/time of activity.	1.1. Receive forms. 1.2 Instruct client on guidelines for use of facility. 1.3. Sign the forms.	None	3 minutes	<i>Administrative Assistant III as Reservation Coordinator</i> Office of the SP Secretary
2. Proceed to Session Hall and check availability of the facility with the Facility Coordinator (Administrative Aide II).	2.1. Verify availability of the facility. 2.2. If available, record the reservation 2.3. Sign the reservation forms.	None	3 minutes	<i>Administrative Aide II as Facility Coordinator</i> Office of the SP Secretary
3. Bring back forms to the Office of the SP Secretary.	3. SP Secretary approves the reservation.	None	2 minutes	<i>SP Secretary</i> Office of the SP Secretary



4. Receive one signed reservation form (to be presented during the activity).	4.1. Return one copy to the client. 4.2. File the other copy.	None	2 minutes	<i>Administrative Aide II as Facility Coordinator</i> Office of the SP Secretary
Total		None	10 minutes	



City Administrator's Office

External Services



1. Approval of Special Permits (Parade, Motorcade, Sports Events, Activity or Program with Crowds)

The City Administrator's Office processes permits for the conduct of activities.

Office or Division		City Administrator's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Request Letter ●Approval from the CTMO ●PNP Indorsement ●Official Receipt 		<ul style="list-style-type: none"> ●Client ●City Traffic Management Office ●Tagbilaran City PNP ●City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present their request letter (with notarization for those for business matters only) and with the approval of the (CTMO, City PNP for those who will use the streets only).	1. Check the requirements upon the submission of letter request at City Administrator's Office.	None	5 minutes	<i>PNP Issuance in-charge</i> City PNP
2. Present the approved request letter to the BPLO for the issuance of Special Permit.	2. Endorse the approved letter to BPLO.	None	3 minutes	<i>Administrative Aide I</i> City Administrator's Office
3. Pay at the City Treasurer's Office.	3. Receive payment.	Php 50.00 per day	15 minutes	<i>Cashier</i> CTO
4. Claim Special Permit.	4.1. Receive from BPLO the letter	None	10 minutes	<i>Administrative Aide I</i>



	request together with the Special Permit for the signature of the City Administrator. 4.2. Release Special Permit.			City Administrator's Office
	Total	Php 50.00 per day	33 minutes	



2. Burial Permit at Barangay Tiptip Public Cemetery

The City Administrator's Office processes burial permit for Barangay Tiptip Public Cemetery.

Office or Division		City Administrator's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
●Death Certificate		●Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Death Certificate.	1.1. Check the requirements upon the submission of letter request at City Administrator's Office. 1.2. Issue waiver to the client.	None	15 minutes	<i>Administrative Aide I</i> City Administrator's Office <i>Administrative Aide VI</i> City Administrator's Office <i>City Administrator</i> City Administrator's Office
Total		None	15 minutes	



3. Conduct of Seminar for Motorized Tricycle Drivers and Operators

Seminar on drivers and operators of motorized tricycle for hire is one of the requirements needed in the renewal of their Motorize Tricycle Operators Permit (MTO). This is conducted every quarter at 8:00 AM until 12:00 PM every Saturday.

Office or Division		City Administrator's Office-City Traffic Management Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Motorized Tricycle for Hire Drivers and Operators of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Motorized Tricycle for Hire with complete accessories ● Motorized Tricycle Operators' Permit (1 original copy) ● OR/CR (1 original copy) ● Certificate of Attendance (1 original copy) 		<ul style="list-style-type: none"> ● Owner ● Business Permit and Licensing Office ● LTO-Tagbilaran City District Office ● Business Permit and Licensing Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present unit motorized tricycle for hire.	1. Conduct inspection of the unit.	None	3 minutes	<i>Motorized Tricycle for Hire Inspector</i> CTMO
2. Present complete requirements.	2. Check the documents.	None	2 minutes	<i>Motorized Tricycle for Hire Inspector</i> CTMO
3. Register name in the logbook as attendance.	3. Conduct seminar to drivers and operators.	None	4 hours	<i>CTMO Head</i> CTMO
4. Receive the Motorized	4. Issue Motorized	None	15 minutes	<i>Administrative Officer</i>



Tricycle for Hire inspection report and certificate of attendance.	Tricycle for Hire inspection report and certificate of attendance.			CTMO
Total		None	4 hours and 20 minutes	



City Accountant's Office

Internal Services



1. Receipt, Checking, Recording and Transmittal of Financial Documents

Financial Documents from the City Treasurers Office of the City Government of Tagbilaran are submitted to the Office of the City Accountant-Financial Reporting Division for the recording and preparation of Financial Reports as mandated by the Commission on Audit.

Office or Division		City Accountant's Office-Financial Reporting Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Treasurer's Office		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Report of Collection and Deposit Official Receipts (1 Duplicate Copy) Deposit Slip (1 Original copy) Credit Memos (original copy) ● Report of Checks Issued Disbursement Vouchers with Check and Supporting Documents (1 original copy) ● Report of Cash Disbursement Payroll with Supporting Documents (original copy) ● Report of Unclaimed Checks (1 original copy) ● Report of Cancelled Checks (original copy) Cancelled Checks ● Report of Stale Checks (original copy) Disbursement Vouchers with Stale Check and Supporting Documents 		<ul style="list-style-type: none"> ● City Treasurers Office, 1st Floor, Tagbilaran City Hall, Barangay Cogon, Tagbilaran City ● City Treasurers Office, 1st Floor, Tagbilaran City Hall, Barangay Cogon, Tagbilaran City ● City Treasurers Office, 1st Floor, Tagbilaran City Hall, Barangay Cogon, Tagbilaran City ● City Treasurers Office, 1st Floor, Tagbilaran City Hall, Barangay Cogon, Tagbilaran City ● City Treasurers Office, 1st Floor, Tagbilaran City Hall, Barangay Cogon, Tagbilaran City ● City Treasurers Office, 1st Floor, Tagbilaran City Hall, Barangay Cogon, Tagbilaran City 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Transmit the reports sequenced according to	1.1 Receive and check the reports with supporting documents	None	3 minutes	Staff/Bookkeeper II



transmittal letter/list	<ul style="list-style-type: none"> Report of Collection and Deposit 			
	<ul style="list-style-type: none"> Report of Checks Issued 		2 minutes	Administrative Officer III
	<ul style="list-style-type: none"> Report of Cash Disbursement 		1 minute	Administrative Officer III
	<ul style="list-style-type: none"> Report of Unclaimed Checks 		1 minute	Administrative Officer III
	<ul style="list-style-type: none"> Report of Cancelled Checks 		1 minute	Administrative Officer III
	<ul style="list-style-type: none"> Report of Stale Checks 		1 minute	Administrative Officer III
	<p>1.2 Record the reports in the accounting system</p> <ul style="list-style-type: none"> Report of Daily Collection and Deposit 		2 days	Staff/Bookkeeper I/Admin Assistant II/ Accountant II
	<ul style="list-style-type: none"> Report of Checks Issued 		3 hours	Staff/Bookkeeper I/Admin Assistant II/ Accountant II
	<ul style="list-style-type: none"> Report of Cash Disbursement 		1 day	Administrative Officer III
	<ul style="list-style-type: none"> Report of Unclaimed Checks 		20 minutes	Administrative Officer III
	<ul style="list-style-type: none"> Report of Cancelled Checks 		20 minutes	Administrative Officer III
	<ul style="list-style-type: none"> Report of Stale Checks 		20 minutes	Administrative Officer III / Accountant II



	1.3 Final review and attaching of Journal Entry Vouchers	None		Admin Assistant II/Admin Officer III/Accountant II
	Forwarding of supporting documents and JEVs to Account Documents Management Section	None	2 minutes	Admin Assistant II/Admin Officer III/Accountant II
	Retrieve and attach supporting documents to vouchers/ payrolls	None	4 hrs. per bundle	Account Documents Staff
	Check and control of vouchers/payrolls with supporting documents to Report of Checks Issued	None	30 min. per bundle	Admin Officer II
	Scan vouchers/ payrolls with supporting documents	None	4 hours per bundle	Account Documents Staff
	Sign the Journal Entry Voucher	None	30 min. per bundle	City Accountant
	Prepare transmittal letter and submit to COA	None	1 hour	Admin Officer II
Total		None	3 Days, 14 Hours, 11 Minutes	



2. Assist in Signing of Clearances

Clearance forwarded to the Office of the City Accountant are facilitated for verification of the concerned Divisions before the approval of the City Accountant.

Office or Division		City Accountant's Office-Barangay Accounting Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Plantilla Casuals, Department Employees and Elected Officials of the City Government of Tagbilaran.		
Checklist Of Requirements		Where To Secure		
● Clearance Form		Human Resources Management Office (HRMO), 3 rd Floor, City Hall, Cogon Dist., Tagbilaran City		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Transmit the Clearance Form	1.1 Receive the Clearance Form	None	3 Minutes	Fiscal Examiner I
	1.2 Verify and countersign Clearance Form	None	45 Minutes	Fiscal Examiner I and Record Officer II
	1.3 Sign the Clearance Form	None	1 hour	City Accountant
2. Receive the Issued Clearance	2. Issue the Clearance Form to the Requesting party	None	2 Minutes	Fiscal Examiner I
Total		None	1 Hour And 50 Minutes	



3. Receiving and Checking of Barangay Financial Documents

Financial Documents from the City Treasurer's Office of the City Government of Tagbilaran are submitted to the Office of the City Accountant-Financial Reporting Division for the recording and preparation of Financial Reports as mandated by the Commission on Audit.

Office or Division		City Accountant's Office-Barangay Accounting Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Barangays of the City of Tagbilaran		
Checklist Of Requirements		Where To Secure		
The following are to be submitted in original copy:				
1. Transmittal of Reports		Barangays of the City of Tagbilaran		
2. Report of Check Issued Disbursement Vouchers with Photocopy of Check and Supporting Documents		Barangays of the City of Tagbilaran		
3. Report of Cash Disbursement Payroll with Supporting Documents		Barangays of the City of Tagbilaran		
4. Registry of Appropriation and Commitment (RAC)		Barangays of the City of Tagbilaran		
5. Punong Barangay Certification (PBC)		Barangays of the City of Tagbilaran		
6. Liquidation Reports with supporting documents		Barangays of the City of Tagbilaran		
7. Statement of Appropriations, Commitments and Balances (SACB)		Barangays of the City of Tagbilaran		
8. Summary of Collections and Deposits/ Remittances		Barangays of the City of Tagbilaran		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible



1. Transmit the reports	1.1 Receive the reports with supporting documents	None	3 Minutes per transmittal	Encoder
	1.2 Arrange and sort the transmitted reports.	None	1 Minute per transmittal	Encoder
	1.3 Check and review the submitted reports including the supporting documents.	None	3 Hours per transmittal	Encoder
	1.4 Submit the reports to the Journal Entry Voucher (JEV) encoders	None	2 Minutes per transmittal	Encoder
Total		None	3 Hours And 6 Minutes Per Transmittal	



4. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (utilities) (SEF only).

Disbursement Vouchers for payment to Suppliers on Utilities (Under the SEF only) from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit and certification as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division		City Accountant's Office – Claims and Processing Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Requisitioning offices and Liaison Officers		
Checklist Of Requirements		Where To Secure		
1. Disbursement Voucher - 3copies		Requisitioning Office		
2. Obligation Request (OBR)- 3 copies		Requisitioning Office		
3. Statement of Account/Billing Statement-1 original copy		Service provider		
Additional Requirements: Electrical/Water Summary of Billings- if more than one Collection Notice		General Services Office		
Authority or Approved Request for connection (to be attached on the first payment only)		Service provider		
Copy of the Approved Application for Service Connection/ Service Contract (to be attached on the first payment only)		Service provider		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City	1.1 Receive the disbursement vouchers with the necessary	None	2 Minutes per voucher	<i>Receiving Staff</i>



Accountant - Claims and Processing Division.	supporting documents.			
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.5 Pre-audit of the disbursement vouchers.	None	20 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index utility bills in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Record withholding taxes for the preparation of Monthly Alphas	None	10 Minutes per voucher	<i>Admin Officer II</i>



	of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.			
	1.9 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	Total	None	1 Hour and 16 Minutes per Voucher	



5. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Catering Service/Meals and Snacks)

Disbursement Vouchers for payment to Suppliers for Catering Services/Meals and Snacks from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit and certification as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division	City Accountant's Office-Claims and Processing Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Requisitioning Offices and Liaison Officers
Checklist Of Requirements	Where To Secure
Disbursement Voucher - 3 copies	Requisitioning Office
Obligation Request (OBR) - 3 copies	Requisitioning Office
Charge or Sales Invoice/Billing Statement	Service provider/Supplier
Delivery Receipt	Service provider/Supplier
Inspection and Acceptance Report (<i>duly stamped "RECEIVED" by the COA</i>)	General Services Office
Attendance Sheets (<i>certified true and correct</i>)	Requisitioning Office
List of Qualified Recipient/Beneficiaries with their signatures, <i>if for distribution (certified true and correct)</i>	Requisitioning Office
Summary of Activities (<i>if more than one activity</i>)	General Services Office
Minutes of Meeting (<i>certified true and correct</i>)	Requisitioning Office
Approved Purchase Request (PR)	Requisitioning Office
Training/Activity Design	Requisitioning Office
Annual Procurement Plan	Bids and Awards Committee
Certificate of Posting in Conspicuous Place	Bids and Awards Committee
Philgeps Bid Notice Abstract	Bids and Awards Committee
Philgeps Award Notice Abstract	Bids and Awards Committee



Photocopy of O.R. – payment of RFQ/ Bid Docs	Service provider/Supplier
Additional Requirements: Shopping/Small Value Procurement Request for Price Quotation/ Canvass Forms (duly signed) from at least three (3) qualified suppliers	Bids and Awards Committee
BAC Resolution Recommending Approval of Mode of Procurement (Shopping/SVP)	Bids and Awards Committee
BAC Resolution Recommending the Award of Contract	Bids and Awards Committee
Approved Purchase Order (PO) duly stamped “RECEIVED” by the COA	Bids and Awards Committee
Philgeps Registration Number	Service provider/Supplier
Omnibus Sworn Statement	Service provider/Supplier
Mayor’s/Business Permit	Service provider/Supplier
BIR – Certificate of Registration (Form 2303)	Service provider/Supplier
Latest Income and Business Tax Return - <i>EFPS</i>	Service provider/Supplier
Competitive Bidding Invitation to Bid	Bids and Awards Committee
Checklist of Eligibility Requirements	Bids and Awards Committee
Philgeps Certificate of Registration – Platinum Membership	Service provider/Supplier
Statement of Ongoing and Awarded but not yet started government and private contracts	Service provider/Supplier
Statement of Single largest completed government and private contracts which are similar in nature to the contracts to bid (SLCC)	Service provider/Supplier
Computation of Net Financial Contracting Capacity (NFCC) or credit line commitment	Service provider/Supplier
Joint Venture Agreement, when applicable	Service provider/Supplier
SEC/ DTI/ CDA registration	Service provider/Supplier
Mayor’s /Business Permit	Service provider/Supplier
BIR – Certificate of Registration (Form 2303)	Service provider/Supplier
Audited Financial Statements with stamp "received by BIR"	Service provider/Supplier



Latest Income and Business Tax Return - <i>EFPS</i>	Service provider/Supplier
Tax Clearance	Service provider/Supplier
Bid Security	Service provider/Supplier
Duly signed Production/Delivery Schedule	Service provider/Supplier
Duly signed Manpower Schedule	Service provider/Supplier
Technical Specifications	Service provider/Supplier
Omnibus Sworn Statement	Service provider/Supplier
Authority of the Signatory	Service provider/Supplier
Duly signed Bid Form	Service provider/Supplier
Duly signed Bid Prices in the Bill of Quantities/Price Schedule	Service provider/Supplier
Abstract of Bids as Read and as Calculated	Bids and Awards Committee
Minutes of Pre-Procurement, if more than 2M	Bids and Awards Committee
Minutes of Pre-Bid Conference, if more than 1M	Bids and Awards Committee
Minutes of Bid Opening	Bids and Awards Committee
Notice to Observers – Pre-Procurement/Pre-Bid/Opening	Bids and Awards Committee
Attendance – Pre-Procurement/Pre/Bid/Opening	Bids and Awards Committee
Agenda and/or Supplement Bulletins, if any	Bids and Awards Committee
Bid Evaluation Report	Bids and Awards Committee
Post-qualification Report of TWG	Bids and Awards Committee
Instruction to Bidders	Bids and Awards Committee
Bid Data Sheet	Bids and Awards Committee
General Conditions of Contract	Bids and Awards Committee
Special Conditions of Contract	Bids and Awards Committee
BAC Resolution Declaring LCRB and Recommending Approval	Bids and Awards Committee
Notice of Award	Bids and Awards Committee
Performance Security	Service provider/Supplier
Contract Agreement	Bids and Awards Committee



Notice to Proceed		Bids and Awards Committee		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	Receiving Staff
	1.2 Assign of Disbursement Voucher Number.	None	2 Minutes per voucher	Receiving Staff
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	Receiving Staff
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	Receiving Staff
	1.5 Pre-audit of the disbursement vouchers.	None	3 Hours per DV for SVP/ Shopping and 8 Hours per DV for Competitive Bidding	Admin Officer II, Accountant I, Accountant II, CGADH I
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	Admin Officer II, Accountant I, Accountant II, CGADH I
	1.7 Index catering services/meals and snacks in the Indexing Tracker System.	None	10 Minutes per voucher	Accounting Clerk
	1.8 Record withholding taxes for the preparation of Monthly Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.	None	10 Minutes per voucher	Admin Officer II
	1.9 Final review and certifying of financial documents.	None	10 Minutes per DV for SVP/Shopping and 20 Minutes per DV for Competitive Bidding	City Accountant



	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
Total		None	3 Hours and 56 Minutes for SVP/Shopping per DV and 9 Hours and 6 Minutes per DV for Competitive Bidding	



6. Pre-audit and processing of disbursement vouchers for payment to suppliers (Infrastructures)

Disbursement Vouchers for payment to Suppliers for Infrastructures from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre- audit and certification as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division	City Accountant's Office – Claims and Processing Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Requisitioning offices and Liaison Officers
Checklist Of Requirements	Where To Secure
Disbursement Voucher - 3 copies	Requisitioning Office
Obligation Request (OBR) - 3 copies or Certificate of Cash Availability (CCA) if Trust Fund	Requisitioning Office
Letter Request from Contractors for advance/progress/final payment	Contractor
Statement of Work Accomplished	Contractor
Certification from Inspectorate team	Inspectorate Team for Infra Projects
Statement of Time Elapsed	Contractor
Results of Test Analysis, if applicable	Contractor
Monthly Time Suspension Report, if any	City Engineering Office
Suspension Order, if any	City Engineering Office
Resume Order, if any	City Engineering Office
Contractor's Affidavit on payment of laborers and materials	Contractor
Pictures before, during and after construction of items of work especially the embedded items	Contractor
Photocopy of D.V. of the previous payments, if any	Contractor
Certificate of Completion	City Engineering Office
As-Built Plans	Contractor



Warranty Security	Contractor
Philippine Contractors Accreditation Board (PCAB) License	Contractor
Philgeps Bid Notice Abstract	Bids and Awards Committee
Philgeps Award Notice Abstract	Bids and Awards Committee
Certificate of Posting in Conspicuous Place	Bids and Awards Committee
Photocopy of O.R. – payment of RFQ/ Bid Docs	Contractor
Annual Procurement Plan (APP)	Bids and Awards Committee
Approved Budget for the Contract	City Engineering Office
Approved Purchase Request (PR)	City Engineering Office
Program of Work (POW) with Bill of Materials and Estimates	City Engineering Office
Technical Specification	City Engineering Office
Construction Schedule and S-curve/BAR chart	City Engineering Office
Plan	City Engineering Office
Additional Requirements for Shopping/Small Value Procurement	
Request for Price Quotation/ Canvass Forms (duly signed) from at least three (3) qualified suppliers	Bids and Awards Committee
BAC Resolution Recommending Approval of Mode of Procurement (Shopping/SVP)	Bids and Awards Committee
BAC Resolution Recommending the Award of Contract	Bids and Awards Committee
Contract Agreement	Bids and Awards Committee
Philgeps Registration Number	Contractor
Omnibus Sworn Statement	Contractor
Mayor's/Business Permit	Contractor
BIR – Certificate of Registration (Form 2303)	Contractor
Latest Income and Business Tax Return - EFPS	Contractor
Tax Clearance	Contractor
Performance Security	Contractor
Notice of Award	Bids and Awards Committee
Notice to proceed	Bids and Awards Committee
Project logbook	Contractor



Additional Requirements for Competitive Bidding:	Bids and Awards Committee
Invitation to Bid	Bids and Awards Committee
Checklist of Eligibility Requirements	Bids and Awards Committee
Philgeps Certificate of Registration – Platinum Membership	Contractor
Statement of Ongoing and Awarded but not yet started government and private contracts	Contractor
Statement of Single largest completed government and private contracts which are similar in nature to the contracts to bid (SLCC)	Contractor
Computation of Net Financial Contracting Capacity (NFCC) or credit line commitment	Contractor
Joint Venture Agreement, when applicable	Contractor
SEC/ DTI/ CDA registration	Contractor
Mayor’s /Business Permit	Contractor
BIR – Certificate of Registration (Form 2303)	Contractor
Audited Financial Statements with stamp "received by the BIR"	Contractor
Latest Income and Business Tax Return - EFPS	Contractor
Tax Clearance	Contractor
Bid Security	Contractor
Contractor’s Organizational Chart	Contractor
List of contractor’s key personnel and their Affidavit of Commitment to work on the contract	Contractor
List of contractor’s Equipment Pledge of the Contract	Contractor
List of contractor’s Equipment Pledge of the Contract	Contractor
Contractors Technical Specifications	Contractor
Duly signed Contractor’s Schedule and S-curve	Contractor
Duly signed Manpower Schedule	Contractor
Duly signed Equipment Deployment/ Utilization Schedule	Contractor
Duly signed Construction Safety and Health Program (<i>with DOLE certificate</i>)	Contractor
Duly signed Construction Method in narrative form	Contractor
Affidavit of Site Inspection	Contractor
Omnibus Sworn Statement	Contractor
Authority of the Signatory	Contractor



Batching Plant permit, if road construction	Contractor
Quarry Permit, if road construction	Contractor
Duly signed Bid Form	Contractor
Duly signed Bid Prices in the Bill of Quantities	Contractor
Duly signed Detailed Estimates/Breakdown of Unit Cost	Contractor
Duly signed Cash Flow and Payment Schedule	Contractor
Abstract of Bids as Read and as Calculated	Bids and Awards Committee
Minutes of Pre-Procurement, if more than 5M	Bids and Awards Committee
Minutes of Pre-Bid Conference, if more than 1M	Bids and Awards Committee
Minutes of Bid Opening	Bids and Awards Committee
Notice to Observers – Pre-Procurement/Pre-Bid/Opening	Bids and Awards Committee
Attendance – Pre-Procurement/Pre/Bid/Opening	Bids and Awards Committee
Agenda and/or Supplement Bulletins, if any	Bids and Awards Committee
Bid Evaluation Report	Bids and Awards Committee
Post-qualification Report of TWG	Bids and Awards Committee
Instruction to Bidders	Bids and Awards Committee
Bid Data Sheet	Bids and Awards Committee
General Conditions of Contract	Bids and Awards Committee
Special Conditions of Contract	Bids and Awards Committee
BAC Resolution Declaring LCRB and Recommending Approval	Bids and Awards Committee
Notice of Award	Bids and Awards Committee
Performance Security	Contractor
Contract Agreement	Bids and Awards Committee
Notice to Proceed	Bids and Awards Committee
Additional Requirements for Advance Payment / Release of Mobilization Fund: Letter request from Contractor for advance payment	Contractor
Certificate of Commencement of Work	City Engineering Office
Irrevocable standby letter of credit/security bond/ bank guarantee (<i>Equivalent to amount of advance payment</i>)	Contractor
Additional Requirements for Variation Orders:	



Approved Change Order/Extra Work Order		City Engineering Office		
Copy of Approved Original Plans indicating the affected portions of the project		City Engineering Office		
Copy of revised plans and specifications, if applicable, indicating the changes made which shall be color coded.		City Engineering Office		
Justification for the Change Order/Extra Work Order/Supplemental Agreement		City Engineering Office		
Copy of Approved Detailed Breakdown of Contract cost for the variation order		City Engineering Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.5 Pre-audit of the disbursement vouchers.	None	3 Hours per DV for SVP/ Shopping and 8 Hours per DV for Competitive Bidding	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index infrastructure transactions in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Record withholding taxes for the preparation of Monthly	None	10 Minutes per voucher	<i>Admin Officer II</i>



	Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.			
	1.9 Final review and certifying of financial documents.	None	10 Minutes per DV for SVP/Shopping and 20 Minutes per DV for Competitive Bidding	<i>City Accountant</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	Total	None	3 Hours and 56 Minutes for SVP/ Shopping per DV and 9 Hours and 6 Minutes per DV for Competitive Bidding	



7. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Supplies and Materials/ Capital Outlay-Equipment/Vehicle)

Disbursement Vouchers for payment to Suppliers for Supplies and Materials/ Capital Outlay-Equipment from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit and certification as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions.

Office or Division	City Accountant's Office – Claims and Processing Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Requisitioning offices and Liaison Officers
Checklist Of Requirements	Where To Secure
Disbursement Voucher - 3 copies	Requisitioning Office
Obligation Request (OBR) - 3 copies	Requisitioning Office
Charge or Sales Invoice/Billing Statement/ Statement of Account	Supplier
Delivery Receipt	Supplier
Inspection and Acceptance Report (duly stamped "RECEIVED" by the COA)	General Services Office
Approved Purchase Request (PR)	Requisitioning Office
Annual Procurement Plan	Bids and Awards Committee
Certificate of Posting in Conspicuous Place	Bids and Awards Committee
Philgeps Bid Notice Abstract	Bids and Awards Committee
Philgeps Award Notice Abstract	Bids and Awards Committee
Photocopy of O.R. – payment of RFQ/ Bid Docs	Supplier
Samples and brochures/ photographs if applicable	Supplier
Request and Issuance Slip	General Services Office
1. Property Acknowledgment Receipt (For items valued above P15,000.00)	General Services Office
Inventory Custodian Slip	General Services Office
Product Warranty Certificate if applicable	Supplier
Warranty Security - Bank Guarantee/Cash Retention if applicable	Supplier



Certificate of exclusive distributorship, if applicable	Supplier
Additional Requirements:	
Repair & Maintenance of equipment/vehicle:	
Report of Waste materials – for parts replaced	General Services Office
Pre/Post Repair Inspection Report for repairs and maintenance	General Services Office
Construction Materials/Supplies (to include repair & maintenance of facilities:	
Program of Work with Bill of Materials and Estimates	General Services Office/ City Engineering Office
Items intended for Distribution:	
List of Qualified Recipient/Beneficiaries with their signatures (<i>certified true and correct</i>)	Requisitioning Office
Medicines & MDL Supplies:	
FDA License to Operate	Supplier
FDA Certificate of Product Registration	Supplier
FDA Certificate of Good manufacturing practice	Supplier
FDA Batch release certificate (for the items purchased)	Supplier
Certification from manufacturer that the supplier is authorized distributor/dealer of the products/items - If supplier is not the manufacturer	Supplier
Vehicles:	
Authority to Purchase Motor Vehicle from DBM or Office of the President	Requisitioning Office
Stencil of Chassis No. and Engine No.	General Services Office
LTO Official Receipt of Registration	Land Transportation Office
LTO Certificate of Registration	Land Transportation Office
Insurance Policy	Insurance Company
Additional Requirements:	
Small Value Procurement	
Request for Price Quotation/ Canvass Forms (duly signed) from at least three (3) qualified suppliers	General Services Office
BAC Resolution Recommending Approval of Mode of Procurement (SVP)	Bids and Awards Committee
BAC Resolution Recommending the Award of Contract	Bids and Awards Committee
Approved Purchase Order (PO) duly stamped "RECEIVED" by the COA	Bids and Awards Committee
Philgeps Registration Number	Supplier
Omnibus Sworn Statement	Supplier
Mayor's/Business Permit	Supplier



BIR – Certificate of Registration (Form 2303)	Supplier
Latest Income and Business Tax Return - <i>EFPS</i>	Supplier
Competitive Bidding Invitation to Bid	Bids and Awards Committee
Checklist of Eligibility Requirements	Bids and Awards Committee
Philgeps Certificate of Registration – Platinum Membership	Supplier
Statement of Ongoing and Awarded but not yet started government and private contracts	Supplier
Statement of Single largest completed government and private contracts which are similar in nature to the contracts to bid (SLCC)	Supplier
Computation of Net Financial Contracting Capacity (NFCC) or credit line commitment	Supplier
Joint Venture Agreement, when applicable	Supplier
SEC/ DTI/ CDA registration	Supplier
Mayor’s /Business Permit	Supplier
BIR – Certificate of Registration (Form 2303)	Supplier
Audited Financial Statements with stamp "received by BIR"	Supplier
Latest Income and Business Tax Return - <i>EFPS</i>	Supplier
Tax Clearance	Supplier
Bid Security	Supplier
Duly signed Production/Delivery Schedule	Supplier
Duly signed Manpower Schedule	Supplier
Technical Specifications	Supplier
Omnibus Sworn Statement	Supplier
Authority of the Signatory	Supplier
Duly signed Bid Form	Supplier
Duly signed Bid Prices in the Bill of Quantities/Price Schedule	Supplier
Abstract of Bids as Read and as Calculated	Bids and Awards Committee
Minutes of Pre-Procurement, if more than 2M	Bids and Awards Committee
Minutes of Pre-Bid Conference, if more than 1M	Bids and Awards Committee
Minutes of Bid Opening	Bids and Awards Committee
Notice to Observers – Pre-Procurement/Pre-Bid/Opening	Bids and Awards Committee



Attendance – Pre-Procurement/Pre/Bid/Opening	Bids and Awards Committee			
Agenda and/or Supplement Bulletins, if any	Bids and Awards Committee			
Bid Evaluation Report	Bids and Awards Committee			
Post-qualification Report of TWG	Bids and Awards Committee			
Instruction to Bidders	Bids and Awards Committee			
Bid Data Sheet	Bids and Awards Committee			
General Conditions of Contract	Bids and Awards Committee			
Special Conditions of Contract	Bids and Awards Committee			
BAC Resolution Declaring LCRB and Recommending Approval	Bids and Awards Committee			
Notice of Award	Bids and Awards Committee			
Performance Security	Supplier			
Contract Agreement	Bids and Awards Committee			
Notice to Proceed	Bids and Awards Committee			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.2 Assign of Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.5 Pre-audit of the disbursement vouchers.	None	3 Hours per DV for SVP/ Shopping and 8 Hours per DV for Competitive Bidding	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>



	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index Supplies and Materials/ Capital Outlay-Equipment in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Record withholding taxes for the preparation of Monthly Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.	None	10 Minutes per voucher	<i>Admin Officer II</i>
	1.9 Final review and certifying of financial documents.	None	10 Minutes per DV for SVP/Shopping and 20 Minutes per DV for Competitive Bidding	<i>City Accountant</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	Total	None	3 Hours and 56 Minutes for SVP/Shopping per DV and 9 Hours and 6 Minutes per DV for	



		Competitive Bidding	
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8. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Utilities and Other Bills)

Disbursement Vouchers for payment to Suppliers for Utilities and Other Bills from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit and certification as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division	City Accountant's Office – Claims and Processing Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Requisitioning offices and Liaison Officers
Checklist Of Requirements	Where To Secure
Disbursement Voucher - 3copies	Requisitioning Office
Obligation Request (OBR)- 3 copies	Requisitioning Office
Statement of Account/Billing Statement	Service provider/Supplier
Additional Requirements: Electrical/Water Electrical/Water Summary of Billings- if more than one Collection Notice	Service provider
Authority or Approved Request for connection (to be attached on the first payment only)	City Mayor's Office
Copy of the Approved Application for Service Connection/ Service Contract (to be attached on the first payment only)	Service provider
Communication/Cable/ Internet Authority or Approved Request for connection (to be attached on the first payment only)	City Mayor's Office
Copy of the Approved Application for Service Connection/ Service Contract (to be attached on the first payment only)	Service provider
Schedule of Official and Personal Calls or a Certification that all calls made were on official business, if CP and Telephone	Requisitioning Office
Subscriptions/Office Systems Authority or Approved Request for subscription (to be attached on the first payment only)	City Mayor's Office
Contract or Agreement attached on the first payment only	Service provider
Newspaper Advertisements Approved Letter Request with justification on	City Mayor's Office



its necessity				
Advertisement Contract /Contract Agreement	Service provider			
Copy of the publication or newspaper	Service provider			
Philgeps Registration Number	Service provider			
Mayor's/Business Permit	Service provider			
Radio Program/ Media Documentation/ Survey Approved Letter Request with justification on its necessity	City Mayor's Office			
Radio Broadcast Contract/Contract Agreement	Service provider			
Certificate of Performance	Service provider			
CD/DVD/Hard copy of video/picture/survey results (for media/survey documentation)	Service provider			
Philgeps Registration Number	Service provider			
Mayor's/Business Permit	Service provider			
Renewal Of Registration/Insurance of Gov't Vehicles/ Buildings/ Equipment List of vehicles with corresponding plate number and amount due for payment	General Services Office			
Photocopy of the OR of the previous year's registration	General Services Office			
Photocopy of the Certificate of Registration (CR)	General Services Office			
Registration/Renewal Of Fidelity Bond – Online Application Special Order/Memorandum Order - Designated Disbursing Officer	City Mayor's Office			
Fidelity Bond Application Form – Form 3	City Treasurer's Office			
List of Bonded Accountable Public Officers – Form 4	City Treasurer's Office			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	Receiving Staff
	1.2 Assign of Disbursement Voucher Number.	None	2 Minutes per voucher	Receiving Staff
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	Receiving Staff



	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.5 Pre-audit of the disbursement vouchers.	None	10 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index Utilities and Other Bills in the Indexing Tracker System.	None	20 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Record withholding taxes for the preparation of Monthly Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.	None	10 Minutes per voucher	<i>Admin Officer II</i>
	1.9 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	Total	None	1 Hours and 16 Minutes per voucher	



9. Pre-Audit and Processing of Disbursement Vouchers for Payment to Suppliers (Gasoline, Fuel and Oil)

Disbursement Vouchers for payment to Suppliers for Gasoline, Fuel and Oil from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit and certification as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division	City Accountant's Office – Claims and Processing Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Requisitioning offices and Liaison Officers
Checklist Of Requirements	Where To Secure
Disbursement Voucher - 3 copies	General Services Office
Obligation Request (OBR) - 3 copies	General Services Office
Charge or Sales Invoice/Billing Statement	Supplier
Driver's Trip Tickets	General Services Office - Motorpool
Inspection and Acceptance Report (duly stamped "RECEIVED" by the COA)	General Services Office - Motorpool
Approved Purchase Request (PR)	General Services Office
Annual Procurement Plan	Bids and Awards Committee
Certificate of Posting in Conspicuous Place	Bids and Awards Committee
Philgeps Bid Notice Abstract	Bids and Awards Committee
Philgeps Award Notice Abstract	Bids and Awards Committee
Photocopy of O.R. – payment of RFQ/ Bid Docs	Supplier
Additional Requirements:	
Small Value Procurement Request for Price Quotation/ Canvass Forms (duly signed) from at least three (3) qualified suppliers	General Services Office
BAC Resolution Recommending Approval of Mode of Procurement (SVP)	Bids and Awards Committee
BAC Resolution Recommending the Award of Contract	Bids and Awards Committee
Approved Purchase Order (PO) duly stamped	Bids and Awards Committee



“RECEIVED” by the COA	
Philgeps Registration Number	Supplier
Omnibus Sworn Statement	Supplier
Mayor’s/Business Permit	Supplier
BIR – Certificate of Registration (Form 2303)	Supplier
Latest Income and Business Tax Return - <i>EFPS</i>	Supplier
Performance Security	Supplier
Competitive Bidding Invitation to Bid	Bids and Awards Committee
Checklist of Eligibility Requirements	Bids and Awards Committee
Philgeps Certificate of Registration – Platinum Membership	Supplier
Statement of Ongoing and Awarded but not yet started government and private contracts	Supplier
Statement of Single largest completed government and private contracts which are similar in nature to the contracts to bid (SLCC)	Supplier
Computation of Net Financial Contracting Capacity (NFCC) or credit line commitment	Supplier
Joint Venture Agreement, when applicable	Supplier
SEC/ DTI/ CDA registration	Supplier
Mayor’s /Business Permit	Supplier
BIR – Certificate of Registration (Form 2303)	Supplier
Audited Financial Statements with stamp "received by BIR"	Supplier
Latest Income and Business Tax Return - <i>EFPS</i>	Supplier
Tax Clearance	Supplier
Bid Security	Supplier
Duly signed Production/Delivery Schedule	Supplier
Duly signed Manpower Schedule	Supplier
Technical Specifications	Supplier
Omnibus Sworn Statement	Supplier
Authority of the Signatory	Supplier
Duly signed Bid Form	Supplier
Duly signed Bid Prices in the Bill of Quantities/Price Schedule	Supplier
Abstract of Bids as Read and as Calculated	Bids and Awards Committee



Minutes of Pre-Procurement, if more than 2M	Bids and Awards Committee			
Minutes of Pre-Bid Conference, if more than 1M	Bids and Awards Committee			
Minutes of Bid Opening	Bids and Awards Committee			
Notice to Observers – Pre-Procurement/Pre-Bid/Opening	Bids and Awards Committee			
Attendance – Pre-Procurement/Pre/Bid/Opening	Bids and Awards Committee			
Agenda and/or Supplement Bulletins, if any	Bids and Awards Committee			
Bid Evaluation Report	Bids and Awards Committee			
Post-qualification Report of TWG	Bids and Awards Committee			
Instruction to Bidders	Bids and Awards Committee			
Bid Data Sheet	Bids and Awards Committee			
General Conditions of Contract	Bids and Awards Committee			
Special Conditions of Contract	Bids and Awards Committee			
BAC Resolution Declaring LCRB and Recommending Approval	Bids and Awards Committee			
Notice of Award	Bids and Awards Committee			
Performance Security	Supplier			
Contract Agreement	Bids and Awards Committee			
Notice to Proceed	Bids and Awards Committee			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.2 Assign of Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>



	1.5 Pre-audit of the disbursement vouchers.	None	3 Hours per DV for SVP/ Shopping and 8 Hours per DV for Competitive Bidding	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index gasoline, fuel, and oil in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Record withholding taxes for the preparation of Monthly Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.	None	10 Minutes per voucher	<i>Admin Officer II</i>
	1.9 Final review and certifying of financial documents.	None	10 Minutes per DV for SVP/Shopping and 20 Minutes per DV for Competitive Bidding	<i>City Accountant</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	Total	None	3 Hours And 56 Minutes For SVP/Shopping Per DV And 9 Hours And 6 Minutes Per DV	



		For Competitive Bidding	
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10. Pre-Audit and Processing of Disbursement Vouchers for Payment of Registration Fees, Air & Boat Fare/Reimbursements on Local Travel

Disbursement Vouchers for payment of Registration fees, Air & Boat Fare/Reimbursements on Local Travel from the City Budget Office of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit and certification as to the completeness of its supporting documents and withholding taxes deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division	City Accountant's Office – Claims and Processing Division
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Requisitioning offices and Liaison Officers
Checklist Of Requirements	Where To Secure
Disbursement Voucher - 3copies	Requisitioning Office/Personnel
Obligation Request (OBR)- 3 copies	Requisitioning Office/Personnel
Approved Travel Order/Office Order	City Mayor's Office (CMO)
Invitation Letter / Notice of Meeting / Memo / Communications	Sponsoring Organization
Programme Agenda and logistics information, when applicable	Sponsoring Organization
Training Directives, if applicable	Personnel Development Committee
Training Contract, for non-government employee	City Mayor's Office (CMO)
Additional Requirements for Air & Boat fare:	
Billing Statement/Statement of Account	Service Provider
Mayor's Permit, if were purchase through travel agency	Service Provider
Additional Requirements for Reimbursement:	
Approved Itinerary of Travel (<i>Appendix A</i>)	Requisitioning Office/Personnel
Certificate of Travel Completed (<i>Appendix B</i>)	Requisitioning Office/Personnel
Certificate of Appearance/Attendance	Sponsoring Organization
Attendance Report (for seminars, trainings & benchmarking, if applicable)	Requisitioning Office/Personnel



Official Receipt/Cash Invoices/Cash Slips/Taxi Receipts/RERs/Terminal Fee Tickets		Service Provider		
Tickets (Paper/electronic plane, boat, bus)		Service Provider		
Boarding Passes/Seat Number		Service Provider		
Certificate of Authorization and Accountability to claim on behalf of other claimants		Requisitioning Office/Personnel		
Certificate of No Claim from Mother Agency (for NGA employees)		Mother Agency		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	Receiving Staff
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	Receiving Staff
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	Receiving Staff
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	Receiving Staff
	1.5 Pre-audit of the disbursement vouchers.	None	20 Minutes per voucher	Admin Officer II, Accountant I, Accountant II, CGADH I
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	Admin Officer II, Accountant I, Accountant II, CGADH I
	1.7 Index registration fees, air and boat fares/reimbursements on travel in the Indexing Tracker System.	None	10 Minutes per voucher	Accounting Clerk



	1.8 Record withholding taxes for the preparation of Monthly Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.9 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>Admin Officer II</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	Total	None	1 Hour and 16 Minutes per Voucher	



11. Pre-Audit and Processing of Disbursement Vouchers for Cash Advance on Petty Cash Fund

Disbursement Vouchers from the City Budget Office of the City Government of Tagbilaran for Petty Cash Fund of different offices are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit of financial documents as to the completeness of its supporting documents based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division:	Claims and Processing Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Requisitioning offices and Liaison Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Disbursement Voucher - 3copies		Requisitioning Office	
2.	Obligation Request (OBR)- 3 copies		Requisitioning Office	
3.	List of Bonded Officials		City Treasurer's Office (CTO)	
4.	Approved Estimate of Petty Expenses for one month (beginning of the year)		Requisitioning Office	
5.	Authority to Cash Advance for PCF		City Mayor's Office (CMO)	
6.	Authenticated copy of Approved Bond/Confirmation letter/ATAP (for accountability of P 5,000.00 or more)		City Treasurer's Office (CTO)/ Bureau of Treasury	
7.	Memorandum/Designation as Special Disbursing Officer/ Authority of the Accountable Officer		City Mayor's Office (CMO)	
8.	Certificate of No Unliquidated Cash Advances		Office of the City Accountant (OCA)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>



1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division.	1.5 Pre-audit of the disbursement vouchers.	None	20 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index cash advance in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.9 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.10 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
TOTAL		None	1 Hour and 6 Minutes per Voucher	



12. Pre-Audit and Processing of Disbursement Vouchers for Cash Advances on Special Purpose Fund

Disbursement Vouchers from the City Budget Office of the City Government of Tagbilaran for Cash Advances Special Purpose Fund of selected offices are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit of financial documents as to the completeness of its supporting documents based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division:	Claims and Processing Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Requisitioning offices and Liaison Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Disbursement Voucher - 3copies		Requisitioning Office	
2.	Obligation Request (OBR)- 3 copies		Requisitioning Office	
3.	Approved Activity Design / Proposal		Requisitioning Office	
4.	List of Bonded Officials		City Treasurer's Office (CTO)	
5.	Authenticated copy of Approved Bond/Confirmation letter/ATAP (for accountability of P 5,000.00 or more)		City Treasurer's Office (CTO)/ Bureau of Treasury	
6.	Memorandum/Designation as Special Disbursing Officer/ Authority of the Accountable Officer		City Mayor's Office (CMO)	
7.	Certificate of No Unliquidated Cash Advances		Office of the City Accountant (OCA)	
Additional Requirements for Honorarium and Prizes:				
	• Payroll for Honorarium/Prizes		Requisitioning Office	
	• Criteria/Mechanics (<i>with amount of prizes</i>)		Requisitioning Office	
	• Program of Activities		Requisitioning Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit	None	2 Minutes per voucher	<i>Receiving Staff</i>



1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division.	personnel the financial documents.			
	1.5 Pre-audit of the disbursement vouchers.	None	20 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index cash advance in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.9 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.10 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	TOTAL	None	1 Hour and 6 Minutes per Voucher	



13. Pre-Audit and Processing of Disbursement Vouchers for Replenishment of Petty Cash Fund (PCF)

Disbursement Vouchers from the City Budget Office of the City Government of Tagbilaran for replenishment of Petty Cash Fund are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit of financial documents as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division:	Claims and Processing Division			
Classification:	Complex			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Requisitioning offices and Liaison Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Disbursement Voucher - 3copies		Requisitioning Office	
2.	Obligation Request (OBR)- 3 copies		Requisitioning Office	
3.	Petty Cash Fund (PCF) Replenishment Report		Requisitioning Office	
4.	Summary of Petty Cash Voucher		Requisitioning Office	
5.	Petty Cash Voucher (PCV)		Requisitioning Office	
6.	Official Receipts/ Cash Invoices/ Cash Slips/ RERs/Certification of Expenses not Requiring Receipts/Acknowledgement Receipt Collection Receipts		Supplier	
7.	Photocopy of paid Cash Advance voucher		Requisitioning Office	
8.	Photocopy of Obligation Request (OBR)		Requisitioning Office	
Additional Requirements (case to case basis)				
	• Inventory Custodian Slip (ICS)		General Services Office (GSO)	
	• Report of Waste Materials - (for replacement of spare parts of equipment / vehicles)		General Services Office (GSO)	
	• Pre & Post Inspection report - (for repair of equipment / vehicles)		General Services Office (GSO)	
	• Notice of Meeting/ Invitation - (for claims of travelling/ meals & snacks / registration fee)		Requisitioning Office	
	• Attendance sheet - (for claims of meals and snacks)		Requisitioning Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>



1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division.	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.5 Pre-audit of the disbursement vouchers.	None	20 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index replenishment of Petty Cash Fund in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.9 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.10 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	TOTAL	None	1 Hour and 6 Minutes per Voucher	



14. Pre-Audit and Processing of Liquidation of Petty Cash Fund (PCF)/ Special Purpose Fund

Liquidation Reports/Report of Disbursements for Petty Cash Fund (PCF) / Special Purpose Fund from different offices of the City Government of Tagbilaran are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit of financial documents as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing. *(Note: PCF Amount per transaction is below P1,000.00)*

Office or Division:	Claims and Processing Division	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Requisitioning offices and Liaison Officers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.	Liquidation Report/Report of Disbursements	Requisitioning Office
2.	Official Receipt (for refund of unexpended amount of the cash advance)	City Treasurer's Office (CTO)
3.	Photocopy of paid Cash Advance voucher	Requisitioning Office
4.	Photocopy of Obligation Request (OBR) of Cash Advance/PCF	Requisitioning Office
5.	Official Receipts/ Cash Invoices/ Cash Slips/ RERs/Certification of Expenses not Requiring Receipts/Acknowledgement Receipt/ Collection Receipts	Supplier
	Additional Requirements for PCF:	
	• Summary of Petty Cash Voucher	Requisitioning Office
	• Petty Cash Voucher (PCV)	Requisitioning Office
	Additional Requirements for Special Purpose Fund:	
	• Photocopy of the Approved Budgetary Requirement / Estimated Expenses/Activity Design	Requisitioning Office
	• Summary of Actual Expenses	Requisitioning Office
	Additional Requirements (case to case basis)	
	• Purchase Request	Requisitioning Office
	• Annual Procurement Plan (APP)/Project Procurement Management Plan (PPMP)/	Requisitioning Office
	• Request for Quotation from 3 suppliers if P1,000 and above	Supplier
	• Acceptance and Inspection Report	General Services Office (GSO)
	• Inventory Custodian Slip (ICS)	General Services Office (GSO)
	• Report of Waste Materials - (for replacement of spare parts of equipment / vehicles)	General Services Office (GSO)



• Pre & Post Inspection report - (for repair of equipment / vehicles)	General Services Office (GSO)
• Notice of Meeting/ Invitation - (for claims of travelling/ meals & snacks / registration fee)	Requisitioning Office
• Attendance sheet - (for claims of meals and snacks)	Requisitioning Office
• Course Syllabus/ Program of Lectures	Requisitioning Office
• Certificate of Performance of Service, applicable to payment of honoraria from the procuring Dept. Head	Requisitioning Office
• Invitation letter	Requisitioning Office
• Authority to collect honorarium – Mayor (for LGU of Tagbilaran employee including JO)	City Mayor’s Office (CMO)
• Payroll for Honorarium/Prizes	Requisitioning Office
• Criteria/Mechanics (with amount of prizes)	Requisitioning Office
• Official Results of the Contest/ Competition (for Prizes)	Requisitioning Office
• Program of Activities	Requisitioning Office
• Job Order (for referees and table officials)	City Mayor’s Office (CMO)
• Official Receipt as payment of withholding tax	City Treasurer’s Office (CTO)
• Itinerary of Transportation Expenses (for Errand Expenses/ Fares)	Requisitioning Office
Additional Requirement for Honorarium/Talent & Professional Fee if paid to a business entity:	
• Contract of service/Contract Agreement	City Mayor’s Office (CMO)
• Mayor’s Permit	Service Provider
• Philgeps Registration Number	Service Provider
• BAC Resolution Recommending Award w/ approval of the HOPE	Bids and Awards Committee

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Liquidati	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None	2 Minutes per voucher	Receiving Staff
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	Receiving Staff
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per voucher	Receiving Staff
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per voucher	Receiving Staff
	1.5 Pre-audit of the disbursement vouchers.	None	20 Minutes per voucher	Admin Officer II, Accountant I, Accountant II, CGADH I



on Report/ Report of Disbursements to the Office of the City Accountant - Claims and Processing Division.	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index liquidation of Petty Cash Fund/Special Purpose Fund in the Indexing Tracker System.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.8 Record withholding taxes for the preparation of Monthly Alphalist of Payees and Monthly Remittance Return of VAT & Other Percentage Taxes.	None	10 Minutes per voucher	<i>Admin Officer II</i>
	1.9 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>City Accountant</i>
	1.10 Detach Disbursement Voucher and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	TOTAL	None	1 Hour and 16 Minutes per Voucher	



15. Pre-Audit and Processing of Disbursement Vouchers for Financial Assistance

Disbursement Vouchers from the City Budget Office of the City Government of Tagbilaran for the qualified recipients of financial assistance are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit of financial documents as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division:	Claims and Processing Division	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Requisitioning offices and Liaison Officers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.	Disbursement Voucher - 3copies	City Social Welfare and Development Office (CSWDO)
2.	Obligation Request (OBR)- 3 copies	City Social Welfare and Development Office (CSWDO)
3.	Case Study Report/Case Summary	City Social Welfare and Development Office (CSWDO)
4.	Barangay Certificate of Residency or Certificate of Indigency	Barangay Hall where the recipient/beneficiary belongs
	Additional Requirements	
	Medical Assistance:	
	<ul style="list-style-type: none"> • Medical Certificate/Medical Abstract • Hospital Bill/Statement of Account • Doctor's Prescription (<i>for medicines/assistive devices</i>) • Laboratory request (<i>for medical procedures</i>) 	City Health Office (CHO)/Hospital/Doctor's Clinic
	<ul style="list-style-type: none"> • Certificate of Non-Membership of BABA Health Card Program 	(BACU)
	Burial/Coffin Assistance:	
	<ul style="list-style-type: none"> • Death Certificate/Doctor's Certificate/Imam Certificate (<i>in the absence of Death Certificate</i>) 	Recipient/Beneficiary
	<ul style="list-style-type: none"> • CSWDO Certification 	City Social Welfare and Development Office (CSWDO)
	<ul style="list-style-type: none"> • Permit to transfer/Health permit (for transfer of cadaver) 	City Health Office (CHO)
	<ul style="list-style-type: none"> • Funeral Contract 	Funeral Homes
	Transportation Assistance:	
	<ul style="list-style-type: none"> • Police blotter/Police Certification, for victim of criminalities 	City PNP
	Food Assistance:	
	<ul style="list-style-type: none"> • Photocopy of any valid ID 	Recipient
	Educational Assistance:	
	<ul style="list-style-type: none"> • School Billing/ Statement of Account 	School



• Certificate of Enrollment or Registration	School
• Validated school ID of the student/beneficiary	School/Student
• Certificate of non-beneficiary of any scholarship	School
• Certificate of non-availment of City Tuition fee subsidy	BACU
Cash assistance for other support services:	
• Police Report/BFP Report (<i>for fire victims</i>)	City PNP /BFP
• Passport, Travel Document(s), Certification from OWWA or any proof of repatriation by the OFW	Recipient/Beneficiary/OWWA
• Social Worker or Case Manager Certification for rescued clients	City Social Welfare and Development Office (CSWDO)
• Police Blotter and Social Worker Certificate for Victims of On-line Sexual Exploitation of Children	City PNP /City Social Welfare and Development Office (CSWDO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the disbursement vouchers to Office of the City Accountant - Claims and Processing Division.	1.1 Receive the disbursement vouchers with the necessary supporting documents.	None		
	1.2 Assign Disbursement Voucher Number.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	5 Minutes per voucher	<i>Receiving Staff</i>
	1.5 Pre-audit of the disbursement vouchers.	None	2 Minutes per voucher	<i>Receiving Staff</i>
	1.6 Return disbursement vouchers for those with lacking documents and/or with concerns needed for compliance.	None	20 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index financial assistance in the Indexing Tracker System.	None	5 Minutes per voucher	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.8 Final review and certifying of financial documents.	None	10 Minutes per voucher	<i>Accounting Clerk</i>
	1.9 Detach Disbursement Voucher and necessary supporting documents and	None	10 Minutes per voucher	<i>City Accountant</i>



	tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).			
	1.10 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	1.10 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office. TOTAL	None	5 Minutes per voucher	<i>Outgoing Staff</i>
	TOTAL	None	1 Hour and 6 Minutes per Voucher	



16. Pre-Audit and Processing of Payroll for Salaries and Wages of Regular, Contractual and Casual Employees

Payrolls from the City Budget Office of the City Government of Tagbilaran for the Salaries and Wages of Regular, Contractual and Casual Employees are forwarded to the Office of the City Accountant - Claims and Processing Division for the pre-audit of financial documents as to the completeness of its supporting documents, withholding taxes and liquidated damages deductions based on the Government Procurement Act (RA 9184), DBM, DILG & COA Circulars, CSC Issuances, BIR Tax Rules and Regulations and other regulating bodies; and its processing.

Office or Division:	Claims and Processing Division	
Classification:	Complex	
Type of Transaction:	G2G- Government to Government	
Who may avail:	Requisitioning offices and Liaison Officers	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.	Payroll - 3copies	City Human Resource Management and Development Office (CHRMDO)
2.	Obligation Request (OBR) - 3 copies	City Human Resource Management and Development Office (CHRMDO)
3.	Daily Time Record (DTR)	Office where the employee belongs
4.	Approved Applications for Leave	City Human Resource Management and Development Office (CHRMDO)
5.	Monthly Accomplishment Report	Office where the employee belongs
6.	Medical Certificate if on Sick leave for five days or more or Maternity Leave	City Health Office/Hospital/Clinic
7.	Travel Order/Office Order	City Mayor's Office (CMO)
8.	Certificate of Appearance	Sponsoring Organization/Office
9.	Justification Form (Pen Entries in the DTR)	City Human Resource Management and Development Office (CHRMDO)
10.	Certification of Accrued Compensatory Overtime Credits (COC) from HR	City Human Resource Management and Development Office (CHRMDO)
11.	Request for Compensatory Time-off	City Human Resource Management and Development Office (CHRMDO)
	Additional Requirements for FIRST SALARY:	City Human Resource Management and Development Office (CHRMDO)
	• Certified Copy of Approved Appointment	City Human Resource Management and Development Office (CHRMDO)
	• HRMO Certification as to compliance with the conditions set forth in the approval of appointment	City Human Resource Management and Development Office (CHRMDO)
	• Certification from the Office of the Accountant on the availability of budgetary allotment	City Human Resource Management and Development Office (CHRMDO)
	• Certified Copy of Oath of Office	City Human Resource Management and Development Office (CHRMDO)
	• Statement of Assets, Liabilities & Net Worth	City Human Resource Management and Development Office (CHRMDO)



<ul style="list-style-type: none"> BIR withholding certificates (Forms 1902 or BIR T.I.N and 2305 – Certificate of Update of Employer’s and Employee’s Information 	Bureau of Internal Revenue (BIR)
Additional Requirements for Transfer from other Government Agency: <ul style="list-style-type: none"> Clearance from previous agency 	Previous Agency/Office
<ul style="list-style-type: none"> Certificate of last salary received from previous agency 	Previous Agency/Office
<ul style="list-style-type: none"> BIR Form 2316 	Previous Agency/Office
<ul style="list-style-type: none"> Certificate of Available Leave Credits 	Previous Agency/Office
<ul style="list-style-type: none"> Service Record 	Previous Agency/Office
Additional Requirements for SALARY DIFFERENTIALS (Promotion, Step Increment/Increase): <ul style="list-style-type: none"> Notice Of Salary Adjustment (NOSA)/Notice of Step Increment (NOSI), if step increment or salary increase/Copy of Appointment, if Promotion 	City Human Resource Management and Development Office (CHRMDO)
<ul style="list-style-type: none"> Certified Copy of Oath of Office, if Promotion 	City Human Resource Management and Development Office (CHRMDO)
<ul style="list-style-type: none"> Certified Copy of Certificate of Assumption, if Promotion 	City Human Resource Management and Development Office (CHRMDO)
<ul style="list-style-type: none"> Certification by the City Accountant, in case of LGU’s, that the promotion/step increment is still within the PS limitation prescribed under Section 325(a) of RA 7160 	City Human Resource Management and Development Office (CHRMDO)
Additional Requirements for WAGES – Contractual: <ul style="list-style-type: none"> Contract of Services 	City Mayor’s Office (CMO)
<ul style="list-style-type: none"> Accomplishment Report 	Office where the employee belongs
<ul style="list-style-type: none"> BIR Form of Income Payee’s Sworn Declaration of Gross Receipts/Sales (for first claim) 	Office where the employee belongs
Additional Requirements for WAGES – Job Order: <ul style="list-style-type: none"> Job Order 	City Human Resource Management and Development Office (CHRMDO)
<ul style="list-style-type: none"> Accomplishment Report 	Office where the employee belongs
<ul style="list-style-type: none"> BIR Form of Income Payee’s Sworn Declaration of Gross Receipts/Sales (for first claim) 	Office where the employee belongs
<ul style="list-style-type: none"> Memorandum/Authority to render service during non-regular working day/s (for services on Saturdays, Sundays and Holidays, if not indicated in the job order), if applicable 	City Mayor’s Office (CMO)
Additional Requirements for Overtime Pay:	City Mayor’s Office (CMO)



	<ul style="list-style-type: none"> Overtime Authority stating the necessity and urgency of the work to be done and the duration of overtime work 			
	<ul style="list-style-type: none"> Overtime Work Program 	Office where the employee belongs		
	<ul style="list-style-type: none"> Accomplishment Report 	Office where the employee belongs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward payroll to Office of the City Accountant - Claims and Processing Division.	1.1 Receive the payroll with the necessary supporting documents.	None	2 Minutes per payroll	<i>Receiving Staff</i>
	1.2 Assign payroll Number.	None	2 Minutes per payroll	<i>Receiving Staff</i>
	1.3 Encode in the Tracking Assistance Gateway (TAG) and route to designated Pre-Audit Personnel.	None	5 Minutes per payroll	<i>Receiving Staff</i>
	1.4 Sort and forward to the designated Pre-audit personnel the financial documents.	None	2 Minutes per payroll	<i>Receiving Staff</i>
	1.5 Pre-audit of the payroll.	None	4 Hours per payroll	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.6 Return of payroll for those with lacking documents and/or with concerns needed for compliance.	None	5 Minutes per payroll	<i>Admin Officer II, Accountant I, Accountant II, CGADH I</i>
	1.7 Index payroll in the Indexing Tracker System.	None	20 Minutes per payroll	<i>Accounting Clerk</i>
	1.8 Record withholding taxes of regular and contractual employees	None	10 Minutes per payroll	<i>Admin Officer II</i>
	1.9 Final review and certifying of financial documents.	None	10 Minutes per payroll	<i>City Accountant</i>
	1.10 Detach payroll and necessary supporting documents and tagged for release in the Outgoing of the Tracking Assistance Gateway (TAG).	None	5 Minutes per payroll	<i>Outgoing Staff</i>
	1.11 Prepare Summary of DVs for Transmittal. Release and forward DV and OBR to City Treasurer's Office.	None	5 Minutes per payroll	<i>Outgoing Staff</i>
TOTAL		None		



		5 Hours and 6 Minutes per Payroll	
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17. Issuance of Tax Certificates for Employees

Certified copy of the signed/approved and filled-up Tax Certificates (BIR Form 2316) are issued by this office to the Employees of the City Government of Tagbilaran as per request due to loss of the previously issued BIR Forms for foreign travels/loans/scholarship.

Office or Division:	Claims and processing Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who May Avail:	All Employees of the City Government of Tagbilaran			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-up Request Form		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the Certified Photocopy of the BIR Form	1.1 Generate photocopy of the BIR Form 2316.	None	15 minutes	Employee in-charge for BIR transactions
2316 thru filling up of the request form.	1.2 Sign the Certification.	None	6 minutes	City Accountant or the designated officer in- charge and the alternate signatories authorize
2. Receipt of the issued Certification in the logbook	2.1 Issue Certification to the requesting employee	None	4 minutes	Employee in-charge for BIR transactions
TOTAL		None	25 Minutes	



City Agriculture and Veterinary Office

External Services



1. Check Up of Pet

The physical examination of pets.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
● None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1. Give the logbook to the client.	None	1 minute	<i>Small Animal Sector</i> CAVO
2. Fill out the outpatient form.	2. Give the outpatient form.	None	3 minutes	<i>Small Animal Sector</i> CAVO
3. Bring in the pet.	3.1. Perform check-up on the pet and give first aid treatment if necessary.	None	10 minutes	<i>Small Animal Sector</i> CAVO
	3.2. Give injection.	None	15 minutes	
4. Receive prescription.	4. Give the prescription. Refer severe cases to veterinary clinics.	None	5 minutes	<i>Small Animal Sector</i> CAVO
Total		None	34 minutes	



2. Issuance of Fishing Permit Certificate

Residents of Tagbilaran City who are interested to catch fish in the waters within the Tagbilaran City boundary need to secure a Fishing Permit.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Barangay Clearance ●Community Tax Certificate 		<ul style="list-style-type: none"> ●Barangay ●Barangay 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1. Give the logbook to the client.	None	1 minute	<i>Fisheries Sector</i> CAVO
2. Submit the required documents to the Sector Head.	2. Receive the required documents and check for completeness.	None	12 minutes	<i>Fisheries Sector</i> CAVO
3. Answer information needed for the issuance of the certificate.	3. Ask and record the information.	None	10 minute	<i>Fisheries Sector</i> CAVO
4. Pay the fee to the Finance Officer.	4. Accept the payment.	Php 100.00	1 minute	<i>Fisheries Sector</i> CAVO
5. Receive the Fishing Permit Certificate.	5. Issue the certificate.	None	1 minute	<i>Fisheries Sector</i> CAVO
Total		Php 100.00	25 minutes	



3. Issuance of Veterinary Health Certificate

The CAVO provides Veterinary Health Certificate for whatever legal purpose it may serve the requesting client.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Pet ●Requirements for issuance of Veterinary Health Certificate in accordance to BAI and EO No. 7, 22 and 5 		<ul style="list-style-type: none"> ●Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1. Give the logbook to the client.	None	1 minute	<i>Livestock Sector</i> CAVO
2. Submit the required documents to the Sector Head.	2. Receive the required documents and check for completeness.	None	12 minutes	<i>Livestock Sector</i> CAVO
3. Answer information needed for the issuance of the certificate.	3. Physically assess the animal and ask information needed for the issuance of the certificate.	None	10 minute	<i>Livestock Sector</i> CAVO
4. Pay the fee to the Finance Officer.	4. Accept the payment.	Php 100.00	1 minute	<i>Livestock Sector</i> CAVO



5. Receive the Veterinary Health Certificate.	5. Issue the certificate.	None	1 minute	<i>Livestock Sector</i> CAVO
Total		Php 100.00	25 minutes	



4. Rabies Vaccination and Dog Registration

Tagbilaran City residents with pets must have them registered and vaccinated for rabies.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Pet <ul style="list-style-type: none"> ● Must be at least 3 months old ● Must be healthy ● Must have no biting incident 14 days before or during the vaccination day 		<ul style="list-style-type: none"> ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1. Give the logbook to the client.	None	1 minute	<i>Small Animal Sector</i> CAVO
2. Bring the pet to the office.	2. Assess the health status of the pet.	None	3 minutes	<i>Small Animal Sector</i> CAVO
3. Hold and secure their pet for vaccination.	3. Apply anti-rabies vaccination on the pet.	None	1 minute	<i>Small Animal Sector</i> CAVO
4. Answer information needed for Pet Registration.	4. Ask information to the client needed for Pet Registration.	None	5 minutes	<i>Small Animal Sector</i> CAVO
5. Pay the registration fee to the Finance Officer.	5. Accept the payment.	Php 25.00	1 minute	<i>Cashier</i> City Treasurer's Office



6. Receive the Registration Card.	6. Issue the Registration Card.	None	1 minute	<i>Small Animal Sector</i> CAVO
Total		Php 25.00	12 minutes	



5. Release of Impounded Pet

Pet owners may request for the release of their impounded pets given that they will be able to comply to the set requirements.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Registration Card ● Proof of ownership (photo with the pet) 		<ul style="list-style-type: none"> ● City Agriculture and Veterinary Office ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1. Give the logbook to the client.	None	1 minute	<i>Small Animal Sector</i> CAVO
2. Answer information needed for release.	2. Ask and record information needed for release.	None	3 minutes	<i>Small Animal Sector</i> CAVO
3. Pay the impoundment fee to the Finance Officer.	3. Accept the payment.	Php 500.00	1 minute	<i>Cashier</i> City Treasurer's Office
4. Pay attention to the lecture and video.	4. Conduct lecture on responsible pet ownership. Show the 30-minute video.	None	30 minutes	<i>Small Animal Sector</i> CAVO
5. Receive the pet.	5. Release the pet.	None	1 minute	<i>Small Animal Sector</i> CAVO
Total		Php 500.00	36 minutes	



6. Spay and Neuter of Pet

Spaying is the removing of the ovaries and uterus of a female pet. Neutering is the removing of the testicles of your male dog or cat. These are veterinary procedures that require minimal hospitalization and offer lifelong health benefits that will vastly improve pet's behavior.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1.1. Give the logbook to the client.	None	1 minute	<i>Small Animal Sector</i> CAVO
	1.2. Schedule the date of surgery.	None	6 minutes	
2. Return on the scheduled date of surgery.	2. Remind the client on the schedule of the surgery.	None	2 minutes	<i>Small Animal Sector</i> CAVO
3. Sign in the waiver and outpatient form before surgery.	3. Perform surgery of the pet.	None	Situation-specific depending on the case of the pet	<i>Cashier</i> City Treasurer's Office
4. Follow prescription and guidelines after surgery.	4. Give the prescription and guidelines after surgery to the owner.	None	5 minutes	<i>Small Animal Sector</i> CAVO
Total		Php 500.00	14 minutes plus situation-specific time	



7. Surrender of Pet

Pet owners may surrender their pets for impounding especially when their pets pose a threat to them or to others.

Office or Division		City Agriculture and Veterinary Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Sign in the client logbook at the office lobby.	1. Give the logbook to the client.	None	1 minute	<i>Small Animal Sector</i> CAVO
2. Answer information needed.	2. Ask and record information needed.	None	3 minutes	<i>Small Animal Sector</i> CAVO
3. Pay the impoundment fee to the Finance Officer.	3. Accept the payment.	Php 500.00	1 minute	<i>Cashier</i> City Treasurer's Office
Total		Php 500.00	5 minutes	



City Assessor's Office

External Services



1. Annotation, Cancellation of Loans or Mortgages, Notice of Adverse Claims, Notice of Tax Liens on Tax Declaration

This service is needed by clients who are processing for loans. The service provider will verify the FAAS and will label said FAAS for the changes in the document.

Office or Division		City Assessor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Taxpayers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Mortgage Papers or Release of Mortgage ● Notice of Tax Liens ● Certified True Copy of Tax Declaration ● Owner's Copy of Land Title ● Mortgage ● Tax Certification for the current year 		<ul style="list-style-type: none"> ● Client ● Client ● City Assessor's Office ● Client ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure list of requirements for annotation or cancellation of mortgage.	1. Provide list of requirements and issue payment slip.	Research Fee: Php 100.00	2 minutes	<i>Local Assessment Operations Officer</i> City Assessor's Office
2. Submit required documents for review including Official Receipt of research fee.	2. Review and prepare the submitted documents.	None	10 minutes	<i>Local Assessment Operations Officer</i> City Assessor's Office
Total		Php 100.00	12 minutes	



2. Securing Assessment of New Assessed or Reassessed Building and Machinery

The owner needs to declare the improvements of his property.

Office or Division		City Assessor's Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Taxpayers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Request letter duly signed by the owner or representatives ● Occupancy Permit (photocopy) ● Building Permit (photocopy) ● Approved Floor Plan ● Land Title where the building is constructed (photocopy) ● For machinery and building, Sworn Statement of Ownership ● For reassessment of building and machinery, Tax Certification 		<ul style="list-style-type: none"> ● Client ● Office of the Building Official ● Office of the Building Official ● Office of the Building Official ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out taxpayer's request form and submit required documents.	1.1. Receive request form.	None	3 minutes	<i>Local Assessment Operations Officer</i>
	1.2. Process all documents for Tax Declaration.	None	5 days	City Assessor's Office



2. Claim Tax Declaration on date agreed with appraiser.	2. Release secured Tax Declaration.	None	2 minutes	<i>Administrative Aide</i> City Assessor's Office
Total		None	5 days and 5 minutes	



3. Securing Certified True Copy of Tax Declaration, Certification as to Landholding or No Landholding, Improvement or No Improvement, Lot or Building History and History of Lots and Buildings

Tax Declaration is a document that describes the property in a nutshell. Other certifications may also be requested for legal purposes.

Office or Division		City Assessor's Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Taxpayers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Taxpayer's Request Form ● Special Power of Attorney, if needed ● Tax Certification or Tax Receipt of the current year 		<ul style="list-style-type: none"> ● City Assessor's Office ● Client ● City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure list of requirements and fill out request form.	1. Provide list of requirements and request form.	None	5 minutes	<i>Administrative Aide</i> City Assessor's Office
2. Proceed to CTO for payment.	2. Receive payment.	Php 100.00 per copy	10 minutes	<i>Cashier</i> City Treasurer's Office
3. Submit required documents including Official Receipt for payment.	3. Review documents submitted and prepare requested document.	None	2 minutes	<i>Local Assessment Operations Officer</i> City Assessor's Office



				<i>Administrative Aide</i> City Assessor's Office
4. Claim document on agreed date.	4. Release requested documents.	None	2 minutes	<i>Administrative Aide</i> City Assessor's Office
Total		Php 100.00 per copy	19 minutes	



4. Securing History of Lot and Building Based on Record of Assessment

Taxpayers may request for the history of their lot and building based on the record of the office.

Office or Division		City Assessor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Taxpayers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● 1 Photocopy Tax Certification or Tax Receipt of the current year ● Special Power of Attorney, if needed ● 1 Photocopy Certificate of Title/Tax Declaration 		City Treasurer's Office Client Register of Deeds		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure list of requirements and fill out request form.	1. Provide list of requirements and request form.	None	5 minutes	<i>Administrative Aide</i> City Assessor's Office
2. Proceed to CTO for payment.	2. Receive payment.	Php 100.00 per copy	10 minutes	<i>Cashier</i> City Treasurer's Office
3. Submit required documents including Official Receipt for payment.	3. Review documents submitted and prepare requested document.	None	1 day	<i>Local Assessment Operations Officer</i>



				City Assessor's Office <i>Administrative Aide</i> City Assessor's Office
4. Claim document 2 days upon submission of requirements	4. Release requested documents.	None	5 minutes	<i>Administrative Aide</i> City Assessor's Office
Total		Php 100.00 per copy	1 day and 20 minutes	



5. Securing Owner's Copy of Transferred Tax Declaration, Revisions and Conversions of Lots and Buildings

Simple transfer of ownership from the previous owner to the new owner. New Tax Declaration can be used for any legal transaction, for loan purposes or for reference of the new owner.

Office or Division	City Assessor's Office
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen
Who May Avail	Taxpayers
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Certified photocopy of Transfer Certificate of Title (TCT) ● Deed of Conveyance <ul style="list-style-type: none"> ● Deed of Sale ● Deed of Extrajudicial Settlement ● Deed of ● Deed of Exchange ● Court Order ● Waiver of Rights ● Petition for Splitting ● Voluntary Partition ● Deed of Consolidation ● Adjudication of Sole Heir ● Deed of Definite Sale ● Certificate of Sale ● Certificate of Finality ● Special Power of Attorney for Owner's representative ● Affidavit as may be appropriate ● Secretary's Certificate ● Board Resolution ● Court Clearance ● BIR Clearance (e.g. Capital Gain Tax, Estate Tax, Donor's Tax) ● Transfer Fee Official Receipt ● Approved Subdivision Plan (for subdivided lot) ● Late Filing Fee Official Receipt (if submitted for issuance of Tax 	<ul style="list-style-type: none"> ● Register of Deeds ● Client's Copy ● Client's Copy ● Client's Copy ● Client's Copy ● Client's Copy



Declaration beyond 60 days after the notarization of the Deed of Conveyance) ● Tax Certification for the current year		<ul style="list-style-type: none"> ● Client's Copy ● Client's Copy ● BIR ● Client's Copy ● Client's Copy ● City Treasurer's Office ● City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure list of requirements for transfer, reclassification, reassessment of lots and buildings.	1. Provide list of requirements and payment.	None	5 minutes	<i>Local Assessment Operations Officer</i> City Assessor's Office <i>Administrative Aide</i> City Assessor's Office
2. Submit required documents for examination and evaluation. Get claim stub	2.1. Assign PIN to subdivided lots researches and prepare transferred Tax Declaration.	Php 10.00 + 1/4 of 1% of the assessed value	5 minutes	<i>Tax Mapping Division</i> City Assessor's Office



indicating date of claim.	2.2. Review and prepare documents for transfer. -Single Transaction -Subdivision Transaction	None	15 days 25 days	<i>Appraisal Division</i> City Assessor's Office
3. Claim transferred Tax Declaration.	3. Release secured Tax Declaration.	None	5 minutes	<i>Local Assessment Operations Officer</i> City Assessor's Office <i>Administrative Aide</i> City Assessor's Office
<p style="text-align: right;">Total</p>		<p style="text-align: center;">Php 10.00 + 1/4 of 1% of the assessed value</p>	<p style="text-align: center;">15 minutes plus transaction- specific time (Single Transaction: 15 days; Subdivision Transaction: 25 days)</p>	



6. Securing Sketch Plan and Vicinity Plan – Single Transaction

Taxpayers may request for a copy of the sketch plan and vicinity map of their property.

Office or Division		City Assessor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Taxpayers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Title for the Sketch Plan and Vicinity Map (photocopy) ● Special Power of Attorney, if needed ● Official Receipt 		<ul style="list-style-type: none"> ● Client ● Client ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit photocopy of sketch plan and vicinity map.	1. Plot technical description of the said lot.	None	5 minutes	<i>Taxmapper</i> City Assessor's Office
2. Claim documents on date agreed.	2. Release the requested vicinity/sketch plan.	Php 100.00	5 minutes	<i>Taxmapper</i> City Assessor's Office
Total		Php 100.00	10 minutes	



7. Verification of Lot Location and Property Index Number

Taxpayers may request for the verification of their lot location and property index number.

Office or Division		City Assessor's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Taxpayers		
Checklist Of Requirements		Where To Secure		
● Name of declared owner/title/lot number		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit lot number and declared owner of lot indicated in the Tax Declaration or title.	1. Locate the said lot indicated in the Tax Declaration.	Php 10.00	2 minutes	<i>Taxmapper</i> City Assessor's Office
2. Verify location with assistance. Copy of GIS may be issued if requested.	2. Assist the clients in verifying the location of lot and the PIN.	None	10 minutes	<i>Taxmapper</i> City Assessor's Office
Total		Php 10.00	12 minutes	



City Budget Office

Internal Services



1. Processing of Activity Design

The Activity Design refers to the form that contains the details of a program or activity. Details include title of the program/activity, brief description, objectives of the activity, target date, venue, participants, breakdown of expenses, source of funds and other pertinent details.

Office or Division		City Budget Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		All departments		
Checklist Of Requirements		Where To Secure		
●Activity Design (3 original copies)		●Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit all required documents to the receiving counter.	1.1. Receive the required documents and check for completeness.	None	5 minutes	<i>Administrative Aide</i> City Budget Office
	1.2. Record in the logbook and assign Control Number in the Activity Design.	None	1 minute	<i>Administrative Aide</i> City Budget Office
	1.3. Earmark the amount to the appropriate office and account code.	None	1 day	<i>Budget Officer II or III</i> City Budget Office
	1.4. Review and certify as to			



	existence of appropriation.			<i>City Budget Officer</i>
	1.5. Keep 1 copy of the Activity Design for filing.	None	1 hour	City Budget Office
	1.6. Return the documents to the client.	None	3 minutes	<i>Administrative Aide</i> City Budget Office
		None	5 minutes	<i>Administrative Aide</i> City Budget Office
2. Sign in the logbook.	2.1. Ask the client to sign in the logbook.	None	1 minute	<i>Administrative Aide</i> City Budget Office
Total		None	1 day, 1 hour and 15 minutes	



2. Processing of Authority to Hire thru Job Orders

The Authority to Hire Thru Job Orders is a list of manpower who are interested to work as job orders for a particular period.

Office or Division		City Budget Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Human Resource Management and Development Office		
Checklist Of Requirements		Where To Secure		
● Requesting Authority to Hire Thru Job Orders Form		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the required document to the receiving counter.	1.1. Receive the required document and check for completeness of signatures.	None	5 minutes	<i>Administrative Aide</i> City Budget Office
	1.2. Record in the logbook and assign Control Number in the Form.	None	1 minute	<i>Administrative Aide</i> City Budget Office
	1.3. Earmark the amount to the appropriate office and account code.	None	1 day	<i>Budget Officer II or III</i> City Budget Office
	1.4. Review and certify as to			



	existence of appropriation.			<i>City Budget Officer</i>
	1.5. Reproduce 1 copy of the Form.	None	1 hour	City Budget Office
	1.6. Return the document to the client.	None	3 minutes	<i>Administrative Aide</i> City Budget Office
		None	5 minutes	<i>Administrative Aide</i> City Budget Office
2. Sign in the logbook.	2.1. Ask the client to sign in the logbook.	None	1 minute	<i>Administrative Aide</i> City Budget Office
Total		None	1 day, 1 hour and 15 minutes	



3. Processing of Obligation Request

The Obligation Request refers to the form used for the certification of the availability of allotment. It also contains the details of the obligation.

Office or Division		City Budget Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		All departments		
Checklist Of Requirements		Where To Secure		
●Pre-Audit Checklist		●City Accountant's Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit all required documents to the receiving counter.	1.1. Receive the required documents and check for completeness.	None	5 minutes	<i>Administrative Aide</i> City Budget Office
	1.2. Record in the logbook and assign ObR Number in the Obligation Request.	None	1 minute	<i>Administrative Aide</i> City Budget Office
	1.3. Obligate and charge the amount to appropriate office and account code.	None	1 day	<i>Budget Officer II or III</i> City Budget Office
	1.4. Review and certify as to			



	<p>existence of appropriation.</p> <p>1.5. Encode in the ECPAC the obligation.</p> <p>1.6. Keep 1 copy of the Obligation Request for filing.</p> <p>1.7. Submit the documents to the Office of the City Accountant.</p> <p>1.8. Ask the Receiving Personnel of the Office of the City Accountant sign in the logbook.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>30 minutes</p> <p>3 minutes</p> <p>5 minutes</p> <p>1 minute</p>	<p><i>City Budget Officer</i></p> <p>City Budget Office</p> <p><i>Budget Officer II or III</i></p> <p>City Budget Office</p> <p><i>Administrative Aide</i></p> <p>City Budget Office</p> <p><i>Administrative Aide</i></p> <p>City Budget Office</p> <p><i>Administrative Aide</i></p> <p>City Budget Office</p> <p><i>Administrative Aide</i></p> <p>City Budget Office</p>
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	Total	None	1 day, 1 hour and 45 minutes	



4. Processing of Purchase Request

The Purchase Request is a formal document representing a request from a department to the procurement area for purchasing a specific item or service. It contains a full detailed description/ specification, the unit of measurement, quantity and cost.

Office or Division		City Budget Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		All departments		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Purchase Request (3 original copies) ●Project Procurement Management Plan (1 photocopy) 		<ul style="list-style-type: none"> ●Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit all required documents to the receiving counter.	1.1. Receive the required documents and check for completeness.	None	5 minutes	<i>Administrative Aide</i> City Budget Office
	1.2. 2. Record in the Log Book and assign Earmarked Number in the Purchase Request.	None	1 minute	<i>Administrative Aide</i> City Budget Office
	1.3. Earmark the amount to appropriate office and account code.	None	1 day	<i>Budget Officer II or III</i>



	1.4. Review and certify as to existence of appropriation.			City Budget Office
	1.5. Keep 1 copy of the Purchase Request for filing.	None	1 hour	City Budget Officer City Budget Office
	1.6. Submit the documents to the Bids and Awards Committee.	None	3 minutes	Budget Officer II or III City Budget Office
	1.7. Ask the Receiving Personnel of the Bids and Awards Committee sign in the logbook.	None	5 minutes	Administrative Aide City Budget Office
		None	1 minute	Administrative Aide City Budget Office
	Total	None	1 day, 1 hour and 15 minutes	



City Civil Registrar's Office

External Services



1. Application and Issuance of Marriage License

Application of Marriage License is a process wherein the contracting parties appear to the Office of the Civil Registrar to apply, submit requirements for marriage license for approval. Marriage license application will be posted for ten days and compliance thereto is the issuance of marriage license. This license is a guarantee that both are eligible to contract marriage and is a basis of the solemnizing officer to solemnize marriage.

Office or Division	City Civil Registrar's Office-Marriage Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Couple applicants (Male and Female), at least 18 years old, whose civil status is single, widow/widower or annulled/divorced and has no legal impediment to enter into marriage and one of the contracting parties is a permanent resident of Tagbilaran City
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Original Birth Certificate for each contracting parties-local or PSA issued (1 original and 2 photocopies) ● Community Tax Certificate for each contracting parties ● Barangay Clearance for each contracting parties issued by their respective Barangay Chairman of their place of residence (1 original copy each) <i>Note: Intended for the purpose of applying for marriage license</i> ● Pre-Marriage Counselling Certificate (2 original copies) ● Parental Consent executed by the father for applicant who is between 18-21 years old and below <i>Note: The father must come in person to sign the Parental Consent</i> 	<ul style="list-style-type: none"> ● Owner's record/file, Local Civil Registrar's Office (place of birth), PSA online request (psaserbilis.com.ph) or PSA Hotline- (02) 737-1111 ● Barangay Hall of respective barangay ● Barangay Hall of respective barangay ● City Health Office ● CCRO



<p><i>before the City Civil Registrar. Kindly bring a valid ID.</i></p> <ul style="list-style-type: none">● Parental Advice executed by either the father or mother for applicant who is between 21 years old and above-25 years old and below <i>Note: Either the father or mother must come in person to sign the Parental Advice before the City Civil Registrar. Kindly bring a valid ID.</i>● CENOMAR/Marriage Advisory for each contracting parties (1 original and 3 photocopies)● Valid Identification Card of the contracting parties● Payment after assessment (Official Receipt) <p>Additional Requirement for widow/widower:</p> <ul style="list-style-type: none">● Local Certified Certificate of Death of the deceased spouse (1 certified true copy and 3 photocopies) or PSA issued original copy (1 original copy and 3 photocopies) <p>Additional Requirements for annulled applicant/s:</p> <ul style="list-style-type: none">● Certified Registered Court Order of Annulment with its necessary attachment such as Certified Certificate of Finality, Certified/Original Certificate of Registration and Authenticity● Annotated Certificate of Marriage of previous spouse PSA copy (1 original and 3 photocopies)● Decree of Nullity of Marriage	<ul style="list-style-type: none">● CCRO● PSA online request (psaserbilis.com.ph) or PSA Hotline- (02) 737-1111● Client● City Treasurer's Office● Owner's record/file, Local Civil Registrar's Office (place of birth), PSA online request (psaserbilis.com.ph) or PSA Hotline- (02) 737-1111
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<p>Additional Requirements for Filipino citizen married to a foreigner and was divorced by his/her alien spouse:</p> <ul style="list-style-type: none"> ● Certified Registered Recognition of Foreign Decree of Divorce and Certification of Registration and Authenticity ● Annotated Certificate of Marriage of Previous spouse PSA copy (1 original and 3 photocopies) <p>Additional Requirements if one of the applicants is a foreigner:</p> <ul style="list-style-type: none"> ● Certificate of Legal Capacity to Marry (3 photocopies) ● Passport (presentation of original & 3 photocopies) ● Divorced papers for divorced applicants (1 original and 3 photocopies) 		<ul style="list-style-type: none"> ● Client, Court where the course decision/order was issued ● PSA online request (psaserbilis.com.ph) or PSA Hotline- (02) 737-1111 ● Client, Court where the course decision/order was issued ● PSA online request (psaserbilis.com.ph) or PSA Hotline- (02) 737-1111 ● Respective Consulate in the Philippines ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the	1.1. Give a priority number correspond to the	None	5 minutes	<i>Employee in charge of the</i>



Information Desk.	needs of the client. 1.2. Advise the client to wait to be called at Window 1.			<i>Information Desk</i>
2. When priority number is called, proceed to Window- 1 and present the prepared COLB and its requirements.	2.1. Check and validate the requirements. 2.2. If complete, give billing statement and advise the client to pay at the City Treasurer's Office. 2.3 Prepare the Application for Marriage License. 2.4. If not complete, return to owner/client for compliance of lacking requirements and advise to submit upon compliance.	None	15 minutes	<i>Registration Officer II/ Registration Officer III CCRO- Window 1</i>
3. Pay the corresponding fees to the City Treasurer's Office.	3.1. Receive payment and issue Official Receipt.	AML: Php 100.00 Legal Capacity: Php 100.00 Marriage License:	10 minutes	<i>Revenue Collection Officer CTO- Windows 22 to 29</i>



		Php 2.00		
4. Go back to the City Civil Registrar's Office Window-1 and submit official receipt.	<p>4.1. Receive and check the Official Receipt.</p> <p>4.2. Advise the applicants to wait to be called for review and signing of the prepared application.</p> <p>4.3. Prepare the application for marriage license.</p>	None	15 minutes	<i>Registration Officer II/ Registration Officer III CCRO-Window 1</i>
5. Check/Review and sign the Application for Marriage License.	<p>5.1. Assist the applicants in signing the application.</p> <p>5.2. Forward the duly signed application for Marriage License to CCR for approval.</p> <p>5.3. Provide claim slip and advise the applicants to claim the marriage license after 11 calendar days.</p> <p>5.4. Prepare AML for posting.</p>	None	5 minutes	<i>Registration Officer II/ Registration Officer III CCRO-Window 1</i>
6. Come back after 11 calendar days to the City Civil Registrar's Office to claim the Marriage	6.1. Check and receive claim slip and valid ID.	None	5 minutes	<i>Administrative Aide III/</i>



License at Window-3. Present claim slip and a valid ID.	6.2. Release Marriage License. 6.3. Instruct to write on the logbook.			<i>Any designated personnel</i> CCRO
Total		AML: Php 100.00 Legal Capacity: Php 100.00 Marriage License: Php 2.00	55 minutes	



2. Correction of entries in the Geographical, Statistical Portion and/or Registry Number in the Birth/Marriage/Death/ Fetal Death Certificate
 Memorandum Circular no. 2010-04 authorizes the correction of the erroneous entry/ies in the geographic and statistical portion and/or registry number in the Birth/Marriage/Death/Fetal Death Certificate.

Office or Division		City Civil Registrar's Office-Registration Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Document Owner of legal age, Parents, any person duly authorized by law or by the document owner.		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Certificate of Live Birth, Marriage or Death (1 PSA original copy and 2 photocopies) ●Letter of Request of the document owner ●Payment after assessment (Official Receipt) 		<ul style="list-style-type: none"> ●Client/ PSA online request (psaserbilis.com.ph) or PSA Hotline- (02) 737-1111 ● Client ●City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When the priority number is called, proceed to Window 1 and present the requirements.	2.1. Review and check the accuracy and completeness of the requirements.	None	20 minutes	<i>Registration Officer III</i> CCRO- Window 1



	<p>2.2. If complete, bill and advise the client to pay at the City Treasurer's Office.</p> <p>2.3. Prepare the documents for endorsement.</p> <p>2.4. If not complete return the documents to the owner and advise to comply the lacking documents.</p>			
3. Pay at the City Treasurer's Office and wait for the Official Receipt.	3.1. Receive payment and issue Official Receipt.	Php 500.00	10 minutes	<i>Revenue Collection Officer</i> CTO- Windows 22 to 29
4. Go back to City Civil Registrar's Office Window 1 and present the Official Receipt and claim the certification.	<p>4.1. Receive and check the Official Receipt.</p> <p>4.2. Hand in the prepared documents, advise to mail at any courier and secure an official receipt, have it</p>	None	5 minutes	<i>Registration Officer III</i> CCRO- Window 1



	photocopied then come back to the City Civil Registrar's Office.			
5. Go to the City Civil Registrar's office and present the courier's photocopy of receipt.	<p>5.1. Receive courier's receipt.</p> <p>5.2. Hand over the personal copy of the endorsement.</p> <p>5.3. Advise the client to inquire after 2 months at PSA Regional Office through (032) 414-6794/ 09173140145 if the endorsed document is already available in the database.</p>	None	5 Minutes	<i>Registration Officer III</i> CCRO-Window 1
Total		Php 500.00	45 minutes	



3. Issuance of Certification/Certified True Copy of Birth, Death and Marriage Certificate

Certification and Certified True Copy is a civil registry document such as birth, death, and marriage issued by the office for all registered civil registry documents in connection with what purpose they may be used and will be issued only to person authorized by the law.

Office or Division		City Civil Registrar's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Document owner of legal age, Owner's Spouse, Parents, Direct Descendants, Guardian and/or Institution Legally in charge, Any Person Authorized by the Owner, Court, Proper Public Official		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Original valid ID of the requesting party ● For authorized person, either of the following: <ul style="list-style-type: none"> ● Authorization Letter ● Special Power of Attorney (SPA) ● For surviving nearest of kin, Affidavit of Kinship ● Official Receipt (O.R.) of corresponding payment 		<ul style="list-style-type: none"> ● Client ● Document Owner ● Notary Public Lawyer ● Notary Public Lawyer ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>



<p>2. When priority number is called, proceed to Window 3 give the filled out request slip, valid identification and other requirements if applicable.</p>	<p>2.1. Check the valid ID, its requirements and request slip. 2.2. Verify the requested documents. 2.3. Give the corresponding billing form for the payment and advise the client to pay at the City Treasurer`s Office. 2.4. Prepare the certification/ certified true copy.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Administrative Aide III</i> CCRO- Window 3</p>
<p>3. Pay the corresponding fees to the City Treasurer`s Office.</p>	<p>3.1. Receive payment and issue Official Receipt.</p>	<p>Certification: Php 100.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i> CTO- Windows 22 to 29</p>
<p>4. Go back to City Civil Registrar`s Office Window 1 and present the Official Receipt</p>	<p>4.1. Receive and check the Official Receipt. 4.2. Release the documents.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide III</i> CCRO- Window 1</p>



and claim the certification.				
Total		Certification: Php 100.00	30 minutes	



		<ul style="list-style-type: none"> ●Barangay Captain of the parents'/applicant's residence ●Any Notary Public Lawyer 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	<p>1.1. Give a priority number correspond to the needs of the client.</p> <p>1.2. Advise the client to wait to be called at Window 1.</p>	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When priority number is called, proceed to Window 1 and present the prepared COLB and its requirements.	<p>2.1. Check the Certificate of Live Birth(COLB) and requirements as to its completeness.</p> <p>2.2. Prepare endorsement/transmittal letter.</p> <p>2.3. Instruct the client to mail the documents (COLB and its requirements) to the receiving civil registrar and ask a photocopy of the receipt from the courier.</p> <p>2.4. Record the transaction in the logbook.</p>	<p>None</p> <p>Accept the Official Receipt</p> <p>Advise to wait for two months for the approval</p>	30 Minutes	<p><i>Registration Officer III</i></p> <p>CCRO-Window 1</p>



	2.5. If not complete, return the COLB and its requirements to the owner/client for compliance of lacking requirements and advise to submit once complete.			
3. Go back to the Office of the City Civil Registrar and present the photocopy of the Official Receipt from the courier and claim the transmittal letter as owner's copy and claim stub.	3.1. Accept the Official Receipt. 3.2. Release one (1) copy of the transmittal letter to the client as their claim stub and advise to follow-up the response of the receiving LCRO after two (2) months in the office.	None	5 minutes	<i>Registration Officer III</i> CCRO-Window 1
4. Follow-up after 2 months through texting, calling or emailing. Landline: (038) 411-2222 loc. 122 Mobile: 09511531837 Email: lcrtagbilaran@yahoo.com	4.1. Release duly approved COLB personal copy and certified true copies (if approved by the receiving LCRO).	None	5 minutes	<i>Registration Officer III</i> CCRO-Window 1
Total		None	45 minutes	



5. Petition for Change of Name-CFN

Republic Act No. 9048 is a law authorizing the City/Municipality Civil Registrar or the Consul General to correct the clerical or typographical error in an entry and/or change of first name in the civil register without need of judicial order.

Office or Division	City Civil Registrar's Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Document Owner at least (18 years of age), Any person duly authorized by law or by the document owner
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Certificate of Live Birth (LCRO copy) duly certified by the Civil Registrar (1 certified true copy and 3 photocopies) ● PSA original birth certificate PSA copy (1 original copy and 3 photocopies) ● Supporting documents. Not less than two (2) public or private documents showing the correct name in which the change of first name shall be based such as: <ul style="list-style-type: none"> ● Baptismal Certificate (1 original and 3 photocopies) ● Voter's Certificate (1 original and 3 photocopies) ● Employment Record (3 photocopies) ● GSIS Record (3 photocopies) ● SSS Record (3 photocopies) ● Business Record (3 photocopies) ● Driver's License (3 photocopies) ● Civil Registry Records (3 photocopies) ● Land Titles (3 photocopies) ● School Record (3 photocopies) 	<ul style="list-style-type: none"> ● Client/CCRO ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Client/Issuing agency



<ul style="list-style-type: none"> ● Marriage Contract (1 certified true copy and 2 photocopies) ● Any other documents that can establish the correct name ● Certificate of Employment, if employed or Affidavit of No Employment, if unemployed ● Police Clearance ● NBI Clearance ● Petition duly notarized by the lawyer ● Notice of Publication <ul style="list-style-type: none"> ● Affidavit of Publisher ● Newspaper clippings of the publication ● Notice of Posting 		<ul style="list-style-type: none"> ● Notary Public Lawyer ● Philippine National Police ● National Bureau of Investigation ● CCRO ● Newspaper of local circulation (non-migrant petition) ● Newspaper of national circulation (migrant petition) ● CCRO 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client.	None	5 minutes	<i>Employee in charge of the Information Desk</i>



	1.2. Advise the client to wait to be called at Window 1.			
2. When the priority number is called, proceed to Window 1 and present the the following as pre-requirements for first evaluation: 1. Certified true copy of birth 2. PSA original copy of birth certificate	2.1. Evaluate the documents (Local and PSA birth) and determine the entry/name to be changed. 2.2. Provide a list of requirements/ documents to support the filing of petition. 2.3. Advise to come back once supporting documents are complete.	None	10 minutes	<i>Registration Officer III</i> CCRO-Window 1
3. Go back to the City Hall. Get a priority number at the information desk and wait to be called.	3. Give a priority number and advise client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
4. When the priority number is called, proceed to Window 1 and present the complete requirements as provided in the list for second evaluation.	4.1. Review and evaluate all the requirements submitted. 4.2. Advise to pay at the City Treasurer's Office for the LCR certification of submitted documents.	None	10 minutes	<i>Registration Officer III</i> CCRO-Window 1



5. Pay the corresponding fees to the City Treasurer's Office.	5. Receive payment and issue Official Receipt.	<p>LCR certifications: P100.00/ document</p> <p><i>Note: Amount to be paid depends on the number of documents to be certified by the CCR.</i></p>	10 minutes	<p><i>Revenue Collection Officer</i> CTO- Windows 27-29</p>
6. Go back to City Civil Registrar's Office and present the Official Receipt.	<p>6.1. Receive the Official Receipt.</p> <p>6.2. Advise the client to come back once the petition is prepared on the date provided.</p>	None	5 minutes	<p><i>Registration Officer II</i> CCRO- Window II</p>
7. Go back to the City Civil Registrar's Office Window 1.	<p>7.1. Advise the client to have the petition notarized by a lawyer.</p> <p>7.2. Give billing statement and advise to pay at the City Treasurer's Office.</p>	None	5 minutes	<p><i>City Civil Registrar</i> CCRO</p>
8. Pay at the Treasurer's Office and ask for an Official Receipt.	8.1. Receive payment and issue Official Receipt.	<p>Filing Fee: Php 3,000.00</p>	10 minutes	<p><i>Revenue Collection Officer</i> CTO- Window-1</p>



<p>9. Go Back to the City Civil Registrar's Office and present the Official Receipt at Window 1, Table 4.</p> <p><i>Note: Petitions for Change of Name are subject for 2 consecutive Sundays or 2 weeks' publication in local newspaper and notice of posting at the LCRO bulletin board under the law thereafter, all documents will be mailed to PSA- OCRG and wait for 3 to 4 months as processing period. Once affirmed by the OCRG, the petitioner will be informed and advise to visit the City Civil Registrar's Office for the second endorsement of the approved petition.</i></p>	<p>9.1. Accept the Official Receipt.</p> <p>9.2. Receive the notarized petition, certify the supporting documents, prepare a notice of publication.</p> <p>9.3. After publication, prepare the documents for CCR's decision and mailing/PSA endorsement.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO- Window 1</p>
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<p>10. Go back to the City Civil Registrar's Office Window 1, Table 4.</p>	<p>10.1. Give billing statement and advise the client to pay at the City Treasurer's Office.</p> <p>10.2. Prepare the affirmed petition for second endorsement.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1</p>
<p>11. Pay at the Treasurer's Office and ask for an Official Receipt.</p>	<p>11.1. Receive payment and issue Official Receipt.</p>	<p>LCR Certifications: Php 500.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>CTO- Windows 27-29</p>
<p>12. Go back to the City Civil Registrar's Office and present the Official Receipt.</p>	<p>12.1. Receive the official receipt.</p> <p>12.2. Advise to come back on the date provided once the affirmed petition for second endorsement is prepared.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1</p>
<p>13. Go back to the City Civil Registrar's Office Window 1, Table 4.</p>	<p>13.1. Hand in the prepared endorsement to the client.</p> <p>13.2. Advise to mail at any courier and ask for an official receipt, have it photocopied and go back to the</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1</p>



	City Civil Registrar's Office.			
<p>14. Go back to the City Civil Registrar's Office and present the LBC receipt.</p> <p><i>Note: If the document is already available in the DATABASE the client has to 2 options to obtain the PSA document:</i></p> <p>1. Walk in request at PSA regional office</p> <p><i>Address:</i> Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</p> <p>2. Online request:</p> <p><i>Email address:</i> psaserbilis@yahoo.com.</p>	<p>14.1. Hand over the personal copy for second endorsement.</p> <p>14.2. Advise the client to inquire after 2 months at PSA regional office through (032) 414-6794/ 09173140145 if the endorsed document is already available in the database.</p>	None	5 minutes	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1</p>
	Total	<p>Php 3,500.00 plus the amount to be paid depending on the number of supporting documents submitted</p>	<p>1 hour and 15 minutes</p>	



6. Petition for Correction of Clerical Error in the Birth/Marriage/Death Certificate

Republic Act No. 9048 is an act authorizing the City/Municipal Civil Registrar or the Consul General to correct the clerical or typographical error in an entry/ies in the civil register without need for judicial order.

Office or Division	City Civil Registrar's Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Document owner (at least 18 years of age), any person duly authorized by law or by the document owner
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Certificate of Live Birth (LCRO copy) duly certified by the Civil Registrar (1 certified true copy and 3 photocopies) ● PSA original birth certificate PSA copy (1 original copy and 3 photocopies) ● Supporting documents. Not less than two (2) public or private documents that can substantially provide proof upon which correction/s shall be based such as: <ul style="list-style-type: none"> ● Baptismal Certificate (1 original and 3 photocopies) ● Voter's Certificate (1 original and 3 photocopies) ● Employment Record (3 photocopies) ● GSIS Record (3 photocopies) ● SSS Record (3 photocopies) ● Business Record (3 photocopies) ● Driver's License (3 photocopies) ● Civil registry records (3 photocopies) ● Land Titles (3 photocopies) 	<ul style="list-style-type: none"> ● Client/CCRO ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Client/Concerned agencies



<ul style="list-style-type: none"> • School Record (3 photocopies) • Marriage Contract (1 certified true copy and 2 photocopies) • Any other documents that can establish the correct name 				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	<p>1.1. Give a priority number correspond to the needs of the client.</p> <p>1.2. Advise the client to wait to be called at Window 1.</p>	None	5 minutes	<i>Employee in charge of the Information Desk</i>
<p>2. When the priority number is called, proceed to Window 1 and present the the following as pre-requirements for first evaluation:</p> <p>1. Certified true copy of birth</p> <p>2. PSA original copy of birth certificate</p>	<p>2.1. Review and check the original birth/marriage/death certificate and determine the clerical error to be corrected.</p> <p>2.2. Provide a list of requirements/ documents to support the filing of petition.</p> <p>2.3. Advise to come back once supporting documents are complete.</p>	None	10 minutes	<p><i>Registration Officer III</i></p> <p>CCRO-Window 1</p>
3. Go back to the City Hall. Get a priority number at the information desk	3. Give a priority number and advise client to	None	5 minutes	<i>Employee in charge of the Information Desk</i>



and wait to be called.	wait to be called at Window 1.			
4. When the priority number is called, proceed to Window 1 and present the complete requirements as provided in the list for second evaluation.	4.1. Review and evaluate all the requirements submitted. 4.2. Advise to pay at the City Treasurer's Office for the LCR certification of submitted documents.	None	10 minutes	<i>Registration Officer III</i> CCRO- Window 1
5. Pay the corresponding fees to the City Treasurer's Office.	5. Receive payment and issue Official Receipt.	LCR certifications: P100.00/ document <i>Note: Amount to be paid depends on the number of documents to be certified by the CCR.</i>	10 minutes	<i>Revenue Collection Officer</i> CTO- Windows 27-29
6. Go back to City Civil Registrar's Office and present the Official Receipt.	6.1. Receive the Official Receipt. 6.2. Advise the client to come back once the petition is prepared on the date provided.	None	5 minutes	<i>Registration Officer II</i> CCRO- Window II
7. Go back to the City Civil Registrar's Office	7.1. Advise the client to have the	None	5 minutes	<i>City Civil Registrar</i>



Window 1.	petition notarized by a lawyer. 7.2. Give billing statement and advise to pay at the City Treasurer's Office.			CCRO
8. Pay at the Treasurer's Office and ask for an Official Receipt.	8.1. Receive payment and issue Official Receipt.	Filing Fee: Php 1,000.00	10 minutes	<i>Revenue Collection Officer</i> CTO- Window-1
9. Go Back to the City Civil Registrar's Office and present the Official Receipt at Window 1, Table 4. <i>Note: Petitions for Change of Name are subject for 2 consecutive Sundays or 2 weeks' publication in local newspaper and notice of posting at the LCRO bulletin board under the law thereafter, all documents will be mailed to PSA- OCRG and wait for 3 to 4</i>	9.1. Accept the Official Receipt. 9.2. Receive the notarized petition, certify the supporting documents, prepare a notice of publication. 9.3. After publication, prepare the documents for CCR's decision and mailing/PSA endorsement.	None	5 minutes	<i>Registration Officer II</i> CCRO- Window 1



<p><i>months as processing period. Once affirmed by the OCRG, the petitioner will be informed and advise to visit the City Civil Registrar's Office for the second endorsement of the approved petition.</i></p>				
<p>10. Go back to the City Civil Registrar's Office Window 1, Table 4.</p>	<p>10.1. Give billing statement and advise the client to pay at the City Treasurer's Office.</p> <p>10.2. Prepare the affirmed petition for second endorsement.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1, Table 4</p>
<p>11. Pay at the Treasurer's Office and ask for an Official Receipt.</p>	<p>11.1. Receive payment and issue Official Receipt.</p>	<p>LCR Certifications: Php 500.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>CTO-Windows 27-29</p>
<p>12. Go back to the City Civil Registrar's Office and present the Official Receipt.</p>	<p>12.1. Receive the official receipt.</p> <p>12.2. Advise to come back on the date provided once the affirmed petition for second</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1</p>



	endorsement is prepared.			
13. Go back to the City Civil Registrar's Office Window 1, Table 4.	<p>13.1. Hand in the prepared endorsement to the client.</p> <p>13.2. Advise to mail at any courier and ask for an official receipt, have it photocopied and go back to the City Civil Registrar's Office.</p>	None	5 minutes	<i>Registration Officer II</i> CCRO-Window 1
<p>14. Go back to the City Civil Registrar's Office and present the LBC receipt.</p> <p><i>Note: If the document is already available in the DATABASE the client has to 2 options to obtain the PSA document:</i></p> <p><i>1. Walk in request at PSA regional office</i></p> <p><i>Address:</i> <i>Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i></p>	<p>14.1. Hand over the personal copy for second endorsement.</p> <p>14.2. Advise the client to inquire after 2 months at PSA regional office through (032) 414-6794/ 09173140145 if the endorsed document is already available in the database.</p>	None	5 minutes	<i>Registration Officer II</i> CCRO-Window 1



<p>2. Online request:</p> <p>Email address: psaserbilis@yahoo.com.</p>				
<p style="text-align: center;">Total</p>	<p style="text-align: center;">Php 1,500.00 plus the amount to be paid depending on the number of supporting documents submitted</p>	<p style="text-align: center;">1 hour and 30 minutes</p>		



7. Petition for Correction of Gender/Sex and Birth Date (Day and Month Only)

Republic Act No. 10172 amends Republic Act 9048 and now authorizes the City/Municipal Civil Registrar or the Consul General to correct the clerical or typographical error in an entry/ies particularly on the sex/gender and the birth date (month and day only) in the civil register without a need of judicial order.

Office or Division	City Civil Registrar's Office
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	<p>Document Owner at least (18 years of age) for change of sex</p> <p>Note: Change of Sex shall be filed by the document owner himself/herself directly at his/her place of birth. If the document owner is still a minor, he or she will be assisted by a parent and shall appear personally before the civil registrar.</p> <p>Document owner at least (18 years of age), any person duly authorized by law or by the document owner for change of day or month</p>
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Certificate of Live Birth (LCRO copy) duly certified by the Civil Registrar (1 certified true copy and 3 photocopies) ● PSA original birth certificate PSA copy (1 original copy and 3 photocopies) ● Medical Certificate for Correction of Sex (1 original and 3 photocopies) ● Earliest School Record/Documents (1 original or certified true copy and 3 photocopies) ● Baptismal Certificate (1 original and 3 photocopies) 	<ul style="list-style-type: none"> ● Client/CCRO ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Client/Government Physician ● Client/School where the petitioner first attended



<ul style="list-style-type: none"> ● Certificate of Employment, if employed or Affidavit of No Employment, if unemployed ● Police Clearance ● NBI Clearance ● Notice of Publication <ul style="list-style-type: none"> ● Affidavit of Publisher ● Newspaper clippings of the publication ● Notice of Certification of Posting 		<ul style="list-style-type: none"> ● Client/Church ● Notary Public Lawyer ● Philippine National Police ● National Bureau of Investigation ● Newspaper of local circulation (non-migrant petition) ● Newspaper of national circulation (migrant petition) ● CCRO 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When the priority number is called, proceed to Window 1 and present the the following as pre-requirements for first evaluation: 1. Certified true copy of birth	2.1. Evaluate the documents (Local and PSA birth) and determine the entry/name to be changed. 2.2. Provide a list of requirements/ documents to support the filing of petition.	None	10 minutes	<i>Registration Officer III</i> CCRO-Window 1



2. PSA original copy of birth certificate	2.3. Advise to come back once supporting documents are complete.			
3. Go back to the City Hall. Get a priority number at the information desk and wait to be called.	3. Give a priority number and advise client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
4. When the priority number is called, proceed to Window 1 and present the complete requirements as provided in the list for second evaluation.	4.1. Review and evaluate all the requirements submitted. 4.2. Advise to pay at the City Treasurer's Office for the LCR certification of submitted documents.	None	10 minutes	<i>Registration Officer III CCRO- Window 1</i>
5. Pay the corresponding fees to the City Treasurer's Office.	5. Receive payment and issue Official Receipt.	LCR certifications: P100.00/ document <i>Note: Amount to be paid depends on the number of documents to be certified by the CCR.</i>	10 minutes	<i>Revenue Collection Officer CTO- Windows 27-29</i>



<p>6. Go back to City Civil Registrar's Office and present the Official Receipt.</p>	<p>6.1. Receive the Official Receipt. 6.2. Advise the client to come back once the petition is prepared on the date provided.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i> CCRO-Window II</p>
<p>7. Go back to the City Civil Registrar's Office Window 1.</p>	<p>7.1. Advise the client to have the petition notarized by a lawyer. 7.2. Give billing statement and advise to pay at the City Treasurer's Office.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>City Civil Registrar</i> CCRO</p>
<p>8. Pay at the Treasurer's Office and ask for an Official Receipt.</p>	<p>8.1. Receive payment and issue Official Receipt.</p>	<p>Filing Fee: Php 3,000.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i> CTO-Window-1</p>
<p>9. Go Back to the City Civil Registrar's Office and present the Official Receipt at Window 1, Table 4. <i>Note: Petitions for Change of Name are subject for 2 consecutive Sundays or 2 weeks'</i></p>	<p>9.1. Accept the Official Receipt. 9.2. Receive the notarized petition, certify the supporting documents, prepare a notice of publication. 9.3. After publication, prepare the documents for CCR's decision</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i> CCRO-Window 1</p>



<p><i>publication in local newspaper and notice of posting at the LCRO bulletin board under the law thereafter, all documents will be mailed to PSA- OCRG and wait for 3 to 4 months as processing period. Once affirmed by the OCRG, the petitioner will be informed and advise to visit the City Civil Registrar's Office for the second endorsement of the approved petition.</i></p>	<p>and mailing/PSA endorsement.</p>			
<p>10. Go back to the City Civil Registrar's Office Window 1, Table 4.</p>	<p>10.1. Give billing statement and advise the client to pay at the City Treasurer's Office. 10.2. Prepare the affirmed petition for second endorsement.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i> CCRO- Window 1</p>
<p>11. Pay at the Treasurer's Office and ask for an Official Receipt.</p>	<p>11.1. Receive payment and issue Official Receipt.</p>	<p>LCR Certifications: Php 500.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i> CTO-</p>



				Windows 27-29
12. Go back to the City Civil Registrar's Office and present the Official Receipt.	12.1. Receive the official receipt. 12.2. Advise to come back on the date provided once the affirmed petition for second endorsement is prepared.	None	5 minutes	Registration Officer II CCRO-Window 1
13. Go back to the City Civil Registrar's Office Window 1, Table 4.	13.1. Hand in the prepared endorsement to the client. 13.2. Advise to mail at any courier and ask for an official receipt, have it photocopied and go back to the City Civil Registrar's Office.	None	5 minutes	Registration Officer II CCRO-Window 1
14. Go back to the City Civil Registrar's Office and present the LBC receipt. <i>Note: If the document is already available in the DATABASE the client has to 2 options to obtain</i>	14.1. Hand over the personal copy for second endorsement. 14.2. Advise the client to inquire after 2 months at PSA regional office through (032) 414-6794/ 09173140145 if the endorsed document is	None	5 minutes	Registration Officer II CCRO-Window 1



<p><i>the PSA document:</i></p> <p><i>1. Walk in request at PSA regional office</i></p> <p><i>Address: Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i></p> <p><i>2. Online request:</i></p> <p><i>Email address: psaserbilis@yahoo.com.</i></p>	<p>already available in the database.</p>			
<p style="text-align: center;">Total</p>	<p>Php 3,500.00 plus the amount to be paid depending on the number of supporting documents submitted</p>	<p>1 hour and 30 minutes</p>		



8. Processing/Filing for Registration of Affidavit to Use the Surname of the Father (RA No. 9255)

RA 9255 is an act allowing illegitimate children to use the surname of their father. This law is applicable only to illegitimate children born on March 19, 2004 to present. Illegitimate children born on August 3, 1988 to March 18, 2004, may use the surname of their father by filing a petition in court.

Office or Division	City Civil Registrar's Office-Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Illegitimate children born on March 19, 2004 to present, their biological parents must apply in person before the City Civil Registrar of Tagbilaran City
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Child's Certificate of Live Birth MF 102 (3 local certified true copies or PSA 2 original copies and 1 photocopy) ● Affidavit of Acknowledgement/Admission of Paternity executed by the father if in case the father has not yet admitted his paternity of the child (3 original copies duly subscribed by a lawyer) ● Filiation, showing clearly the paternity between the father and child, any of the following: <ul style="list-style-type: none"> ● Employment Record (3 photocopies) ● SSS/GSIS Record (3 photocopies) ● Insurance/SALN/ITR (3 photocopies) ● Baptismal Certificate (1 original and 2 photocopies) ● Immunization Card (3 photocopies) ● Philhealth MDR (1 original and 2 photocopies) 	<ul style="list-style-type: none"> ● Client/City Civil Registrar's Office ● Notary Public Lawyer ● Client



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	<p>1.1. Give a priority number correspond to the needs of the client.</p> <p>1.2. Advise the client to wait to be called at Window 1.</p>	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When the priority number is called present the requirements at Window 1.	<p>2.1. Review and check the accuracy and completeness of the requirements.</p> <p>2.2. Give billing for the payment and advise the client to pay at the City Treasurer's Office.</p> <p>2.3. If not complete, return the documents and advise to comply the lacking requirements.</p>	None	5 minutes	<i>Registration Officers II and III</i> CCRO Window 1
3. Pay the corresponding fees to the City Treasurer's Office.	3.1. Receive payment and issue Official Receipt.	AUSF: Php 100.00	10 minutes	<i>Revenue Collection Officer</i> CTO- Window 29
4. Go back to the City Civil Registrar's Office	4.1. Receive Official Receipt	None	10 minutes	<i>Registration Officer II</i>



Window 1 and present the Official Receipt.	<p>and issue claim slip.</p> <p>4.2. Inform the client to come back after 5 working days for endorsement.</p> <p>4.3. Prepare the documents for recording and endorsement.</p>			CCRO-Window 1
5. Come back after 5 working days and present your claim slip at the City Civil Registrar's Office Window III.	<p>5.1. Receive the claim slip.</p> <p>5.2. Give billing for the payment of LCR endorsement fee and advise the client to pay at the City Treasurer's Office.</p>	None	5 minutes	<i>Registration Officer III</i> CCRO-Window 2
6. Pay at the Treasurer's Office and wait for the Official Receipt.	6.1. Receive payment and issue official Receipt.	PSA Endorsement: Php 500.00	10 Minutes	<i>Revenue Collection Officer</i> CTO-Window 29
7. Go back to the City Civil Registrar's Office and present the Official Receipt at Window III.	<p>7.1. Receive Official Receipt.</p> <p>7.2. Hand over the prepared endorsement placed in an envelope to the client.</p> <p>7.3. Instruct to mail at any</p>	None	5 minutes	<i>Administrative Aide III/</i> CCRO-Window 1



	courier, secure a photocopy of the couriers receipt and come back to the City Civil Registrar's Office.			
8. Go back to the City Civil Registrar's Office and present the photocopy of courier's receipt. <i>Note: If the document with remarks on legitimation is already available in the DATABASE the client has two options to obtain the PSA document:</i> <i>1. Walk in request at PSA Regional Office</i> <i>Address:</i> <i>Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i> <i>2. Online request</i> <i>Email Address:</i> <i>psaserbilis.com.ph</i>	8.1. Receive couriers receipt. 8.2. Hand over the personal copy of the endorsement. 8.3. Advise the client to inquire after 2 months at PSA Regional Office through (032)414-6794 / 09173140145 if the endorsed document is already available in the database.	None	5 minutes	<i>Administrative Aide III/</i> <i>CCRO-Window 1</i>
Total		Php 600.00	50 minutes	



9. Processing/Filing for Registration of Legitimation (Family Code and RA No. 9858)

Legitimation is a process in which a child born out of wedlock is considered legitimate by fiction of law due to subsequent marriage of his/her biological parents.

Office or Division	City Civil Registrar's Office-Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	All registered illegitimate children whose biological parents validly married subsequently and without legal impediments of the parents at the time of conception
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Child's Certificate of Live Birth MF 102 (3 local certified true copies or PSA 2 original copies and 1 photocopy) ● Parents' Marriage Certificate MF 97 (3 local certified true copies or PSA 2 original copies and 1 photocopy) ● Parents' Certificate of No Marriage or Advisory of Marriages of parents (1 original and 2 photocopies) ● Valid ID of parents (presentation of original IDs and 3 photocopies) ● Joint Affidavit of Legitimation, executed by both parents. If one or both parents is/are minor/s during conception of the child, state the minority of the parents in the affidavit. (3 original copies duly subscribed by a lawyer) <p>Additional Requirements if not yet acknowledged by the father</p> <ul style="list-style-type: none"> ● Affidavit of Acknowledgement/Admission of 	<ul style="list-style-type: none"> ● Client/City Civil Registrar's Office ● Client/City Civil Registrar's Office ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Client ● Notary Public Lawyer



	<p>2.2. Give billing for the payment and advise the client to pay at the City Treasurer's Office.</p> <p>2.3. If not complete, return the documents and advise to comply the lacking requirements.</p>			Window 1
3. Pay the corresponding fees to the City Treasurer's Office.	3.1. Receive payment and issue Official Receipt.	Legitimation: Php 100.00	10 minutes	<i>Revenue Collection Officer</i> CTO
4. Go back to the City Civil Registrar's Office Window 1 and present the Official Receipt.	<p>4.1. Receive Official Receipt and issue claim slip.</p> <p>4.2. Inform the client to come back after 5 working days for endorsement.</p> <p>4.3. Prepare the documents for recording and endorsement.</p>	None	10 minutes	<i>Registration Officer II</i> CCRO- Window 1
5. Come back after 5 working days and present your claim slip at the City Civil Registrar's Office Window III.	<p>5.1. Receive the claim slip.</p> <p>5.2. Give billing for the payment of LCR endorsement fee and advise the</p>	None	5 minutes	<i>Registration Officer III</i> CCRO- Window 2



	client to pay at the City Treasurer's Office.			
6. Pay at the Treasurer's Office and wait for the Official Receipt.	6.1. Receive payment and issue official Receipt.	PSA Endorsement: Php 500.00	10 Minutes	<i>Revenue Collection Officer</i> CTO- Window 29
7. Go back to the City Civil Registrar's Office and present the Official Receipt at Window III.	7.1. Receive Official Receipt. 7.2. Hand over the prepared endorsement placed in an envelope to the client. 7.3. Instruct to mail at any courier, secure a photocopy of the couriers receipt and come back to the City Civil Registrar's Office.	None	5 minutes	<i>Administrative Aide III/</i> CCRO- Window 1
8. Go back to the City Civil Registrar's Office and present the photocopy of courier's receipt. <i>Note: If the document with remarks on legitimation is already available in the DATABASE the</i>	8.1. Receive couriers receipt. 8.2. Hand over the personal copy of the endorsement. 8.3. Advise the client to inquire after 2 months at PSA Regional Office through (032)414-6794 / 09173140145 if the endorsed	None	5 minutes	<i>Administrative Aide III/</i> CCRO- Window 1



<p><i>client has two options to obtain the PSA document:</i></p> <p><i>1. Walk in request at PSA Regional Office</i></p> <p><i>Address:</i> <i>Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i></p> <p><i>2. Online request</i></p> <p><i>Email Address:</i> <i>psaserbilis.com.ph</i></p>	<p>document is already available in the database.</p>			
	Total	Php 600.00	50 minutes	



10. Processing/Filing of Supplemental Report in the COLB, COM, COD or Fetal Death

Pursuant to Rule No. 11, administrative Order No.1 series of 1993, a supplemental report is used to supply a missing entry/ies or information inadvertently omitted when the Certificate of Live Birth, Marriage, Death was registered. The affidavit of Supplemental Report shall supply only two (2) missing information. For more than two (2) omitted information, the Supplemental Report shall be forwarded to the Office of the Civil Registrar General (OCRG) for evaluation and approval.

Office or Division		City Civil Registrar's Office-Registration Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Document Owner, if of legal age, Parents, or any person authorized by law or by the document owner		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Child's Certificate of Live Birth, Marriage or Death (1 PSA original copy and 2 photocopies) ● Affidavit of Supplemental Report (indicating the entry/ies omitted and the reason/s for missing the information during the registration) 		<ul style="list-style-type: none"> ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Notary Public Lawyer 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When the priority number is called present	2.1. Review and check the accuracy and	None	20 minutes	<i>Registration Officers III</i>



the requirements at Window 1.	<p>completeness of the requirements.</p> <p>2.2. If complete, bill and advise the client to pay at the City Treasurer's Office.</p> <p>2.3. Prepare the documents for endorsement.</p>			<p>CCRO Window 1</p>
3. Pay the corresponding fees to the City Treasurer's Office.	3.1. Receive payment and issue Official Receipt.	Php 500.00	10 minutes	<p><i>Revenue Collection Officer</i> CTO- Windows 27-29</p>
4. Go back to the City Civil Registrar's Office Window 1 and present the Official Receipt.	<p>4.1. Receive Official Receipt and issue claim slip.</p> <p>4.2. Hand in the prepared documents, advise to mail at any courier and secure an official receipt, have it photocopied then come back to the City Civil Registrar's Office.</p>	None	10 minutes	<p><i>Registration Officer II</i> CCRO- Window 1</p>
5. Go back to the City Civil Registrar's Office and present the	<p>5.1. Receive couriers receipt.</p> <p>5.2. Hand over the personal copy</p>	None	5 minutes	<p><i>Registration Officer III</i> CCRO- Window 1</p>



<p>photocopy of courier's receipt.</p> <p><i>Note: If the document with remarks on legitimation is already available in the DATABASE the client has two options to obtain the PSA document:</i></p> <p><i>1. Walk in request at PSA Regional Office</i></p> <p><i>Address: Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i></p> <p><i>2. Online request</i></p> <p><i>Email Address: psaserbilis.com.ph</i></p>	<p>of the endorsement.</p> <p>5.3. Advise the client to inquire after 2 months at PSA Regional Office through (032)414-6794 / 09173140145 if the endorsed document is already available in the database.</p>			
Total	Php 500.00	45 minutes		



11. Registration/Annotation of Court Orders/Decrees (Adoption/Annulment/Nullity of Marriage/Correction of Clerical Error/Cancellation of Civil Registry/Cancellation of Legitimation/To Use the Surname of the Father, etc.)

Pursuant to Rule 50 of Administrative Order No.1, series of 1993, Court Order/Decrees/Decisions affecting the Civil Status of a person shall be registered in the Register of Court Decrees at the Civil Registrar's Office where the issuing court is operating. The respondent/registering Local Civil Registrar shall annotate in the concerned Birth/Marriage/Death certificate the Order or Decision of the Court.

Office or Division	City Civil Registrar's Office-Marriage Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Petitioner, Counsel of the Petitioner, any person who has direct interest on the Court Order
Checklist Of Requirements	Where To Secure
<p>If the Court Order/Decision is issued by the Regional Trial Court (RTC) located outside Tagbilaran City:</p> <ul style="list-style-type: none"> ● Court Decision/Order/Judgment/Resolution (5 copies duly certified by the Clerk of Court and Local Civil Registrar which registered the Order/Decision) ● Certificate of Finality/Entry of Judgment (5 photocopies duly certified by the court and the Local Civil Registrar's Office which registered the Order/Decision) ● Certificate of Registration (5 original copies) ● Certificate of Authenticity <p>If the Court Order/Decision is issued by the Regional Trial Court (RTC) located in Tagbilaran City):</p>	<ul style="list-style-type: none"> ● Concerned Regional Trial Court and Office of the Civil Registrar where the issuing RTC is located ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Office of the Civil Registrar where the RTC is located ● Office of the Civil Registrar where the RTC is located



<ul style="list-style-type: none"> ● Court Order/Decision/Judgment/ Resolution (4 copies duly certified by the Clerk of Court) ● Certificate of Finality/Entry of Judgment (4 copies duly certified by the Clerk of Court) 		<ul style="list-style-type: none"> ● RTC ● RTC 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When the priority number is called present the requirements.	2.1. Review and check the completeness and accuracy of the requirements submitted. 2.2. If complete, give billing statement and advise to pay at the City Treasurer's Office. 2.3. Prepare documents. 2.4. If not complete, return	None	20 minutes	<i>Registration Officer II or III</i> CCRO- Window 1



	all the requirements and advise to comply the lacking requirements.			
3. Pay the corresponding fees to the City Treasurer's Office.	3.1. Receive payment and issue Official Receipt.	<p>Court Decision from outside Tagbilaran City:</p> <p>Special Proceeding-Php 1,400.00</p> <p>Civil Case-Php 1,450.00</p> <p>Court Decision from within Tagbilaran City:</p> <p>Special Proceeding-Php 1,450.00</p> <p>Civil Case-Php 1,500.00</p>	10 minutes	<p><i>Revenue Collection Officer</i></p> <p>CTO- Windows 22 to 29</p>
4. Go back to the City Civil Registrar's Office and present the Official Receipt.	<p>4.1. Receive and check the Official Receipt.</p> <p>4.2. Advise to come back on the date provided, once the documents are prepared for</p>	None	5 minutes	<p><i>Registration Officer II</i></p> <p>CCRO- Window 1</p>



	transmittal to LCRO/PSA.			
5. Go back to the City Civil Registrar Window 1 for the LCRO/PSA endorsement.	5. Hand in the prepared documents and advise to mail at any courier, request for an official receipt, have it photocopied then come back to the City Civil Registrar's Office.	None	5 minutes	<i>Registration Officer II or III</i> CCRO-Window 1
6. Go back to the City Civil Registrar's Office and present the photocopy of courier's receipt. <i>Note: If the document with remarks on legitimation is already available in the DATABASE the client has two</i>	6.1. Receive couriers receipt. 6.2. Hand in the personal copy of the transmittal/ endorsement to the client. 5.3. Advise the client to inquire after 2 months at PSA Regional Office through (032)414-6794 / 09173140145 if the endorsed	None	5 minutes	<i>Registration Officer II or III</i> CCRO-Window 1



<p><i>options to obtain the PSA document:</i></p> <p><i>1. Walk in request at PSA Regional Office</i></p> <p><i>Address:</i> <i>Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i></p> <p><i>2. Online request</i></p> <p><i>Email Address:</i> <i>psaserbilis.com.ph</i></p>	<p>document is already available in the database.</p>			
	<p>Total</p>	<p>Total fees based on the amount indicated above.</p>	<p>35 minutes</p>	



12. Registration of Births for On-Time and Delayed Report

Registration of Birth Certificate is a basic act to report the occurrence of birth of a child/person for registration in the Local Civil Registry Office where the birth occurred. It is a proof of person`s existence and establish legal identity. On-time registration is reporting of birth within 30 days from the time of birth in the Office of the Local Civil Registrar of the city/municipality where the birth occurred. Delayed registration is reporting of birth beyond the 30-day period to the Office of the Local Civil Registrar of the city/municipality where the birth occurred.

Office or Division	City Civil Registrar’s Office-Birth Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Parents, Document Owner (if party is of age), Relative (nearest of kin), Birth Attendant, and authorized person
Checklist Of Requirements	Where To Secure
<p>For On-Time Registration:</p> <ul style="list-style-type: none"> ● Duly accomplished Certificate of Marriage (4 original copies) ● Additional requirement for illegitimate children but to be acknowledged by the father: <ul style="list-style-type: none"> ● Notarized Affidavit to Use the Surname of the Father (AUSF) executed by the mother (4 original copies) ● Additional requirement when either or both parents of the child are below 18 years old at the time of conception and to be acknowledged by the father: <ul style="list-style-type: none"> ● Affidavit of Parent’s Consent ● Original Valid Identification Card of the informant/parents/acknowledging father ● Payment after assessment for AUSF (Official Receipt) 	<ul style="list-style-type: none"> ● Hospital Institution/ Birthing Centers, Clinics (where the mother gave birth) ● Notary Public Lawyer ● Notary Public Lawyer ● Office that issued the identification card



<p>For Delayed Registration (Additional Requirements):</p> <ul style="list-style-type: none">● PSA Negative Certificate if the COLB was not registered after 1 year from the date of birth (1 original copy and 3 photocopies)● Any 2 of the following documentary evidences which may show the name of the child, date and place of birth and name of parents:<ul style="list-style-type: none">● Baptismal Certificate (1 original copy and 3 photocopies)● Permanent Elem. School Record- Form 137-E (3 Certified True Copy from Original)● COMELEC Voter's Certification (1 original and 3 photocopies)● Marriage certificate of parents of the child (4 photocopies)● Marriage certificate of the applicant, if married (4 photocopies)● Immunization Card (4 photocopies)● Barangay Certification (3 original copies)● Affidavit of Two Disinterested Person's (4 original copies)● Payment after assessment for delayed registration (Official Receipt)	<ul style="list-style-type: none">● City Treasurer's Office ● Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Church where the child was baptized ● Elementary school where the child attended ● Local COMELEC Office ● Client ● Client ● Client● Barangay Captain of the parents/applicant's residence
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		<ul style="list-style-type: none"> ● Notary Public Lawyer ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When priority number is called, proceed to Window- 1 and present the prepared COLB and its requirements.	2.1. Check the Certificate of Marriage (COM) as to its completeness for registration. 2.2. Issue order of payment. 2.3. Advise the client to pay to the City Treasurer's Office. 2.4. If not complete, return the COM and its requirements to the owner/client for compliance of lacking requirements and advise to submit once complete.	None	10 minutes	<i>Registration Officer II</i> CCRO-Table 4



<p>3. Pay the corresponding fees to the City Treasurer's Office.</p>	<p>3.1. Receive payment and issue Official Receipt.</p>	<p>Php 100.00 for late registration</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i> CTO- Windows 22 to 29</p>
<p>4. Go back to the Office of the City Civil Registrar Window 1 and present the Official Receipt (O.R.).</p>	<p>4.1. Receive and check the Official Receipt.</p> <p>4.2. Issue claim slip and advise to come back to claim the duly registered COM after 3 working days for timely registration and 13 working days for late registration at Window 3.</p> <p>4.3. Prepares the submitted documents for registration e.g. numbering, coding, signing for approval, sorting/filing, posting if late and transcribing.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i> CCRO-Table 4</p> <p><i>Registration Officer II/</i> <i>Registration Officer III/</i></p>



			15 Days (Delayed registration)	<i>Any designated personnel</i> CCRO
<p>5. Claim the registered Marriage Certificate after 3 working days for timely registered and 13 working days for late/delayed registered at Window 3. Kindly present claim slip.</p> <p>Note: COM submitted after 30 days from the date of marriage is subject for posting for a period of 10 calendar days as required by existing law and shall go back to the office to claim the registered COM on the day specified at the claim slip.</p>	<p>5. Release one (1) copy of registered Marriage Certificate (personal copy) and instruct the client to register in the logbook.</p>	None	5 minutes	<p><i>Administrative Aide III/</i></p> <p><i>Any designated personnel</i></p> <p>CCRO</p>
Total		Total fees based on the amount	35 minutes	



	indicated above.		
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13. Registration of Death for On-Time and Delayed Report

Certificate of Death (COD) is a document that proves of a permanent disappearance of all evidence of life of a person. On time report of death reporting and registration is within a 30-day period and beyond 30 days is considered delayed registration. Death occurred in hospital or other similar institution shall be prepared or accomplished by the institution and report to the office for registration.

Office or Division	City Civil Registrar's Office-Death Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Next of Kin (immediate family) of the deceased, hospital institution or any authorized person
Checklist Of Requirements	Where To Secure
<p>For On-Time Registration:</p> <ul style="list-style-type: none"> ● Duly accomplished Certificate of Death – MF 103/A (4 original copies) ● Official Receipt (O.R.) of corresponding payment <p>For Delayed Registration (Additional Requirements):</p> <ul style="list-style-type: none"> ● PSA Negative Certificate of Death (CRS Form 2) ● Burial/Death certificate from Church (1 original copy) ● Certificate of Death/Fetal Death MF 103/A (4 original copies) ● Affidavit of Two Disinterested Persons (4 original copies) ● Affidavit for Delayed Registration of Fetal Death (4 original copies) 	<ul style="list-style-type: none"> ● Hospital/City Health Office ● City Treasurer's Office ● Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Church ● Hospital/City Health Office ● Notary Public Lawyer ● Notary Public Lawyer



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When priority number is called, proceed to Window- 1 and present the prepared COLB and its requirements.	2.1. Check the Certificate of Death (COD) as to its completeness for registration. 2.2. If complete, give billing for payment and advise the client to pay at the Treasurer's Office, Ground Floor City Hall Building. 2.3. If not complete, return to the owner for compliance of lacking requirements and advise to submit upon completion.	None	10 minutes	<i>Registration Officer II</i> CCRO- Window 2 or any assigned personnel
3. Pay the corresponding fees to the City Treasurer's Office.	3.1. Receive payment and issue Official Receipt.	Burial Permit: Php 25.00	10 minutes	<i>Revenue Collection Officer</i>



		Transfer of Cadaver: Php 100.00 Embalmed Cadaver: Php 30.00 Delayed Registration: Php 100.00		CTO- Windows 22 to 29
4.Go back to the Civil Registrar's Office Window 2 and present the Official Receipt (OR) upon receipt of the document and claim the duly registered Certificate of Death (<i>for timely registration only</i>). Note: COD submitted after 30 days from the date of death is subject for posting for a period of 10 calendar days as required by existing law and shall go back to the office to claim the	4.1. Receive and check the Official Receipt. 4.2. Prepare the Certificate of Death for registration (for timely registration). 4.3. Release one copy of the duly registered Certificate of Death and instruct the client to register in the logbook (for timely registration). 4.4 Prepare the delayed registration Certificate of Death for posting and advise the client to claim the	None	10 minutes	<i>Registration Officer II</i> CCRO- Window 2



registered COD on the day specified at the claim slip.	registered COD on the day specified at the claim slip.			
	Total	Burial Permit: Php 25.00 Transfer of Cadaver: Php 100.00 Embalmed Cadaver: Php 30.00 Delayed Registration: Php 100.00	35 minutes	



14. Registration of Marriage (COM) On-Time and Delayed Report

Registration of Certificate of Marriage (COM) is a reporting of the Certificate of Marriage after the wedding day to the Local Civil Registrar's Office and become a proof of a person's civil status and the existence of marriage. For ordinary marriages the time for registration of the Certificate of Marriage is within 15 days following the solemnization of marriage. For marriages exempt from the license requirement, the prescribed period for registration is 30 days.

Office or Division	City Civil Registrar's Office-Marriage Registration Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen
Who May Avail	Contracting parties or any authorized person, Solemnizing Officer or any Officiating Officer
Checklist Of Requirements	Where To Secure
<p>For On-Time Registration:</p> <ul style="list-style-type: none"> ● Duly accomplished Certificate of Marriage (4 original copies) ● Affidavit of Request of the couple to the Solemnizing Officer if the marriage took place outside court or church (4 original copies) ● Solemnizing Certificate (4 photocopies) ● Additional Requirements if Marriage was exempted from Marriage License <ul style="list-style-type: none"> ● Affidavit of Cohabitation for marriage under Art. 34 of the Family Code (4 original copies) ● CENOMAR or Certificate of No Marriage (4 photocopies) <p>For Delayed Registration (Additional Requirements):</p> <ul style="list-style-type: none"> ● PSA Negative Certificate of Marriage if not registered within one 	<ul style="list-style-type: none"> ● Solemnizing Officer ● Notary Public Lawyer ● Notary Public Lawyer ● Solemnizing Officer



<p>year from date of marriage (1 original copy and 3 photocopies)</p> <ul style="list-style-type: none"> ● Marriage Certificate issued from the church where the marriage was solemnized if applicants cannot present a Certificate of Marriage - Mun. Form 97 (3 original copies) ● Affidavit of Two Disinterested Person's (4 original copies) ● Affidavit for Delayed Registration of Marriage (4 original copies) ● Cenomar or Certificate of No Marriage (1 original and 3 photocopies) ● Official Receipt (O.R.) of corresponding payment 	<ul style="list-style-type: none"> ● Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● Solemnizing Officer ● Any Notary Public Lawyer ● Any Notary Public Lawyer ● Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● City Treasurer's Office
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Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>
2. When priority number is called, proceed to Window- 1 and	2.1. Check the Certificate of Live Birth(COLB) as to	None	10 minutes	<i>Registration Officer II</i>



<p>present the prepared COLB and its requirements.</p>	<p>its completeness for registration.</p> <p>2.2. Issue order of payment.</p> <p>2.3. Advise the client to pay to the City Treasurer's Office.</p> <p>2.4. If not complete, return the COLB and its requirements to the owner/client for compliance of lacking requirements and advise to submit once complete.</p>			<p>CCRO-Window 2</p>
<p>3. Pay the corresponding fees to the City Treasurer's Office.</p>	<p>3.1. Receive payment and issue Official Receipt.</p>	<p>Php 100.00 for late registration (1) month and above</p> <p>Php 100.00 for AUSF if not married but acknowledged by the father</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>CTO- Windows 22 to 29</p>
<p>4. Go back to the Office of the City Civil Registrar Window 1 and present the</p>	<p>4.1. Receive and check the Official Receipt.</p> <p>4.2. Issue claim slip and advise to come back to</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO-Window 1</p>



<p>Official Receipt (O.R.).</p>	<p>claim the duly registered COLB after 3 working days for timely registration and 15 working days for late registration at Window 3.</p> <p>4.3. Prepares the submitted documents for registration e.g. numbering, coding, signing for approval, sorting/filing, posting if late and transcribing.</p>	<p>None</p>	<p>3 Days (On-time registration)</p> <p>15 Days (Delayed registration)</p>	<p><i>Registration Officer II/</i></p> <p><i>Registration Officer III/</i></p> <p><i>Any designated personnel</i></p> <p>CCRO</p>
<p>5. Claim the registered birth after 3 working days for timely registered and 15 working days for late/delayed registered at Window 3. Kindly present claim slip.</p>	<p>5. Release one (1) copy of registered birth (personal copy) and instruct the client to register in the logbook.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Aide III/</i></p> <p><i>Any designated personnel</i></p> <p>CCRO</p>



Note: COLB submitted after 30 days from the date of birth of the child and onwards is subject for posting for a period of 10 calendar days as required by existing law.				
Total	Total fees based on the amount indicated above.	35 minutes		



15. Request for PSA Endorsement of Birth, Death and Marriage Certificate

Endorsement of civil registry documents to Philippine Statistics Authority (PSA) is a remedy to Fast track the issuance of PSA security paper and to re-indorse documents whose records that yielded negative result at PSA. The office will endorse those civil registry documents to PSA Regional Office Cebu City upon request.

Office or Division		City Civil Registrar's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Document owner of legal age, Owner's Spouse, Parents, Direct Descendants, Any Person Authorized by the Owner in accordance with the Data Privacy Act of 2012		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Original valid ID of the requesting party ● For authorized person, either of the following: <ul style="list-style-type: none"> ● Authorization Letter ● Special Power of Attorney (SPA) ● PSA copy of the blurred document or PSA Negative Certificate ● Official Receipt (O.R.) of corresponding payment 		<ul style="list-style-type: none"> ● Client ● Document Owner ● Notary Public Lawyer ● Client/Philippine Statistics Authority through PSA hotline (02) 737-1111/PSA online request (psaserbilis.com.ph) ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a priority number at the Information Desk.	1.1. Give a priority number correspond to the needs of the client. 1.2. Advise the client to wait to be called at Window 1.	None	5 minutes	<i>Employee in charge of the Information Desk</i>



<p>2. When priority number is called, proceed to Window 1 and present PSA blurred or PSA Negative Certificate and other requirements if applicable.</p>	<p>2.1. Check the necessary requirements.</p> <p>2.2. Verify the records if available.</p> <p>2.3. Give billing for the payment and advise the client to pay at the City Treasurer's Office.</p> <p>2.4. Prepare the documents and transmittal for endorsement.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Registration Officers II and III</i></p> <p>CCRO</p> <p>Window 1- for Birth Endorsement and Marriage Endorsement</p> <p>Window 2- for Death Endorsement</p>
<p>3. Pay the corresponding fees to the City Treasurer's Office.</p>	<p>3.1. Receive payment and issue Official Receipt.</p>	<p>LCR Certification: Php 500.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>CTO</p>
<p>4. Go back to the City Civil Registrar's Office Window 1 and present the Official Receipt.</p>	<p>4.1. Hand over the prepared endorsement placed in an envelope and instruct the client to mail at any courier.</p> <p>4.2. Advise to secure a photocopy of the courier's receipt.</p> <p>4.3. Advise to come back to the City Civil Registrar's Office.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p>CCRO- Window 2</p>



<p>5. Come back to the City Civil Registrar's Office and present the courier's receipt.</p> <p><i>Note: If the document is already available in the DATABASE the client has two options to obtain the PSA document:</i></p> <p><i>1. Walk in request at PSA Regional Office</i></p> <p><i>Address: Philippine Statistics Authority, Capitol Building, Colon St., Cebu City</i></p> <p><i>2. Online request</i></p> <p><i>Email Address: psaserbilis.com.ph</i></p>	<p>5.1. Receive the courier's receipt and hand over the personal copy of the endorsement.</p> <p>5.2. Advise the client to inquire after 2 months at PSA Regional Office through (032) 414-6794 / 09173140145 if the endorsed document is already available in the database.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Registration Officer II</i></p> <p><i>CCRO-Window 2</i></p>
Total		Php 500.00	45 minutes	



City Disaster Risk Reduction and Management Office

External Services



1. Decontamination Service

Decontamination is a service offered to those who request that their facilities/establishments be disinfected to prevent possible COVID-19 infection. Mist blowers and manual sprayers are used to perform the service while the Search, Rescue and Retrieval Team deployed for it are in full PPE.

Office or Division		City Disaster Risk Reduction and Management Office-Operations and Warning Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Indigent and/or senior citizen patients in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
•				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Calls hotlines or CLEAR system phone	Receives calls and inquiries about status of patient	None	3 minutes	Communication Specialist Unit
	Forwards transport requests to Operations and Warning Division Head for approval		3 minutes	Operations and Warning Division Head
	Operations and Warning Division Head approves request		2 minutes	Operations and Warning Division Head
	Operations and Warning Division informs patient of approval and arranges transport		2 minutes	Communication Specialist Unit
	Emergency Medical Service		Max 5 minutes	EMS



	Unit deploys medical transport team			
	Total	None	15 minutes	



2. CCTV Review

CCTV review services are given to clients who request to review video clips of vehicular accidents and crime incidents that they may be involved in. It also aids the Philippine National Police and the City Traffic Management Office in investigating incidents concerning traffic. The service also helps in tracing missing items or persons. It is an extension service of the CDRRMO Operations Center.

Office or Division		CDRRMO – Operations and Warning Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All who requests the service		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Filled out CCTV Review Request Form ● Police Blotter (for crime-related requests) ● Court Order (for copy of footage) 		<ul style="list-style-type: none"> ● CDRRMO ● Philippine National Police ● Court of Law 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Submit filled out CCTV Review Request Form	Review and approve/deny client request	None	10 minutes	<i>Officer-in-Charge</i>
Proceed to CCTV Reviewing Area	Brief the client on restrictions as well as terms and conditions	None	5 minutes	<i>IT Personnel</i>
Footage review from CCTV cameras	Review on the specified footage requested by the client	None	20 minutes	<i>IT Personnel</i>
Storing of footage	Saving of the related footage per request	None	5 minutes	<i>IT Personnel</i>
Total			40 minutes	



3. Emergency Medical Response

Emergency medical response is provided to trauma victims and other patients in life-threatening emergency cases. The CDRRMOs emergency response vehicles are used to respond to such cases and are manned by members of the CDRRMO Emergency Medical Service. The main objective is to stabilize the patient and to transport him/her immediately to a medical facility.

Office or Division		City Disaster Risk Reduction and Management Office-Operations and Warning Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All who request for emergency medical response		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Call hotline or CLEAR system phone	Receives call and inquire about the emergency	None	2 minutes	Communication Specialist Unit
	Provides information to the Emergency Medical Services and deploy emergency response vehicle	None	2 minutes	Communication Specialist Unit
	Emergency Medical Services proceeds to site of emergency	None	Max of 5 minutes	Emergency Medical Services Unit
	Emergency Medical Services conducts emergency care and transport to medical facility	None	Max of 5 minutes	Emergency Medical Services Unit
Total		None	14 minutes	



4. Hazard Certification Service

The hazard certification service is provided to individuals who requests information regarding the hazards that may threaten their properties. The service helps the property owners in making informed decisions in the appropriate building designs and/or proper use of their lots. It is performed by the CDRRMO Research and Planning Unit using GIS and the maps based on PAGASA, MGB, and PHIVOLCS hazard information.

Office or Division		City Disaster Risk Reduction and Management Office-Research and Planning Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All who requests the service		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> Lot Title 		<ul style="list-style-type: none"> City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Fill in the Request Form	Provides request form and accepts the filled-up form	None	5 minutes	Research and Planning Division Staff
	Locate and print the hazard map and assessment certification of the lot	None	10 minutes	Research and Planning Division Geographical Information System Specialist
	Submit hazard map and certification to CDRRM Officer for verification	None	5 minutes	Research and Planning Division Staff
	Explains hazards to client and releases hazard certification	None	5 minutes	Research and Planning Division Head
Total		None	25 minutes	



5. Medical Transport Service

The medical transport service is provided to indigent and/or senior citizen patients who need to be transported from hospital to home or vice versa. The service is performed by a team of the Emergency Medical Services under the Operations and Warning Division of the CDRRMO. The transport service is carried out only within the jurisdiction of Tagbilaran City unless directed by the City Mayor.

Office or Division		City Disaster Risk Reduction and Management Office-Operations and Warning Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Indigent and/or senior citizen patients in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Call hotline or CLEAR system phone	Receives call and inquires about the status of patient	None	3 minutes	Communication Specialist Unit
	Forwards transport request to Operations and Warning Division Head for approval		3 minutes	Operations and Warning Division Head
	Operations and Warning Division Head approves request		2 minutes	Operations and Warning Division Head
	Operations and Warning Division informs patient of approval and arranges transport		2 minutes	Communication Specialist Unit
	Emergency Medical Service Unit deploys medical transport team		Max 5 minutes	EMS
Total		None	15 minutes	



6. Tree Pruning and Cutting

Tree pruning and cutting is a service meant to prevent disasters brought about by tree hazards. Clients may request the service if a tree within the vicinity of their homes or institution pose as hazards especially during the rainy and typhoon seasons.

Office or Division		City Disaster Risk Reduction and Management Office-Operations and Warning Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All who are threatened by tree hazards		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Fill-out Cutting or Pruning Request Form ● PCA Permit, (if coconut) ● Hazard Certification, (if regulated) ● CENRO Permit, if regulated tree species 		<ul style="list-style-type: none"> ● CDRRMO ● Philippine Coconut Authority ● CDRRMO ● City Environment and Natural Resources Office (CENRO) 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Submit filled-out Cutting/Pruning Request Form	Review and approve/deny request	None	5 minutes	<i>Officer-in-Charge</i>
Guide inspection officer	Site Ocular Inspection. Schedule time of operation	None	10-15 minutes	<i>Inspection Officer</i>
Observe/guide during operation	Conduct of operation	None	Depends on the scope of the operation	<i>Search, Rescue and Retrieval Unit Leader</i>
Total		None		



7. Water Rationing and Delivery

Water rationing and delivery services are provided to households affected with water service interruptions. The City Disaster Risk Reduction and Management Office's (CDRRMO) tankers are used to perform the service.

Office or Division		City Disaster Risk Reduction and Management Office-Operations and Warning Unit		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All who are affected by water service interruptions		
Checklist Of Requirements		Where To Secure		
● Fill-out request form by Calling of In Person		● CDRRMO		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
Call/Fill-up request Form	Review filled-up request form and verify location of water service interruption	None	5 minutes	Officer-in-Charge
	Submit request to the CDRRMO Department Head for approval/denial	None	5 minutes	<i>CDRRM Officer</i>
Guide	Conduct of Operation	None	Depends on Scope of Operation	<i>Search, Rescue and Retrieval Unit</i>
TOTAL				



City Economic Enterprise Office

External Services



1. Application for Business Permit

Client applies for a Business Permit to be able to operate in the public market.

Office or Division		City Economic Enterprise Office-Tagbilaran City Public Markets		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen		
Who May Avail		All interested commercial tenants/vendors		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter of Intent ● Residence Certificate ● Barangay Clearance 		<ul style="list-style-type: none"> ● Client ● City Treasurer's Office ● Barangay 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. File application for Business Permit together with prerequisite documents.	1.1. Assess and instruct client to pay corresponding rental and other fees.	None	5 minutes	<i>Market Personnel</i> City Economic Enterprise Office
	1.2. Approve the application.	None	30 minutes	<i>CEEEO Department Head</i> City Economic Enterprise Office
2. Apply for water and electricity connection.	2. Give applicant a list of required materials to be used in connecting to water service line	None	4 hours	<i>Market Personnel</i> City Economic Enterprise Office



	and electric power line.			
3. Pay the Business Permit fee.	3.1. Receive payment. 3.2. Connect lessee to electricity and water distribution lines within the facility.	Special Permit Fee: Php 160.00 per stall Certification Fee: Php 100.00 Notary Fee: Php 200.00 Installation Fee: Php 470.00	5 minutes 4 hours	<i>Cashier</i> City Treasurer's Office Plumber <i>City Economic Enterprise Office</i>
4. Sign lease contract.	4. Issue certification and sign lease contract.	None	8 minutes	<i>IBT Personnel</i> City Economic Enterprise Office
Total		Fee depends on the lessee classification	2 hours and 10 minutes	



2. Application for New Service Connection

Client applies for new service connection to be formally registered as a TCWS consumer.

Office or Division		City Economic Enterprise Office-Tagbilaran City Waterworks System		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All water consumers of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Duly accomplished Application Form ● Land Title ● Building Permit 		<ul style="list-style-type: none"> ● Tagbilaran City Waterworks Systems Office ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Accomplish Application Form and submit documentary requirements.	1.1. Review application and attach documents.	None	1 day	<i>Customer Service Clerk</i> TCWS
	1.2. Conduct a site inspection of location.	None	2 days	<i>Technical Team</i> TCWS
	1.3. Approve application.	None	2 days	<i>TCWS Supervisor, CEO</i> <i>Department Head, City Mayor</i>
2. Pay the required amount	2. Receive payment.	Php 470.00	15 minutes	<i>Cashier</i>



for new connections.				City Treasurer's Office
3. Prepare the required pipes and water meter for installation by TCWS personnel.	3. Install water meter and pipelines and connect it to the main distribution line.	None	2 days	<i>Plumber</i> TCWS
Total		Php 470.00	7 days and 15 minutes	



3. Application for Special Permit

The Tagbilaran Integrated Bus Terminal (IBT) is a public transport terminal for land transport vehicles. It has a quite a number of rentable commercial spaces, including 31 stalls and 111 spaces for ambulant vendors. An Application for Lease has to be approved to be recognized as a legitimate lessee of said space.

Office or Division		City Economic Enterprise Office-Integrated Bus Terminal		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen		
Who May Avail		All interested commercial tenants/vendors		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter of Intent ● Voter's ID ● Barangay Clearance 		<ul style="list-style-type: none"> ● Client ● COMELEC ● Barangay 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. File application for Special Permit together with prerequisite documents.	1.1. Receive application for lease. Evaluate the attached requirements as to completeness and authenticity. 1.2. Approve the application.	None	1 hour	<i>IBT Personnel</i> City Economic Enterprise Office
		None	30 minutes	<i>CEEO Department Head</i> City Economic Enterprise Office
2. Apply for water and	2. Give applicant a list of required	None	10 minutes	<i>IBT Personnel</i>



electricity connection.	materials to be used in connecting to water service line and electric power line.			City Economic Enterprise Office
3. Pay the Special Permit fee.	3. Receive payment.	For ambulant vendors: Php 320.00 For stalls: Php 620.00	15 minutes	<i>Cashier</i> City Treasurer's Office
4. Present Official Receipt.	4. Issue Special Permit.	None	15 minutes	<i>IBT Personnel</i> City Economic Enterprise Office
Total		Fee depends on the lessee classification	2 hours and 10 minutes	



4. Customer Service

TCWS is setting up a feedback mechanism for its consumers to have easy access to the following support services: Change Name, Transfer Meter, Leaks and others.

Office or Division		City Economic Enterprise Office-Tagbilaran City Waterworks System		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All water consumers of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Land Title ● Building Permit 		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inform TCWS personnel of concerns or queries.	1.1. Receive the call/message and record the concern/query.	None	5 minutes	<i>Customer Service Clerk</i> TCWS
	1.2. Forward the concern to the TCWS Supervisor.	None	5 minutes	<i>Customer Service Clerk</i> TCWS
	1.3. Address concern.	None	30 minutes	<i>TCWS Supervisor</i> TCWS
2. Pay the required amount as billed.	2. Receive payment.	Change Name: Php 150.00	15 minutes	<i>Cashier</i> City Treasurer's Office



		Transfer of Meter: Php 320.00		
3. Present Official Receipt.	3. Update consumer records.	None	5 minutes	<i>TCWS Personnel</i>
Total		Fee depends on the service done	1 hour	



5. Leak Repair

Repair of leaks would depend on whether the leak is at the pipelines connecting the main distribution line to the water meter, which is the responsibility of TCWS or whether it is from the meter to the client distribution line, which is the clients'.

Office or Division		City Economic Enterprise Office-Tagbilaran City Waterworks System		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All water consumers of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inform TCWS personnel of concerns.	1.1. Receive the call/message and record the concern/query.	None	5 minutes	<i>Customer Service Clerk</i> TCWS
	1.2. Repair leak.	None	2 hours	<i>Plumber</i> TCWS
	1.3. Inform customer that the concern has been addressed/ accomplished.	None	5 minutes	<i>Customer Service Clerk</i> TCWS
Total		None	2 hours and 10 minutes	



6. Slaughtering Services

A slaughterhouse, also called an abattoir, is a facility where animals are slaughtered. The Tagbilaran City Slaughterhouse (TCS) has been in operation for quite some time, ensuring the quality of butchered carcasses into primal cuts.

Office or Division		City Economic Enterprise Office-Tagbilaran City Slaughterhouse		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Bring the animal to the facility together with the necessary documents or permits needed.	1.1. Receive animal/s for butchering.	None	5 minutes	<i>Slaughterhouse Personnel</i> City Economic Enterprise Office
	1.2. Mark the animals for identification.	None	5 minutes	<i>Slaughterhouse Personnel</i> City Economic Enterprise Office
	1.3. Conduct ante- and post-mortem inspection of animals to ensure safety and quality standards.	None	30 minutes	<i>Inspector</i> City Agriculture and Veterinary Office



	1.4. Slaughter the animal and clean the carcass for delivery or pickup.	<p>Pig: Php 2.75/kilo</p> <p>Cow: Php 3.25/kilo</p>	30 minutes	<p><i>Butcher</i></p> <p>City Economic Enterprise Office</p>
2. Pick up the carcass.	2. Pick up or deliver.	None	30 minutes	<p><i>Slaughterhouse Personnel</i></p> <p>City Economic Enterprise Office</p>
Total		Fee depends on the service done	1 hour and 40 minutes	



City Engineer's Office

External Services



1. Issuance of Accessory Permits

Accessory Permits are issued by the Building Official for activities being undertaken prior to or during the processing of the building permit. The coverage is spelled out in the accessory permit form including the expiry period. These shall be signed by the concerned owner/applicant and by the concerned professionals. These permits include, among others, ground preparation and excavation, encroachment of foundation to public area, fencing, for fence not exceeding 1.80 meters high, sidewalk construction, temporary sidewalk enclosure and occupancy, erection of scaffolding, erecting, repair, removal of sign, and demolition.

Office or Division	City Engineer's Office-Office of the Building Official
Classification	Simple
Type of Transaction	G2B-Government to Business G2C-Government to Citizen
Who May Avail	All Filipino Citizens, Government and Private Entities
Checklist Of Requirements	Where To Secure
<p><i>Please refer to separate table for the checklist of requirements on the following permits:</i></p> <ol style="list-style-type: none"> a. Fencing Permit b. Demolition Permit c. Ground Preparation and Excavation Permit for New Buildings d. Excavation Permit for Utility Connections (Water, Electrical, Electronics and Communication, Sanitary and Drainage) e. Temporary Use of Sidewalk Permit f. Signage Permit g. Scaffolding Permit h. Temporary Electrical Service Connection i. Pole/Attachment Location Plan Permit 	



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit application forms and documentary requirements.	1. Receive the application forms.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
2. Receive the Order of Payment.	2. Prepare and issue Order of Payment.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
3. Pay the fees and charges at the City Treasurer's Office.	3. Receive the Official Receipt.	Refer to the Schedule of Fees based on the National Building Code, Fire Code and Zoning	15 minutes	<i>Administrative Aide I</i> City Engineer's Office
4. Claim the permit.	4. Issue the permit.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
Total		None	1 hour and 45 minutes	



Checklist Of Requirements	Where To Secure
<p>Fencing Permit</p> <ul style="list-style-type: none"> ● Barangay Clearance (5 copies) ● Special Power of Attorney (5 copies) ● Locational Clearance (5 copies) <p>In case the applicant is the registered owner of the lot:</p> <ul style="list-style-type: none"> ● Title of property (5 copies) ● Certified true copy Transfer Certificate of Title (5 copies) ● Tax Declaration (5 copies) ● Current Tax Receipt (5 copies) <p>In case of the Applicant is not the registered owner of the lot:</p> <ul style="list-style-type: none"> ● Title of property (5 copies) ● Certified true copy Transfer Certificate of Title (5 copies) ● Tax Declaration (5 copies) ● Current Tax Receipt (5 copies) ● Duly notarized copy of the Deed of Absolute Sale or – ● Duly notarized copy of the Lease Contract or – ● Duly notarized copy of the Contract of Sale or – ● Affidavit of Consent from the registered owner or – ● Affidavit of Consent from all registered heirs (5 copies) ● Location Plan (3 copies) ● Affidavit of Set-Back, indicating the minimum specific setback distance from the center line of the road, and 	<ul style="list-style-type: none"> ● At the Barangay where the project will be located ● Notary Public ● CPDO/Zoning ● Owner's Copy, Register of Deeds ● Owner's Copy, Register of Deeds ● City Assessor's Office ● Treasurer's Office ● Owner's Copy, Register of Deeds ● Owner's Copy, Register of Deeds ● City Assessor's Office ● Treasurer's Office ● Lot Owner ● Lessor, Lessee ● Lot Vendor, Vendee ● Lot Owner (Duly Notarized) ● Heirs of the Lot (Duly Notarized) ● City Assessor's Office



<p>or from the edge of RROW to the building line (5 copies)</p> <ul style="list-style-type: none"> ● Regular Documents <ul style="list-style-type: none"> ● Five (5) sets of the Following: Building Permit Application Form, Electrical Permit Forms (if applicable), duly signed and sealed by the Professional In-charge. ● Three (3) sets of Fencing Plans and Details, Bill of Materials and Cost Estimates and Specifications ● Photo copy of unexpired PRC ID and the Current professional Tax Receipt (PTR) of the duly licensed professionals of their specific fields. 	<ul style="list-style-type: none"> ● Notary Public ● OBO One-Stop-Shop ● Design Engineer or Architect ● Professionals who signed and sealed the Plans
<p>Demolition Permit</p> <ul style="list-style-type: none"> ● Demolition Permit Application Form duly Signed and Sealed by Professional In-charge (3 copies) ● Sketch Plan/Floor Plan of the area to be demolished (3 copies) ● Tax Declaration of Lot and Building to be demolished (3 copies) ● Real Property Tax Clearance (3 copies) ● Certified True Copy of Land Title (3 copies) ● Lot Plan (3 copies) ● Barangay Clearance (3 copies) 	<ul style="list-style-type: none"> ● OBO One-Stop-Shop for Const. Permit ● Reg. Civil Engineer or Architect In-charge of the Demolition ● City Assessor's Office ● City Treasurer's Office ● Register of Deeds, Lot Owner ● City Assessor's Office



<p>If the applicant is not the owner of the Building:</p> <ul style="list-style-type: none"> ● Affidavit of Consent from the owner of the Building to be demolished ● Affidavit of consent from the heirs of the Building to be demolished 	<ul style="list-style-type: none"> ● From the Barangay where the building to be demolished is located ● Lot Owner notarized by a Notary Public ● Heirs of the Lot notarized by a Notary Public
<p>Ground Preparation and Excavation Permit for New Buildings</p> <ul style="list-style-type: none"> ● Ground Preparation and Excavation Permit Form (3 copies) ● Foundation Plan duly signed and sealed by the Reg. Civil Engineer or Architect In-Charge (3 copies) ● Site Development Plan (3 copies) 	<ul style="list-style-type: none"> ● OBO One-Stop-Shop for Const. Permit ● Reg. Civil Engineer or Architect In-Charge ● Reg. Civil Engineer or Architect In-Charge
<p>Excavation Permit for Utility Connections (Water, Electrical, Electronics and Communication, Sanitary and Drainage)</p> <ul style="list-style-type: none"> ● Excavation Permit Form (3 copies) ● Barangay Clearance (3 copies) ● Location Plan/Vicinity Map (3 copies) ● Excavation Details/Plans 	<ul style="list-style-type: none"> ● OBO One-Stop-Shop for Const. Permit ● From the Barangay where the excavation will be done ● City Assessor's Office ● Reg. Civil Engineer or Architect In-Charge
<p>Temporary Use of Sidewalk Permit</p> <ul style="list-style-type: none"> ● Temporary Use of Sidewalk Application Forms duly signed and sealed by Professional Civil Engineer or Architect (3 copies) ● Barangay Clearance (3 copies) 	<ul style="list-style-type: none"> ● OBO One-Stop-Shop for Const. Permit



<ul style="list-style-type: none"> ● Location Plan/Vicinity Map (3 copies) ● Sidewalk Enclosure Plan with corresponding no. of days for the temporary use of sidewalk (3 copies) ● Alternative sidewalk plan for pedestrians (3 copies) 	<ul style="list-style-type: none"> ● From the Barangay where the excavation will be done ● City Assessor's Office ● Reg. Civil Engineer or Architect In-Charge ● Reg. Civil Engineer or Architect In-Charge
<p>Signage Permit</p> <ul style="list-style-type: none"> ● Signage Permit Application Forms duly signed and sealed by Professional Civil Engineer or Architect (3 copies) ● Barangay Clearance (3 copies) ● Location Plan/Vicinity Map (3 copies) ● Signage Installation Plans and Details with Cost Estimates (3 copies) ● Alternative sidewalk plan for pedestrians (3 copies) 	<ul style="list-style-type: none"> ● OBO One-Stop-Shop for Const. Permit ● From the Barangay where the Signage will be installed ● City Assessor's Office ● Reg. Civil Engineer or Architect In-Charge ● Reg. Civil Engineer or Architect In-Charge
<p>Scaffolding Permit</p> <ul style="list-style-type: none"> ● Scaffolding Permit Application Forms duly signed and sealed by Professional Civil Engineer or Architect (3 copies) ● Barangay Clearance (3 copies) ● Location Plan/Vicinity Map (3 copies) ● Scaffolding Installation Plan and Details with Cost Estimates (3 copies) 	<ul style="list-style-type: none"> ● OBO One-Stop-Shop for Const. Permit ● From the Barangay where the Scaffoldings will be installed ● City Assessor's Office ● Reg. Civil Engineer or Architect In-Charge



<p>Temporary Electrical Service Connection</p> <ul style="list-style-type: none">● Temporary Electrical Service Connection Forms duly signed and sealed by a Professional Electrical Engineer or Registered Electrical Engineer (3 copies)● Approved Building Permit (3 copies)● Location Plan/Vicinity Map (3 copies)● Electrical Plan for Bunk House duly signed and sealed by a Professional Electrical Engineer (3 copies)	<ul style="list-style-type: none">● OBO One-Stop-Shop for Const. Permit● Owner's Copy or from OBO● City Assessor's Office● Professional Electrical Engineer In-Charge
<p>Pole/Attachment Location Plan Permit</p> <ul style="list-style-type: none">● Pole/Attachment Location Plan Forms duly signed and sealed by a Reg. Civil Engineer and Professional Electrical Engineer or Registered Electrical Engineer (3 copies)● Pole Plan and Specifications (3 copies)● Location Plan/Vicinity Map (3 copies)	<ul style="list-style-type: none">● OBO One-Stop-Shop for Const. Permit● Owner's Copy or from OBO● City Assessor's Office



2. Issuance of Building Permit and Ancillary Permits

A Building Permit and the supporting Ancillary Permits are required prior to construction, erection, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.

Office or Division	City Engineer's Office-Office of the Building Official
Classification	Simple
Type of Transaction	G2B-Government to Business G2C-Government to Citizen
Who May Avail	All Filipino Citizens, Government and Private Entities
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Barangay Clearance (5 copies) ● Special Power of Attorney (5 copies) ● Locational Clearance (5 copies) <p>In case the applicant is the registered owner of the lot:</p> <ul style="list-style-type: none"> ● Title of property (5 copies) ● Certified true copy Transfer Certificate of Title (5 copies) ● Tax Declaration (5 copies) ● Current Tax Receipt (5 copies) <p>In case of the Applicant is not the registered owner of the lot:</p> <ul style="list-style-type: none"> ● Title of property (5 copies) ● Certified true copy Transfer Certificate of Title (5 copies) ● Tax Declaration (5 copies) 	<ul style="list-style-type: none"> ● At the Barangay where the project will be located ● Notary Public ● CPDO/Zoning ● Owner's Copy, Register of Deeds ● Owner's Copy, Register of Deeds ● City Assessor's Office ● Treasurer's Office ● Owner's Copy, Register of Deeds ● Owner's Copy, Register of Deeds



<ul style="list-style-type: none">● Current Tax Receipt (5 copies)● Duly notarized copy of the Deed of Absolute Sale or –● Duly notarized copy of the Lease Contract or –● Duly notarized copy of the Contract of Sale or –● Affidavit of Consent from the registered owner or –● Affidavit of Consent from all registered heirs (5 copies)● Location Plan (3 copies)● ECC (Environmental Clearance Certificate, if needed, for projects required under DENR regulations) (3 copies)● CAAP (Civil Aviation Authority of the Philippines) Clearance (For project required under Rule XVII, Construction of Building/Structures within Approach/Departure Zone)● Affidavit of Set-Back, indicating the minimum specific setback distance from the center line of the road, and or from the edge of RROW to the building line (5 copies)● Regular Documents<ul style="list-style-type: none">● Five (5) sets of the Following: Building Permit Application Form, Electrical Permit Forms, Architectural Permit Forms, Sanitary/Plumbing Permit Forms, Structural Permit Forms, Mechanical Permit Forms (If applicable), Electronic Permit Forms (If applicable), duly signed and sealed by the Professional In-charge.● Structural Design Computation with seismic analysis which conform to the latest NSCP for 2 -Storeys and above 1-storey with attic/mezzanine/roof	<ul style="list-style-type: none">● City Assessor's Office● Treasurer's Office● Lot Owner ● Lessor, Lessee ● Lot Vendor, Vendee ● Lot Owner (Duly Notarized) ● Heirs of the Lot (Duly Notarized) ● City Assessor's Office● DENR-EMB ● CAAP ● Notary Public ● OBO One-Stop-Shop
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1. Submit application forms and documentary requirements.	1. Receive the application forms.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
2. Receive the Order of Payment.	2. Prepare and issue Order of Payment.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
3. Pay the fees and charges at the City Treasurer's Office.	3. Receive the Official Receipt.	Refer to the Schedule of Fees based on the National Building Code, Fire Code and Zoning	15 minutes	<i>Administrative Aide I</i> City Engineer's Office
4. Claim the Building Permit.	4. Issue the Building Permit.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
Total		None	1 hour and 45 minutes	



3. Issuance of Certifications

The City Engineer's office will be issuing Certifications as requested for by any interested parties. These Certifications includes Appearances, Building Permit issuances (found in their Record Book) and other infra-related concerns.

Office or Division		City Engineer's Office-Administrative		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		City Government Offices and Departments, Barangays, Tagbilaran City Residents, Private and Government Entities		
Checklist Of Requirements		Where To Secure		
● Letter request specifying the service needed to be submitted to CEO		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
	1.2. Act on the request by endorsing request to the Surveying Section.	None	10 minutes	<i>City Engineer</i> City Engineer's Office
	1.3. Prepare the document.	None	20 minutes	<i>City Engineer</i> City Engineer's Office



2. Pay fees at the City Treasurer's Office.	2. Prepare billing.	Php 100.00	10 minutes	<i>Records Officer</i> City Engineer's Office
3. Claim results.	3. Prepare and release results.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
Total		None	1 hour	



4. Issuance of Occupancy Permit

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

Office or Division	City Engineer's Office-Office of the Building Official
Classification	Simple
Type of Transaction	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government
Who May Avail	All Filipino Citizens, Government and Private Entities
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ● Certificate of Completion (3 copies) ● Logbook of Construction (3 copies) ● Building Inspection Sheet (3 copies) ● As-Built Plan and specifications jointly signed & sealed by the Designing Architect or Civil Engineer In-Charge of the construction and signed by the contractor (if the construction is undertaken by contract) in conformity with the owner (3 copies) ● Special Power of Attorney if in case the owner is authorizing somebody to process the Permit (3 copies) ● Clear and colored Pictures of the completed project showing the frontage, sides, rear and interiors, including the installed Circuit Breaker and Service Entrance ● Photocopy of unexpired PRC and current Professional Tax Receipt of concerned Professionals In-charge of construction (1 copy) 	<ul style="list-style-type: none"> ● OBO OSCP ● Engineer In-Charge of Construction ● OBO and BFP ● Architect/Civil Engineer and concerned professionals In-charge of construction ● From the owner qnd duly notarized by a Notary Public ● From the building owner



<ul style="list-style-type: none"> • Photocopy back-to-back of the approved Building Permit, Sanitary Permit and Electrical Permit (1 copy) 		<ul style="list-style-type: none"> • Concerned Professionals In-Charge of construction • From the owner 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit application forms and documentary requirements.	1. Receive the application forms.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
2. Receive the Order of Payment.	2. Prepare and issue Order of Payment.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
3. Pay the fees and charges at the City Treasurer's Office.	3. Receive the Official Receipt.	Refer to the Schedule of Fees based on the National Building Code, Fire Code and Zoning	15 minutes	<i>Administrative Aide I</i> City Engineer's Office
4. Claim the Occupancy Permit.	4. Issue the Occupancy Permit.	None	30 minutes	<i>Administrative Aide I</i> City Engineer's Office
Total		None	1 hour and 45 minutes	



5. Issuance of Road Right of Way Certification

Road-Right-of-Way Certification can be availed by any individual, Government or Private Entities for any legal purpose. This service is being provided for by the Surveying Team of the City Engineer's Office.

Office or Division		City Engineer's Office-Planning and Quality Control Division		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen		
Who May Avail		All Filipino Citizens, Government and Private Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • Letter request specifying the service needed to be submitted to CEO • Land Title or any proof of ownership, sketch plan, location plan (1 photocopy) 		<ul style="list-style-type: none"> • Client • Client/Register of Deeds/City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
	1.2. Act on the request by endorsing it to the Surveying Section.	None	10 minutes	<i>City Engineer</i> City Engineer's Office



2. Follow up on the request.	2.1. Schedule survey works to be done.	None	10 minutes	<i>Engineer II</i> City City Engineer's Office
	2.2. Conduct survey works.	None	1 day	<i>Engineer II</i> City City Engineer's Office
3. Pay the fees and charges at the City Treasurer's Office.	3. Prepare billing and certification document.	Php 270.00	30 minutes	<i>Staff In-Charge</i> City Engineer's Office
4. Claim the certification.	4. Issue and release the certification.	None	15 minutes	<i>Staff In-Charge</i> Engineer's Office
Total		None	1 day, 2 hours and 15 minutes	



6. Material Testing

To ensure the quality of materials used and to maintain and guarantee a sound and resilient government and non-government infrastructures within the City of Tagbilaran, the Material Testing and Quality Control is required and strictly implemented. The Materials Testing is mandatory to all government and private infra-projects, and these are being offered in the City Engineer's Office under the Materials and Control Section.

Office or Division		City Engineer's Office-Planning and Quality Control Division		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		City Government Offices and Departments, Barangays, Tagbilaran City Residents, Private Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • Letter request specifying the service needed to be submitted to CEO • Specimen of samples to be tested 		<ul style="list-style-type: none"> • Client • Client/Register of Deeds/City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
	1.2. Act on the request by endorsing request to the Surveying Section.	None	10 minutes	<i>City Engineer</i> City Engineer's Office
2. Follow up on the request.	2.1. Set schedule.	None	15 minutes	<i>Engineer I</i>



	2.2. Conduct laboratory testing.	None	2 days	City Engineer's Office <i>Engineer I</i> City Engineer's Office
3. Pay fees at the City Treasurer's Office.	3. Prepare billing.	Refer to schedule of testing fees based on the Revenue Code of the City of Tagbilaran	30 minutes	<i>Engineer I</i> City Engineer's Office
4. Claim results.	4. Prepare and release results.	None	30 minutes	<i>Engineer I</i> City Engineer's Office
Total		None	2 days, 1 hour and 35 minutes	



7. Preparation of Feasibility Study, Detailed Engineering Design, Detailed Estimates and Program of Work

The City Engineer's Office being the lead of Infrastructure Development within the City of Tagbilaran has provided technical assistance to the City LGU and Barangays by preparing the documentary and technical requirements for all infra-related projects of the City. These technical requirements include the Feasibility Study, the Detailed Engineering and Design and Program of Work of the Project. The scope of these infra projects varies from improvement to new construction or new development.

Office or Division		City Engineer's Office-Administrative		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		City Government Offices and Departments, Barangays, Tagbilaran City Residents, Private and Government Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter request ● Approved project location and lot assignment ● Land Title or Proof of Ownership ● Approved Budget 		<ul style="list-style-type: none"> ● Client ● City Planning and Development Office ● City Assessor's Office/City General Services Office ● City Budget Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request with the necessary requirements.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer. 1.2. Act on the request by endorsing request to the Planning	None	10 minutes	<i>Records Officer</i> City Engineer's Office
		None	10 minutes	<i>City Engineer</i>



	and Programming Section.			City Engineer's Office
2. Follow up.	2.1. Schedule.	None	10 minutes	<i>Special Agent I</i> City Engineer's Office
	2.2. Prepare technical documents.	None	Situation-specific depending on the project	<i>Architect II</i> City Engineer's Office
3. Claim technical documents.	3. Release technical documents.	None	30 minutes	<i>Special Agent I</i> City Engineer's Office
Total		None	1 hour and 30 minutes plus situation-specific time	



8. Road Infrastructure Maintenance

Road Infrastructure maintenance services provided by the City Engineer's Office that includes the following: Cleaning/De-clogging of Drainage Systems, Vegetation Control, Repair of Roads (Road Shoulders), Patching of roads and Roadside clearing.

Office or Division		City Engineer's Office-Construction and Maintenance Division		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All Filipino Citizens, Government and Private Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> Letter request specifying the service needed to be submitted to CEO 		<ul style="list-style-type: none"> Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i>
	1.2. Act on the request by endorsing request to the Construction and Maintenance Section.	None	10 minutes	City Engineer's Office
	1.3. Conduct site inspection and assessment.			<i>City Engineer</i>
				City Engineer's Office <i>Engineer II</i>



		None	2 hours	City Engineer's Office
2. Follow up on the request.	2.1. Set schedule.	None	10 minutes	<i>Construction and Maintenance Foreman</i> City Engineer's Office
	2.2. Dispatch team to undertake maintenance work.	None	1 day	<i>Engineer II</i> City Engineer's Office
Total		None	1 day, 2 hours and 30 minutes	



9. Street Lighting Maintenance

Any resident or Barangay Official of Tagbilaran City may report or request from the City Engineer's Office for street light maintenance services. This includes inspection, replacing of defective bulbs and installation of new street lights. The City Engineer's Office will respond immediately within the day if the request is received in the morning. Otherwise, action will be taken the next day.

Office or Division		City Engineer's Office-Construction and Maintenance Division		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		City Government Offices and Departments, Barangays, Tagbilaran City Residents, Private Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter request specifying the service needed to be submitted to CEO ● Sketch Plan of the subject area 		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
	1.2. Act on the request by endorsing request to the Electrical Section.	None	10 minutes	<i>City Engineer</i> City Engineer's Office
	1.3. Conduct site inspection and assessment.			<i>Engineer III</i>



		None	2 hours	City Engineer's Office
2. Follow up on the request.	2.1. Set schedule.	None	10 minutes	<i>Construction and Maintenance Foreman</i> City Engineer's Office
	2.2. Dispatch team to undertake maintenance work.	None	1 day	<i>Engineer III</i> City Engineer's Office
Total		None	1 day, 2 hours and 30 minutes	



10. Surveying

Surveying Services provided by the City Engineer's Office thru the City Surveying Section that includes the following: Relocation Survey of City Government property (Roads, Right of Way, Alley, Barangay and City lots), Land disputes of the City; Conduct of road survey, profile levelling, road widening, opening of roads; parcellary survey, drainage, box culvert, topographic survey; lay out of building and other facilities owned by the City Government; and planning and profile preparation for our road design (City and Barangay roads).

Office or Division		City Engineer's Office-Planning and Quality Control Division		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		City Government Offices and Departments, Barangays, Tagbilaran City Residents, Private Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter request specifying the service needed to be submitted to CEO ● Land Title or any proof of ownership, sketch plan, location plan (1 photocopy) 		<ul style="list-style-type: none"> ● Client ● Client/Register of Deeds/City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer. 1.2. Act on the request by endorsing request to the Surveying Section.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
		None	10 minutes	<i>City Engineer</i> City Engineer's Office



2. Follow up on the request.	2.1. Set schedule.	None	10 minutes	<i>Engineer II</i> City Engineer's Office
	2.2. Conduct survey works.	None	1 day	<i>Engineer II</i> City Engineer's Office
Total		None	1 day and 30 minutes	



City Engineer's Office

Internal Services



1. Artesian Repair and Plumbing

The City Engineer's Office offered these services to City Government Offices and buildings who have issues on plumbing connections like leaking and clogging, as well as maintaining our City Artesian Wells. The Plumbing Section will respond to various requests timely and efficiently.

Office or Division		City Engineer's Office-Construction and Maintenance Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Offices and Departments		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • Letter request specifying the service needed to be submitted to CEO • Land Title or any proof of ownership, sketch plan, location plan (1 photocopy) 		<ul style="list-style-type: none"> • Client • Client/Register of Deeds/City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
	1.2. Act on the request by endorsing request to the Artesian and Plumbing Section.	None	10 minutes	<i>City Engineer</i> City Engineer's Office
2. Follow up on the request.	2.1. Conduct ocular inspection of the building.	None	2 hours	<i>Plumbing and Tinning Inspector</i>



	2.2. Dispatch team to undertake work.	None	1 day	City Engineer's Office <i>Plumbing and Tinning Inspector</i> City Engineer's Office
Total		None	1 day, 2 hours and 30 minutes	



2. Building Infrastructure Maintenance

Building Infrastructure Maintenance Services provided by the City Engineer's Office that includes the following: City Government Offices/Buildings Repair and Maintenance and Public School Buildings Repair and Maintenance.

Office or Division		City Engineer's Office-Construction and Maintenance Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		City Government Offices and Departments		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> Letter request specifying the service needed to be submitted to CEO 		<ul style="list-style-type: none"> Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request.	1.1. Receive and record the request letter in the logbook and submit it to the City Engineer.	None	10 minutes	<i>Records Officer</i> City Engineer's Office
	1.2. Act on the request by endorsing request to the Carpentry Section.	None	10 minutes	<i>City Engineer</i> City Engineer's Office
	1.3. Conduct site inspection and assessment.	None	2 hours	<i>Construction and Maintenance Foreman</i> City Engineer's Office <i>Engineer II</i>



2. Follow up on the request.	2.1. Set schedule.	None	10 minutes	<i>Construction and Maintenance Foreman</i> City Engineer's Office <i>Construction and Maintenance Foreman</i>
	2.2. Dispatch team to undertake maintenance work.	None	1 day	City Engineer's Office
Total		None	1 day, 2 hours and 30 minutes	



City General Services Office

External Services



1. Provision of Equipment, Tents, Tables, Chairs, Stage, Sounds System and Sports Equipment

This service is provided by the City Government of Tagbilaran to the general public that allows them to borrow equipment, tents, tables, chairs, stage, sounds system and sports equipment for burial and other official functions and activities.

Office or Division		City General Services Office-Admin and General Services Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Private individuals		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter Request (1 original copy) ● Endorsement Slip or Note (1 original copy) ● Borrower Slip (2 original copies) 		<ul style="list-style-type: none"> ● Client ● City Mayor's Office ● Janitorial Services Section 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request endorsed by City Mayor's Office.	1. Receive request letter and check for availability of the said request.	None	5 minutes	<i>Administrative Assistant I</i> CGSO
2. Fill out Borrower Slip.	2.1. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
	2.2. Schedule and record the request in the logbook.	None	1 minute	<i>Administrative Assistant I</i> CGSO
Total		None	8 minutes	



2. Request for Heavy Equipment

This is the provision of heavy equipment services by the City Government of Tagbilaran.

Office or Division		City General Services Office-Transportation and Motorpool Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Private individuals		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter Request (1 original copy) ● Heavy Equipment Reservation Form (2 original copies) 		<ul style="list-style-type: none"> ● Client ● Transportation and Motorpool Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter to City Mayor's Office for approval.	1. Receive request and checks availability	None	3 minutes	<i>Administrative Assistant I</i> CGSO
2. Fill out Heavy Equipment Reservation Form.	2.1. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
	2.2. Inspect site together with the client.	None	1 hour	<i>Administrative Assistant I</i> CGSO
3. Pay rental fee at the City Treasurer's Office.	3. Inspect and record Official Receipt details.	To be determined by the CTO	5 minutes	<i>Administrative Aide III</i> CGSO
4. Fill out driver's logbook.	4. Dispatch driver and heavy equipment.	None	10 minutes	<i>Administrative Aide III</i> CGSO



	Total	To be determined by the CTO	1 hour and 20 minutes
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3. Request for Transportation Services

This is the provision of free transportation services by the City Government of Tagbilaran to respond to the needs of its internal clients from the different City Government offices and upon the request of external clients for burial and other allowable government activities.

Office or Division		City General Services Office-Transportation and Motorpool Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Private individuals		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter Request (1 original copy) ● Vehicle Reservation Form (2 original copies) 		<ul style="list-style-type: none"> ● Client ● Transportation and Motorpool Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter to City Mayor's Office for approval.	1. Receive request and checks availability	None	3 minutes	<i>Administrative Assistant I</i> CGSO
2. Fill out Vehicle Reservation Form.	2. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
3. Fill out driver's logbook.	3. Dispatch driver to the requesting client.	None	10 minutes	<i>Administrative Aide III</i> CGSO
Total		None	15 minutes	



City General Services Office

Internal Services



1. Facilitation of LTO Registration of City Government Vehicles and Insurance for City Government Buildings

This covers the new and renewal of registration of all City Government vehicles with LTO and the updated insurance of all City Government buildings.

Office or Division		City General Services Office-Admin and General Services Division		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Vehicle OR (1 original copy) ● Vehicle CR (1 photocopy) ● Stencil of the Vehicle (1 original copy) ● Smoke Emission Test (1 original copy) ● Vehicle Inspection Report (1 original copy) ● Photo of the vehicle showing its 4 sides (1 original copy) ● Copy of Sales Invoice (if new) (1 photocopy) 		<ul style="list-style-type: none"> ● Client ● Client ● Client ● Client ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit required documents.	1.1. Receive all the documents, review and record in the logbook.	None	10 minutes	<i>Administrative Aide I</i> CGSO
	1.2. Prepare OBR and DV for payment to GSIS and LTO.	None	15 minutes	<i>Administrative Aide I</i> CGSO



	<p>1.3. Approve OBR and DV.</p> <p>1.4. Process at City Budget Office, City Accountant's Office and City Treasurer's Office.</p> <p>-If vehicle, go to GSIS for insurance payment and go to LTO for registration and payment.</p> <p>-If building, go to GSIS for insurance payment.</p>	<p>None</p> <p>None</p> <p>To be determined by LTO and GSIS</p>	<p>2 minutes</p> <p>Situation-specific depending on the processing time at LTO and GSIS</p>	<p><i>CGDH I</i></p> <p>CGSO</p> <p><i>Administrative Aide I</i></p> <p>CGSO</p> <p><i>Administrative Aide I</i></p> <p>CGSO</p>
	Total	None	2 days and 27 minutes plus situation-specific time	



2. Issuance of Deliveries

This service covers the transactions for the issuance of delivered procurements to the different requesting offices in the City Government of Tagbilaran.

Office or Division		City General Services Office-Supplies and Procurement Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • Requisition and Issue Slip (2 original copies) 		<ul style="list-style-type: none"> • Supplies and Procurement Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the accomplished Requisition and Issue Slip (RIS).	1.1. Verify the presented Requisition and Issue Slip (RIS) with the PO.	None	5 minutes	<i>Administrative Assistant I</i> CGSO
	1.2. Approve the releasing and issuance of supplies and materials.	None	5 minutes	<i>Administrative Assistant V</i> CGSO
	1.3. Prepare the items to be issued.	None	Situation-specific depending on the bulk of	<i>Administrative Assistant I</i> CGSO



			items to be prepared	
2. Receive the supplies and materials, and sign the RIS.	2. Release the items requested.	None	1 minute	<i>Administrative Assistant I</i> CGSO
Total		None	11 minutes plus situation-specific time	



3. Issuance of Property Acknowledgement Receipt (PAR) and Inventory Custodian Slip (ICS)

This service covers the transactions to establish proper accountability of all city government owned assets through issuance of accountability documents to the different end-users and other persons responsible.

Office or Division		City General Services Office-Asset Management Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> Approved Purchase Order (2 original copies) 		<ul style="list-style-type: none"> Asset Management Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Provide a copy of the approved Purchase Order/s generated from the e-Procurement System.	1.1. Check the status of the delivery of the items in the said PO.	None	3 minutes	<i>Administrative Assistant I</i> CGSO
	1.2. If items were already delivered, prepare the PAR and/or ICS.	None	10 minutes	<i>Administrative Assistant I</i> CGSO
	1.3. Approve and sign the PAR and/or ICS.	None	2 minutes	<i>CGDH I</i> CGSO



2. Receive the approved PAR and/or ICS and acknowledge the receipt of such document at the logbook.	2. Release the copies of approved PAR and/or ICS.	None	2 minutes	<i>Administrative Assistant I</i> CGSO
Total		None	17 minutes	



4. Processing of Property Return Slip (PRS)

This service covers the control of transactions of the issuance of documents, particularly the PRS, for all the returned properties owned by the City Government of Tagbilaran.

Office or Division		City General Services Office-Asset Management Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Item/s to be returned ● Accomplished Property Return Slip (2 original copies) ● Cancelled PAR (1 photocopy) 		<ul style="list-style-type: none"> ● Client ● Asset Management Division ● Asset Management Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the items to be returned and the completely filled up Property Return Slip.	<p>1.1. Receive the PRS, cancelled PAR. Check and verify the following details of the item: Serial Number, Property Number and other related information. Take a picture of the returned item(s) for documentation.</p> <p>1.2. Inspect the unserviceable equipment</p> <p>- For equipment with small value,</p>	None	10 Minutes	<i>Administrative Assistant I</i> CGSO



	<p>CGSO inspection team will conduct the inspection.</p> <p>- For equipment with high value, COA Technical Team will conduct the inspection.</p> <p>1.3. Approve and sign the PRS.</p>	None	15 minutes	<i>Administrative Assistant I</i> CGSO
		None	2 minutes	<i>CGDH I</i> CGSO
2. Receive approved PRS and sign on the logbook.	2. Release PRS and keep one copy for file.	None	2 minutes	<i>Administrative Assistant I</i> CGSO
Total		None	29 minutes	



5. Provision of Equipment, Tents, Tables, Chairs, Stage, Sounds System and Sports Equipment

This service is provided by the City Government of Tagbilaran to the general public that allows them to borrow equipment, tents, tables, chairs, stage, sounds system and sports equipment for burial and other official functions and activities.

Office or Division		City General Services Office-Admin and General Services Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Different department and offices of the City Government, barangay LGUs		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter Request (1 original copy) ● Endorsement Slip or Note (1 original copy) ● Borrower Slip (2 original copies) 		<ul style="list-style-type: none"> ● Client ● City Mayor's Office ● Janitorial Services Section 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request endorsed by City Mayor's Office.	1. Receive request letter and check for availability of the said request.	None	5 minutes	<i>Administrative Assistant I</i> CGSO
2. Fill out Borrower Slip.	2.1. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
	2.2. Schedule and record the request in the logbook.	None	1 minute	<i>Administrative Assistant I</i> CGSO
Total		None	8 minutes	



6. Request for Fuel and Lubricants

This involves the provision of fuel and lubricants to all vehicles of the City Government of Tagbilaran.

Office or Division		City General Services Office-Transportation and Motorpool Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Valid IDs (1 photocopy) ● Trip Ticket (2 original copies) ● Itinerary (1 original copy and 1 photocopy) 		<ul style="list-style-type: none"> ● Client ● Transportation and Motorpool Division ● Transportation and Motorpool Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit all requirements.	1.1. Receive, record and verify documents submitted.	None	2 minutes	<i>Administrative Aide V</i> CGSO
	1.2. Prepare all fuel and lubricants issuance for all City Government owned vehicles, stamp all duplicates and record in logbook.	None	1 day	<i>Administrative Aide V</i> CGSO
	1.3. Approve issuance.			



		None	2 minutes	<i>CGDH I</i> CGSO
2. Receive gas slip and proceed to gasoline station.	2. Release issuance to drivers.	None	2 minutes	<i>Administrative Aide V</i> CGSO
Total		None	1 day and 6 minutes	



7. Request for Heavy Equipment

This is the provision of heavy equipment services by the City Government of Tagbilaran.

Office or Division		City General Services Office-Transportation and Motorpool Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Private individuals		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter Request (1 original copy) ● Heavy Equipment Reservation Form (2 original copies) 		<ul style="list-style-type: none"> ● Client ● Transportation and Motorpool Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request or Office Order.	1. Receive request and checks availability	None	3 minutes	<i>Administrative Assistant I</i> CGSO
2. Fill out Heavy Equipment Reservation Form.	2.1. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
	2.2. Inspect site together with the client.	None	1 hour	<i>Administrative Assistant I</i> CGSO
3. Fill out driver's logbook.	3. Dispatch driver and heavy equipment.	None	10 minutes	<i>Administrative Aide III</i> CGSO
Total		None	1 hour and 15 minutes	



8. Request for Transportation Services

This is the provision of free transportation services by the City Government of Tagbilaran to respond to the needs of its internal clients from the different City Government offices and upon the request of external clients for burial and other allowable government activities.

Office or Division		City General Services Office-Transportation and Motorpool Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Different department and offices of the City Government, barangay LGUs		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Letter Request (1 original copy) ● Vehicle Reservation Form (2 original copies) 		<ul style="list-style-type: none"> ● Client ● Transportation and Motorpool Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request or Office Order.	1. Receive request and checks availability	None	3 minutes	<i>Administrative Assistant I</i> CGSO
2. Fill out Vehicle Reservation Form.	2. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
3. Fill out driver's logbook.	3. Dispatch driver to the requesting client.	None	10 minutes	<i>Administrative Aide III</i> CGSO
Total		None	15 minutes	



9. Request for Vehicle Repair

This service covers the repair of vehicles of the City Government of Tagbilaran.

Office or Division		City General Services Office-Transportation and Motorpool Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Different department and offices of the City Government, barangay LGUs		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Vehicle Individual Record (1 original copy) ● Purchase Request of vehicle part/s (2 original copies) 		<ul style="list-style-type: none"> ● Transportation and Motorpool Division ● Transportation and Motorpool Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the Vehicle Individual Record (VIR).	1.1. Check VIR. If it is still under warranty, coordinate with CGSO Supplies and Procurement Division to contact supplier.	None	5 minutes	<i>Administrative Aide III</i> CGSO
	1.2. Record the request for repair in the logbook and assign a vehicle mechanic.	None	2 minutes	<i>Administrative Aide III</i> CGSO
2. Turn over the vehicle to the mechanic.	2. Inspect, provide diagnosis of vehicle, and undertake repair.	None	Situation-specific depending on the damage	<i>Administrative Aide III</i> CGSO



Total	None	7 minutes plus situation- specific time	
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10. Signing of Agency Clearance Pertaining to Property and Other Related Accountabilities

This service covers the transactions for the signing of Agency Clearance to confirm that the employee is free from property and other related accountabilities in the City Government of Tagbilaran.

Office or Division		City General Services Office-Asset Management Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Property Acknowledgement Receipt (1 photocopy) ● Property Return Slip (2 original copies) 		<ul style="list-style-type: none"> ● Client ● Asset Management Division 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the agency Certificate of Clearance with attached Property Acknowledgement Receipt and Property Return Slip.	1.1. Verify PAR and PRS with Inventory Report. If complete and in proper order, affix countersign.	None	15 minutes	<i>Administrative Assistant I</i> CGSO
	1.2. Sign the agency clearance.	None	2 minutes	<i>CGDH I</i> CGSO
2. Sign logbook and receive the signed clearance.	2. Record in logbook and release to client	None	2 minutes	<i>Administrative Assistant I</i> CGSO



Total	None	19 minutes	
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11. Undertaking of Minor Building Repairs and Maintenance Cleaning of Air-Conditioning Units

These services cover all City Government offices that require minor building repair and checking of air-conditioning units.

Office or Division		City General Services Office-Asset Management Division		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Personnel from the different department and offices of the City Government		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Request Letter (1 original copy) ● Repair and Maintenance Slip (1 original copy) 		<ul style="list-style-type: none"> ● Client ● Building Maintenance Section 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter request for services.	1. Receive request letter, record in the logbook and schedule the request.	None	2 minutes	<i>Administrative Aide I</i> CGSO
2. Fill out Repair and Maintenance Slip.	2.1. Approve the request.	None	2 minutes	<i>CGDH I</i> CGSO
	2.2. Send letter to requesting office informing them of the schedule.	None	15 minutes	<i>Administrative Assistant I</i> CGSO
	2.3. Respond to the requested services—minor carpentry,	None	Situation-specific time depending on	<i>Engineer I/ Carpenter I</i>



	electrical repair, aircon cleaning.		the required repair	CGSO
Total		None	19 minutes plus situation- specific time	



City Health Office

External Services



1. Consultation at the Barangay Health Stations

This service is designed to educate and provide preventive and curative services to achieve lower morbidity and mortality among patients.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
● Individual Treatment Record		● Barangay Health Stations		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inform the Barangay Health Worker/Nurse/ Midwife on duty for the individual treatment record (ITR) form. Fill in the necessary form.	1. Ask information and enter in the individual treatment record. Assess and take patient's vital signs and instruct the patient to wait for his/her name to be called.	None	5 minutes	<i>Barangay Health Worker/ Nurse/Midwife</i> CHO
2. Get inside the doctor's room.	2. Conduct consultation and treatment.	None	30 minutes	<i>Medical Officer</i> CHO
3. Secure medicines from the nurse on duty.	3. Provide available medicine and instruct patients about the medicines. Log it in the logbook with the patient's signature.	None	5 minutes	<i>Barangay Health Worker/ Nurse/Midwife</i> CHO
Total		None	38 minutes	



2. Consultation at the City Health Office

This service is designed to educate and provide preventive and curative services to achieve lower morbidity and mortality among patients.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
● Referral Slip		● Barangay Health Stations		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the Referral Slip/Note to nurse.	1. Retrieves or prepare patient's record, take vital signs, assign number and refer to assigned doctor.	None	5 minutes	<i>Nurse</i> CHO
2. Submit for consultation and treatment.	2. Conduct history-taking, physical exam, proper medical advice, prescription and treatment. For patients requiring hospitalization, referral note is given to their hospital of choice.	None	30 minutes	<i>Medical Officer</i> CHO <i>Medical Officer</i> CHO



	<p>For patients requiring laboratory exam, request is provided.</p> <p>If necessary, perform injections, dressing and inhalation.</p>			<p><i>Medical Officer</i> CHO</p> <p><i>Nurse</i> CHO</p>
3. Secure medicines from the Medical Supply Section, and return filled-out referral slip to the nurse.	3. Instruct the patients about the medicines and log it in the logbook.	None	3 minutes	<i>Pharmacist</i> CHO
Total		None	38 minutes	

Note: Follow-up check-up will be scheduled upon availability of the laboratory results.



3. Dental Services

Services provided to treat dental illnesses and educate clients about proper oral hygiene to promote healthy dental condition.

Office or Division		City Health Office-Dental Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Dental Record or Form ● Official Receipt 		<ul style="list-style-type: none"> ● City Health Office, Barangay Health Center ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Go to Dental Section area for evaluation and scheduling.	1.1. Prepare or retrieve patient's record. 1.2. Take vital signs. 1.3. Instruct customer to proceed to City Treasurer's Office for the payment.	Tooth extraction: Php 100.00 Prophylaxis: Php 200.00 Prophylaxis for pregnant women: Php 100.00	5 minutes	<i>Dental Aide</i> CHO
2. Submit for tooth extraction or prophylaxis.	2. Perform dental procedure.	None	Situation-specific depending on the procedure: Tooth Extraction: 45 minutes	<i>Dentist</i> CHO



			Prophylaxis: 1 hour and 45 minutes	
3. Wait for prescription and proper instructions.	3. Prepare prescription and give instructions to the patients.	None	5 minutes	<i>Dental Aide</i> CHO
Total		Fee varies depending on the procedure done	10 minutes plus situation- specific time	



4. Expanded Program for Immunization (EPI) at the Barangay Health Stations

This service is provided to 0-12 months old children for protection against different diseases through vaccination.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents who are 0-12 months		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • ECCD (Early Childhood Care and Development) or Mother and Child Record Book 		<ul style="list-style-type: none"> • Barangay Health Stations 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the nurse/midwife on duty for the necessary form to be filled out.	1. Get the ECCD card form from the mother. For new patients, let them fill out the form.	None	10 minutes	<i>Barangay Health Worker/Nurse/Midwife</i> CHO
2. Get ready for assessment of the baby.	2. Assess if the baby is well, take vital signs and record on the ECCD card. Instruct the mother or relatives to wait for their turn for the vaccination.	None	5 minutes	<i>Barangay Health Worker/Nurse/Midwife</i> CHO
3. Go to the vaccination room once the name of the baby is called.	3. Administer the vaccine.	None	5 minutes	<i>PHN/Midwife</i> CHO



4. Come back for the next immunization schedule.	4. After receiving the vaccine, one copy of ECCD card (white one) will be given to the mother indicating the baby's next schedule of immunization and instruct some important reminders about the post immunization care.	None	5 minutes	<i>PHN/Midwife</i> CHO
Total		None	25 minutes	



5. Family Planning

This service provides family planning counseling and help couples achieve their desired family size according to the context of responsible parenthood.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Couples, women of reproductive age, post-partum women residing in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
● Family Planning Form I (FP)		● Barangay Health Stations		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Go to the Barangay Health Center, approach the health personnel and seek information.	1.1. Get and record vital signs and conduct family planning counseling presenting the Family Planning methods the client can avail.	None	30 minutes	<i>Trained Family Planning Service Provider</i>
	1.2. Provide contraceptive available at the health facility.	None	5 minutes	<i>Barangay Health Worker/Nurse/ Midwife</i> CHO
2. Attend follow-up counseling and consultation.	2. Advise clients to come back for follow-up and immediately if client experiences	None	5 minutes	<i>PHN/Midwife</i> CHO



	adverse reactions.			
	Total	None	40 minutes	



6. Issuance of Death Certificate

This service is provided to identify or screen whether cause of death is natural or non-natural. This will also provide precautionary measures to prevent spread of communicable diseases. The death certificate issued is necessary for entry in the Civil Registry within 30 days from the date of death.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents with relatives who are dead (non-hospital death or dead on arrival)		
Checklist Of Requirements		Where To Secure		
• None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>1. Proceed to City Health Office and fill in necessary information.</p> <p>For concerns after office or holidays, refer to assigned on-call doctor through the funeral parlor of choice or the hotline number 412-2222, and process the Death Certificate on the following day.</p>	1. Verify information in the death certificate form if correct.	None	3 minutes	<i>Administrative Staff</i> CHO
2. Submit death certificate for to assigned doctor for diagnosis or	2. Perform ocular examination to confirm death if necessary, after	None	1 hour	<i>Medical Officer</i> CHO



determination of cause of death.	history is reviewed.			
3. Bring the form to the Administrative Staff together with the diagnosis of the doctor for typing.	3. Prepare the Death Certificate.	None	3 minutes	<i>Administrative Staff</i> CHO
4. Bring back the filled out form to assigned doctor for signature.	4. Review and sign the Death Certificate form.	None	3 minutes	<i>Medical Officer</i> CHO
Total		None	1 hour and 9 minutes	

Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
For deaths requiring autopsy: 1. Inform the police officer of the incident for the latter to contact the assigned doctor.	1. Contact the doctor on-duty for the incident.	None	5 minutes	<i>Police On-Duty</i> Tagbilaran City PNP
2. Accompany the funeral personnel to bring the cadaver to the funeral of choice for autopsy.	2. Examine cadaver with the police officer.	None	2 hours	<i>Medical Officer</i> CHO



3. Get autopsy report from the City Health Office.	3. Issue autopsy report.	None	30 minutes	<i>Medical Officer</i> CHO <i>Administrative Staff</i> CHO
Total		None	2 hours and 35 minutes	



7. Issuance of Medical Certificate

A medical certificate may be issued to requesting clients for whatever purpose it may serve.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
● Laboratory Results (if necessary)		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inform nurse of your purpose in securing medical certificate.	1. Inform client of the requirements for securing the medical certificate, and give the payment slip if necessary and instruct to pay at the City Treasurer's Office.	Php 100.00	5 minutes	<i>Nurse</i> CHO
2. After the payment, give the official receipt to the nurse.	2. Take vital signs.	None	5 minutes	<i>Nurse</i> CHO
3. Submit required documents for evaluation and for doctor's examination.	3.1. Examine the patient.	None	10 minutes	<i>Medical Officer</i> CHO
	3.2. Prepare the medical certificate to be signed by the doctor.	None	5 minutes	<i>Administrative Staff</i> CHO



	Total	Php 100.00	25 minutes	
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Note: If physically unfit for employment, patient is advised treatment. Patient is advised to come back after treatment completion for re-evaluation.



8. Issuance of Medico-Legal Certificate

A medico-legal certificate is issued to requesting clients as support for legal cases.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
● Laboratory Results (if necessary)		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Inform nurse and secure priority number.	1. Assign priority number.	None	1 minutes	<i>Nurse</i> CHO
2. Submit for physical examination and recording.	2.1. Examine patient and record findings.	None	1 hour	<i>Medical Officer</i> CHO
	2.2. Instruct patient to pay necessary fee at the City Treasurer's Office.	Php 100.00	1 minute	<i>Nurse</i> CHO
3. Pay the corresponding fee and give the Official Receipt.	3. Prepare and release medico-legal certificate after review and signing by the doctor.	None	5 minutes	<i>Administrative Staff</i> CHO
Total		Php 100.00	1 hour and 7 minutes	



9. Laboratory Services

Laboratory Section performs different kinds of procedures.

Office or Division		City Health Office-Laboratory Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Laboratory Request Form signed by the Physician ● Official Receipt (for non-Senior Citizen patients) 		<ul style="list-style-type: none"> ● City Health Office, Barangay Health Center ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the laboratory request form to the Laboratory Personnel.	1.1. Receive the laboratory form and verify the procedure to be done. Instruct patients to prepare necessary sample like (urine, stool and others). 1.2. Instruct customer to proceed to City Treasurer's Office for the payment.	Refer to schedule of fees	5 minutes	<i>Medical Technician</i> CHO
2. Present Laboratory Request with Official Receipt to laboratory personnel together with required sample.	2.1. Perform necessary procedure. 2.2. Instruct the patients regarding the time to come back for the results.	None	10 minutes	<i>Medical Technician</i> CHO



3. Claim the laboratory results.	3. Release the laboratory results and instruct the patients to present to the physician for proper diagnosis and treatment.	None	2 minutes	<i>Medical Technician</i> CHO
Total		Fee varies depending on the procedure done	17 minutes	

SCHEDULE OF FEES	
1. Urinalysis	Php 40.00
2. Stool Exam	Php 30.00
3. Blood Typing	Php 80.00
4. Complete Blood Count	Php 100.00
5. Fasting Blood Sugar	Php 60.00
6. Lipid Panel	Php 350.00
Total Cholesterol	Php 75.00
Triglyceride	Php 100.00
HDL	Php 200.00
7. Creatinine	Php 60.00
8. Uric Acid	Php 60.00
9. SGOT	Php 60.00
10. SGPT	Php 60.00
11. Bun/Urea	Php 60.00
12. Hemoglobin A1c	Php 550.00
13. Pregnancy Test	Php 100.00



14. Hepa B Antigen	Php 130.00
15. Rapid Plasma Reagin	Php 130.00
16. Cardiac Panel	Php 790.00
17. Expanded Newborn Screening Test	Php 1,750.00
18. PAP Smear (Processing only)	Php 100.00
19. Peripheral Smear (Processing only)	Php 100.00
20. HIV	Free



10. Maternal Care (Pre-Natal and Post-Natal Care) at the Barangay Health Stations

This service is provided to pregnant and post-partum mothers.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents who are pregnant		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● HBMR (Home-Based Maternal Record/Pink Card) or Maternal Health Card ● Birth Plan, Post-Natal Record 		<ul style="list-style-type: none"> ● Barangay Health Stations ● Barangay Health Stations 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the nurse/midwife on duty for the necessary form to be filled out.	1. Ask and enter information in the HBMR/Maternal Health Record and Birth Plan.	None	15 minutes	<i>Barangay Health Worker/Nurse/Midwife</i> CHO
2. Get ready for assessment and taking of vital signs, and wait patiently until your name is called.	2. Assess and take vital signs. Enter data in the form.	None	5 minutes	<i>Barangay Health Worker/Nurse/Midwife</i> CHO
3. Enter the pre-natal room.	3. Performs Leopold's maneuver, fundal height taking, fetal heartbeat taking and give counseling.	None	20 minutes	<i>PHN/Midwife</i> CHO



	Administer TT immunization, if scheduled. Provide available micronutrients (iron, Vitamin A and iodine).			
4. Come back for the next schedule visit.	4. Set the next schedule.	None	1 minute	<i>PHN/Midwife</i> CHO
Total		None	41 minutes	



11. National Tuberculosis Program

This service provides assistance to patients with Pulmonary Tuberculosis (PTB) and those with signs and symptoms of cough for 2 weeks or more.

Office or Division		City Health Office-TB Dots Center		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Referral Form from BHS and hospitals ● Laboratory NTP Form 		<ul style="list-style-type: none"> ● Barangay Health Stations ● Hospital 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Bring referral note from BHS and hospitals both private and public for presumptive.	1. Receive the referral note, ask data and records. Advise for sputum and Gene expert examination.	None	10 minutes	<i>NTP Nurse or Assistant</i> CHO
	If sputum exam is negative, advise patient to do Gene Expert and submit to PHO laboratory.		10 minutes	
	If sputum exam is positive, prepare patient data at the TB registry, instruct patient for SGPT examination at the laboratory		40 minutes	



	<p>section, weigh the patient and prepare the 1st dose of medications, and counsel the patient to give instructions for the 6-month therapy.</p> <p>For children 5 years old and below with positive exposure to TB, have them undergo the isoniazid preventive therapy (IPT) for 6 months and counsel the parents.</p> <p>For children above 5 years old with signs and symptoms, assess the signs and symptoms, perform PPD or examine x-ray results. If result is positive, treat as TB positive. Counsel the parents and give instructions in taking medication for 6 months.</p>			
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30 minutes



			30 minutes	
Total		None	10 minutes plus case-specific time	



12. Nutrition Services

This service is provided for children ages 0-5 years old for growth promotion, micronutrient supplementation and for counseling about proper nutrition and care for the parents/guardians.

Office or Division		City Health Office-Nutrition Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents who are 0-5 years old		
Checklist Of Requirements		Where To Secure		
● ECCD Card or Immunization Card		● Barangay Health Stations		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit for assessment.	1.1. Ask clients copy of ECCD card upon arrival.	None	2 minutes	<i>Barangay Health Worker/Nurse/ Midwife</i> CHO
	1.2. Take measurement of height and weight, and plot the data on the ECCD card.	None	5 minutes	<i>Barangay Health Worker/Nurse/ Midwife</i> CHO
2. Assist in giving supplements.	2. Provide micronutrient supplements (Iron/Vitamin A) based on the need of the child and record on ECCD card.	None	5 minutes	<i>Barangay Health Worker/Nurse/ Midwife</i> CHO



3. Listen to important information.	3. Give counseling to parents/guardian on proper nutrition and care.	None	10 minutes	<i>Barangay Health Worker/Nurse/Midwife</i> CHO
Total		None	22 minutes	



13. Occupancy Health Permit

This service is provided for newly-constructed buildings to ensure compliance to sanitary facilities (toilet, drainage and others) for public health safety and prevention of the spread of communicable diseases.

Office or Division		City Health Office- Environmental and Sanitary Section		
Classification		Highly Technical		
Type of Transaction		G2B-Government to Businesses G2C-Government to Citizen		
Who May Avail		Owners of newly-constructed buildings within the City		
Checklist Of Requirements		Where To Secure		
●OBO-required documents		● City Engineer's Office-OBO		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Signify intent and present requirements.	1. Check required documents and state the necessary fees.	None	5 minutes	<i>Sanitary Inspector</i> CHO
2. Pay the corresponding fee at the City Treasurer's Office.	2. Receive the official results and schedule the inspection.	Php 100.00	5 minutes	<i>Sanitary Inspector</i> CHO
3. Establish inspection.	3. Conduct scheduled inspection.	None	14 days	<i>Sanitary Inspector</i> CHO
4. Get approved Occupancy Health Permit.	4. Release permit.	None	2 days	<i>Sanitary Inspector</i> CHO
Total		Php 100.00	16 days and 10 minutes	



14. Pre-Marriage Counseling

This service provides family planning counseling and help couples achieve their desired family size according to the context of responsible parenthood.

Office or Division		City Health Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Couples residing in Tagbilaran City		
Checklist Of Requirements		Where To Secure		
● Pre-marriage Counseling Form		● City Health Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Go to the administrative section for pre-marriage counseling form.	1. Provide the form to be filled-out. Instruct the couples to go the CSWDO for the marriage expectation questionnaire and pay the appropriate fee at the City Treasurer's Office.	Php 100.00	3 minutes	<i>Administrative Staff</i> CHO
2. Attend the Pre-marriage Counseling on the schedule given.	2. Conduct Pre-marriage Counseling and issue PMC certificate to attendees.	None	3 hours and 30 minutes	<i>PMC Staff</i> CHO
Total		Php 100.00	3 hours and 33 minutes	



15. Request for Sanitary and Environmental Inspection

This service provides assistance to address concerns regarding alleged improper sanitation to promote safety and orderly community (e.g. spoiled food, foul odor of pigpens, poultries, stagnant water, drainage and others). The costumer should file written request for inspection on any sanitary and environment issues. All complaints must be put into writing to provide legal basis for sanitary inspectors to conduct inspection on establishments (public/private) with sanitation issues. Verbal complaints should be followed by a written request for inspection.

Office or Division		City Health Office- Environmental and Sanitary Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
● Written request or complaints		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out a sanitary complaint form at the environmental and sanitary section.	1. Schedule and conduct ocular inspection and verify the complaint. If found valid, schedule a dialogue with all concerned parties.	None	8 hours	<i>Sanitary Inspector</i> CHO
2. Attend the scheduled dialogue, if necessary.	2. Facilitate the dialogue and explain the nature of violation, possible solutions and penalty if any.	None	2 hours	<i>Sanitary Inspector</i> CHO <i>City Health Officer</i> CHO
Total		None	10 hours	



16. Sanitary Permit and Health Cards for Food and Non-Food Establishments

This service is provided for food and non-food establishment operators to ensure that their establishment conforms to the standard sanitation requirement as well as screening of the health of their employees.

Office or Division	City Health Office-Environmental and Sanitary Section
Classification	Simple
Type of Transaction	G2B-Government to Business G2C-Government to Citizen
Who May Avail	Business Establishments in Tagbilaran City, Tagbilaran City Residents
Checklist Of Requirements	Where To Secure
<p>Non-Food Establishment (Non-Food Handler Health Card)</p> <ul style="list-style-type: none"> ● 1x1 ID picture with white background ● X-ray Results ● Blood Pressure and Physical Exam (if needed) <p>Food Handler Health Card</p> <ul style="list-style-type: none"> ● 1x1 ID picture with white background ● Stool Exam and X-ray Results ● Blood Pressure and Physical Exam (if needed) <p>Sanitary Permit</p> <ul style="list-style-type: none"> ● Mayor's Permit ● Official Receipt 	<ul style="list-style-type: none"> ● Client ● Client/Laboratory ● City Health Office ● Client ● Client/Laboratory ● City Health Office ● BPLO ● City Treasurer's Office



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>For Food and Non-Food Handler Health Card:</p> <p>1. Proceed to Sanitary Section and submit required documents.</p> <p>2. Present Official Receipt and submit for blood pressure taking and then get the issued card.</p>	<p>1. Evaluate required documents and instruct client to proceed to City Treasurer's office for the payment</p> <p>2. Release health cards and record the transaction in the logbook.</p>	<p>Php 100.00</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p>	<p><i>Sanitary Inspector</i> CHO</p> <p><i>Sanitary Inspector</i> CHO</p>
<p>For Sanitary Permit</p> <p>1. Proceed to Sanitary Section, present Mayor's Permit attached to the Official Receipt and wait for the issuance for sanitary order.</p>	<p>1.1. Verify the payment for inspection fee entry in the OR.</p> <p>1.2. Check the past records for the compliance (Health Card issued the previous year for old businesses.)</p> <p>In case of violation, ask client to proceed to the City</p>	<p>None</p> <p>Fee varies depending on the penalty</p>	<p>10 minutes</p>	<p><i>Sanitary Inspector</i> CHO</p>



<p>2. Get Sanitary Permit with Official Receipt of paid penalties if any.</p>	<p>Treasurer's Office for the payment of penalty.</p> <p>2. Release Sanitary Permit.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Sanitary Inspector</i> CHO</p>
<p style="text-align: right;">Total</p>		<p>Fee varies depending on the permit requested</p>	<p>15 minutes</p>	

Note: The sanitary permit is revocable if, upon inspection by the JIT, it would be found out that the establishment fails to meet the standard requirements especially a clean and satisfactory comfort room or the establishment is found to have violations on health and sanitation laws.



17. Transfer or Exhumation Permit

This service is provided to persons seeking transfer or exhumation of cadaver to ensure sanitary conduct of transfer/exhumation of cadaver and prevent improper transport of cadaver to safeguard public health. The Transfer Permit is required when transporting cadaver remains from Tagbilaran City to any part in the Philippines.

Office or Division		City Health Office- Environmental and Sanitary Section		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Tagbilaran City Residents		
Checklist Of Requirements		Where To Secure		
For Transfer Permit: <ul style="list-style-type: none"> • Death Certificate duly certified by a physician For Exhumation Permit: <ul style="list-style-type: none"> • Name of deceased and address of cemetery 		<ul style="list-style-type: none"> • City Health Office • Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to Sanitary Section and present required documents.	1. Prepare Transfer Permit and instruct client to proceed to City Treasurer's Office for payment.	Php 100.00	3 minutes	<i>Sanitary Inspector</i> CHO
2. Present Official Receipt and get the permit.	2. Receive Official Receipt, and enter information on the logbook and release the permit.	None	5 minutes	<i>Sanitary Inspector</i> CHO
Total		Php 100.00	8 minutes	



18. Water Sampling and Testing for Water Refilling Stations and Other Establishments

This service is provided to determine the quality of water through onsite water laboratory analysis to conform to the standard sanitation requirements. The CHO Sanitary Inspector is the only authorized personnel to collect water samples and the Provincial Health Office is the official water laboratory.

Office or Division		City Health Office- Environmental and Sanitary Section		
Classification		Complex		
Type of Transaction		G2B-Government to Businesses G2C-Government to Citizen		
Who May Avail		Operators of water refilling stations, swimming pools, public beaches, hospitals, hotels and others		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Official Receipt ● Prescribed sterilized water bottle or container 		<ul style="list-style-type: none"> ● Provincial Health Office Water Laboratory ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Signify intent for collection of water sample.	1. Schedule water sampling. State the necessary fees and give the referral note for payment at the Provincial Health Office.	Refer to schedule of fees from the Provincial Health Office	5 minutes	<i>Sanitary Inspector</i> CHO
2. Pay the corresponding fee at the PHO.	2. Receive the official results and schedule the collection of water sample.	None	2 minutes	<i>Sanitary Inspector</i> CHO
3. During the collection of water sample,	3. Collect the water sample and bring the water	None	10 minutes	<i>Sanitary Inspector</i> CHO



allow the sanitary inspector to conduct collection of water sample.	sample collected at the Provincial Water Laboratory.			
4. Get results of water testing from the CHO Sanitary Inspector.	4. Release the results of water sample from Provincial Water Laboratory.	None	7 days	<i>Sanitary Inspector</i> CHO
Total		Refer to schedule of fees from the Provincial Health Office	7 days and 17 minutes	



City Human Resource Management and Development Office

External Services



1. Issuance of Certificate of Employment, Compensation and Others

Certifications issued to requesting clients relative to their services as an employee of the City Government of Tagbilaran.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Former City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Filled-out Request Form ● Official Receipt 		<ul style="list-style-type: none"> ● City Human Resource Mgt. & Dev. Office ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the Request Form.	1. Entertain client's request and advice to proceed to Information Desk to obtain a queuing number for the payment.	None	5 minutes	<i>Receiving Personnel</i> CHRMDO
2. Get queuing number from the Information Desk.	2. Provide the appropriate queuing number.	None	5 minutes	<i>Information Desk Personnel</i>
3. Hand in the Request Form and payment.	3. Receive payment and issue Official Receipt.	Php 100.00	15 minutes	<i>Cashier</i> CTO
4. Return to the CHRMDO and present the Official Receipt.	4.1. Receive and validate the Official Receipt.	None	1 minute	<i>Human Resource Management Assistant</i> CHRMDO



	4.2. Prepare the certification.	None	5 minutes	<i>Human Resource Management Assistant</i> CHRMDO
	4.3. Forward the certification to the department head for signature.	None	1 minute	<i>Human Resource Management Assistant</i> CHRMDO
	4.4. Verify the correctness of the certification and signs it.		5 minutes	<i>CGDH I (HRMDO)</i> CHRMDO
5. Receive the certification and sign the logbook.	5. Release the certification.	None	3 minutes	Human Resource Management Assistant
Total		Php 100.00	40 minutes	



2. Issuance of Service Record

A certification issued to former employees presenting their employment history and details in government service.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Former City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Filled-out Request Form ● Official Receipt 		<ul style="list-style-type: none"> ● City Human Resource Mgt. & Dev. Office ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the Request Form.	1. Entertain client's request and advice to proceed to Information Desk to obtain a queuing number for the payment.	None	5 minutes	<i>Receiving Personnel</i> CHRMDO
2. Get queuing number from the Information Desk.	2. Provide the appropriate queuing number.	None	5 minutes	<i>Information Desk Personnel</i>
3. Hand in the Request Form and payment.	3. Receive payment and issue Official Receipt.	Php 100.00	15 minutes	<i>Cashier</i> CTO
4. Return to the CHRMDO and present the Official Receipt.	4.1. Receive and validate the Official Receipt.	None	1 minute	<i>Human Resource Management Officer</i> CHRMDO



	4.2. Prepare the service record.	None	45 minutes	<i>Human Resource Management Officer</i> CHRMDO
	4.3. Forward the certification to the department head for signature.	None	1 minute	<i>Human Resource Management Officer</i> CHRMDO
	4.4. The department head verified the correctness of the certification and signs it.	None	5 minutes	<i>CGDH I (HRMDO)</i> CHRMDO
5. Receive the service record and sign the logbook.	5. Release the service record.	None	3 minutes	<i>Human Resource Management Officer</i> CHRMDO
Total		Php 100.00	1 hour and 20 minutes	



3. Receiving of Application Letters

A service that looks into and receives the documents submitted by the applicants.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All walk-in applicants		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Application Letter ● Fully accomplished Personal Data Sheet (CSC Form No. 212 revised 2017) ● Performance Rating in the last rating period (if applicable) ● Photocopy of Certificate of Eligibility, rating/license (if applicable) ● Photocopy of Transcript of Records 		<ul style="list-style-type: none"> ● Client ● CSC Website ● Previous employer or current agency connected with ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1.	1.1. Receive the application letter with complete requirements. 1.2. Check completeness of the documents. 1.3. Forward the documents to the assigned personnel.	None	5 minutes	<i>Receiving Personnel</i> CHRMDO
Total		None	5 minutes	



City Human Resource Management and Development Office

Internal Services



1. Issuance of Certificate of Employment, Compensation and Others

Certifications issued to requesting clients relative to their services as an employee of the City Government of Tagbilaran.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Present City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Filled-out Request Form ● Official Receipt 		<ul style="list-style-type: none"> ● City Human Resource Mgt. & Dev. Office ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the Request Form.	1. Entertain client's request and advice to proceed to Information Desk to obtain a queuing number for the payment.	None	5 minutes	<i>Receiving Personnel</i> CHRMDO
2. Get queuing number from the Information Desk.	2. Provide the appropriate queuing number.	None	5 minutes	<i>Information Desk Personnel</i>
3. Hand in the Request Form and payment.	3. Receive payment and issue Official Receipt.	Php 100.00	15 minutes	<i>Cashier</i> CTO
4. Return to the CHRMDO and present the Official Receipt.	4.1. Receive and validate the Official Receipt.	None	1 minute	<i>Human Resource Management Assistant</i> CHRMDO



	4.2. Prepare the certification.	None	5 minutes	<i>Human Resource Management Assistant</i> CHRMDO
	4.3. Forward the certification to the department head for signature.	None	1 minute	<i>Human Resource Management Assistant</i> CHRMDO
	4.4. Verify the correctness of the certification and signs it.		5 minutes	<i>CGDH I (HRMDO)</i> CHRMDO
5. Receive the certification and sign the logbook.	5. Release the certification.	None	3 minutes	<i>Human Resource Management Assistant</i> CHRMDO
Total		Php 100.00	40 minutes	



2. Issuance of Service Record

A certification issued to requesting clients presenting their employment history and details in government service to be used for loan applications of active employees.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Present City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Filled-out Request Form ● Official Receipt 		<ul style="list-style-type: none"> ● City Human Resource Mgt. & Dev. Office ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the Request Form.	1. Entertain client's request and advice to proceed to Information Desk to obtain a queuing number for the payment.	None	5 minutes	<i>Receiving Personnel</i> CHRMDO
2. Get queuing number from the Information Desk.	2. Provide the appropriate queuing number.	None	5 minutes	<i>Information Desk Personnel</i>
3. Hand in the Request Form and payment.	3. Receive payment and issue Official Receipt.	Php 100.00	15 minutes	<i>Cashier</i> CTO
4. Return to the CHRMDO and present the Official Receipt.	4.1. Receive and validate the Official Receipt.	None	1 minute	<i>Human Resource Management Officer</i> CHRMDO



	4.2. Prepare the service record.	None	45 minutes	<i>Human Resource Management Officer</i> CHRMDO
	4.3. Forward the certification to the department head for signature.	None	1 minute	<i>Human Resource Management Officer</i> CHRMDO
	4.4. The department head verified the correctness of the certification and signs it.	None	5 minutes	<i>CGDH I (HRMDO)</i> CHRMDO
5. Receive the service record and sign the logbook.	5. Release the service record.	None	3 minutes	<i>Human Resource Management Officer</i> CHRMDO
Total		Php 100.00	1 hour and 20 minutes	



3. Preparation of Job Order Contract

A service contract is created between the agency and the job order workers to present their work duration and rate.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Present City Government employees		
Checklist Of Requirements		Where To Secure		
● Endorsement Letter		● Barangay Affairs and Constituency Unit		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit endorsement letter.	1.1. Receive endorsement letter.	None	2 minutes	<i>Receiving Personnel</i> CHRMDO
	1.2. Prepare and print the contract.	None	10 minutes	<i>Human Resource Management Assistant</i> CHRMDO
	1.3. Call the job order worker to affix his signature.	None	10 minutes	<i>Human Resource Management Assistant</i> CHRMDO
	1.4. Forward the contract to other signatories.	None	30 minutes	<i>Human Resource Management Assistant</i> CHRMDO



	1.5. File a copy for the office.	None	5 minutes	<i>Human Resource Management Assistant</i> CHRMDO
Total		None	57 minutes	

Note: Duration is accounted on average individual transaction time. It does not take into account the queuing time, volume of requests and/or delay due to incomplete requirements.



4. Processing of Application for Leave

A form issued to employees as proof that their absence is duly authorized by their department/office head and the head of agency.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Present City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● For monetization of leave: <ul style="list-style-type: none"> ● Letter of Intent ● Document indicating where the money will be spent 		<ul style="list-style-type: none"> ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the assigned employee and signify the type of leave and corresponding date/s.	1.1. Record the leave data at the index of leave cards.	None	5 minutes	Human Resource Management Assistant CHRMDO
	1.2. Check the employee's leave balance.	None	3 minutes	Human Resource Management Assistant CHRMDO
	1.3. Encode and print Application for Leave (CSC Form No. 6).	None	2 minutes	Human Resource Management Assistant CHRMDO
2. Attach necessary	2.1. Receive the signed	None	5 minutes	Human Resource



<p>documents and secure the signature of the immediate supervisor and return the signed Application for Leave to the CHRMDO.</p>	<p>Application for Leave and forward it to the department head for certification of leave credits.</p> <p>2.2. Verify the actual leave credits and forward it to the City Mayor's Office or City Vice-Mayor's Office for action.</p> <p>2.3. Sign the Application for Leave.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Management Assistant</i> CHRMDO</p> <p><i>CGDH I (HRMDO)</i> CHRMDO</p> <p>City Mayor/City Vice-Mayor</p>
<p>3. Claim the approved Application for Leave.</p>	<p>3. Release the approved Application for Leave and file one copy for the office.</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Human Resource Management Assistant</i> CHRMDO</p>
<p style="text-align: right;">Total</p>		<p>None</p>	<p>28 minutes</p>	

Note: Duration is accounted on average individual transaction time. It does not take into account the queuing time, volume of requests and/or delay due to incomplete requirements.



5. Processing of Study Leave Application

A study leave is a time-off from work not exceeding six (6) months with pay for qualified officials and employees to help them prepare for their bar or board examinations. This may also be availed for the completion of master's degree for a period not exceeding four (4) months.

Office or Division	City Human Resource Management and Development Office
Classification	Simple
Type of Transaction	G2G-Government to Government
Who May Avail	Present City Government employees
Checklist Of Requirements	Where To Secure
<ul style="list-style-type: none"> ●Letter of Intent ●Endorsement Letter from immediate supervisor ●Diploma or Certification of Completed Academic Requirements ●Proof of enrollment for classes or review classes ●Certification from school as to the tentative schedule of examination, if applicable ●Permanent Appointment ●Certification that the applicant has at least a Very Satisfactory performance for the last 2 rating periods ●Certification of no pending administrative/criminal case ●Clearance ●Application of leave with purpose and duration of study leave ●Certified true copy of the last page of perpetual leave card 	<ul style="list-style-type: none"> ●Client ●Client's immediate supervisor ●Respective School ●Respective School/Institution ●Respective School ●CHRMDO ●CHRMDO ●City Legal Office/Notary Public Lawyer ●CHRMDO ●CHRMDO ●CHRMDO



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit all required documents to the assigned personnel.	1.1. Receive and verify the completeness of the documents.	None	15 minutes	<i>Human Resource Management Assistant</i> CHRMDO
	1.2. Forward all documents to the department head.	None	1 minute	<i>Human Resource Management Assistant</i> CHRMDO
	1.3. Endorse the request for study leave to the head of agency.	None	5 minutes	<i>CGDH I (HRMDO)</i> CHRMDO
	1.4. Approve or disapprove the request.			City Mayor/City Vice-Mayor
	1.5. Once approved, prepare the Service Contract.	None	15 minutes	<i>Human Resource Management Officer</i> CHRMDO
	1.6. Facilitate the signing and notarization of the Service Contract.	None	5 minutes	<i>Human Resource Management Assistant</i>



		None	1 hour	CHRMDO
2. Claim the Service Contract.	2.1. Release one copy of the Service Contract to the client.	None	3 minutes	Human Resource Management Assistant CHRMDO
	2.2. Forward a copy to the client's immediate supervisor.	None	2 minutes	Human Resource Management Assistant CHRMDO
	2.3. File one copy in the client's 201 File.	None	2 minutes	Human Resource Management Assistant CHRMDO
Total		None	1 hour and 48 minutes	

Note: Duration is accounted on average individual transaction time. It does not take into account the queuing time, volume of requests and/or delay due to incomplete requirements.



6. Processing of Training Directives

A document issued to employees to signify that their attendance to learning and development activities is official.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Present City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Endorsement Letter from immediate supervisor ● Invitation Letter 		<ul style="list-style-type: none"> ● Client's Department Head ● Sponsoring Agency 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit Endorsement Letter and Invitation Letter to the CHRMDO.	1.1. Receive the Endorsement Letter and Invitation Letter.	None	3 minutes	<i>Receiving Personnel</i> CHRMDO
	1.2. Forward the Endorsement Letter and Invitation Letter to the assigned personnel.	None	2 minutes	<i>Receiving Personnel</i> CHRMDO
	1.3. Prepare the Indorsement for the Personnel Development Committee.	None	5 minutes	<i>Data Controller</i> CHRMDO
	1.4. Route the Indorsement to			



	<p>the members of the Personnel Development Committee.</p> <p>1.5. Screen the request of the employee and decide whether to approve or disapprove the request.</p> <p>1.6. Issue a Training Directive duly signed by all Personnel Development Committee members.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>15 minutes</p>	<p><i>Receiving Personnel</i> CHRMDO</p> <p><i>Members of the Personnel Development Committee</i></p> <p><i>Data Controller</i> CHRMDO</p>
2. Claim the Training Directive and sign the logbook.	2. Release the Training Directive.	None	5 minutes	Data Controller
Total		None	1 hour and 30 minutes	

Note: Duration is accounted on average individual transaction time. It does not take into account the queuing time, volume of requests and/or delay due to incomplete requirements.



7. Receiving of Application Letters

A service that looks into and receives the documents submitted by the applicants.

Office or Division		City Human Resource Management and Development Office		
Classification		Simple		
Type of Transaction		G2C-Government to Government		
Who May Avail		Present City Government employees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Application Letter ● Fully accomplished Personal Data Sheet (CSC Form No. 212 revised 2017) ● Performance Rating in the last rating period ● Photocopy of Certificate of Eligibility, rating/license (if applicable) ● Photocopy of Transcript of Records 		<ul style="list-style-type: none"> ● Client ● CSC Website ● CHRMDO/Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit application letter with complete supporting documents to the CHRMDO.	1.1. Receive the application letter with complete requirements. 1.2. Check completeness of the documents. 1.3. Forward the documents to the assigned personnel.	None	5 minutes	<i>Receiving Personnel</i> CHRMDO
Total		None	5 minutes	



City Legal Office

External Services



1. Legal Counseling

Giving of enlightenment on an ambiguous provision of the law, or application of the law, or any other matters that require the knowledge of the law.

Office or Division		City Legal Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
•None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Proceed to the City Legal Office.	1. Acknowledge the presence of the client and know the purpose of visiting the office.	None	5 minutes	<i>Receiving Personnel</i> CLO
2. Make an appointment with the Frontline Service Officer regarding the availability of the CLO and/or his/her subordinate lawyer/s on a "FIRST COME, FIRST SERVE BASIS."	2.1. Advise client on the availability of the CLO and/or his/her subordinate on a "FIRST COME, FIRST SERVE BASIS." 2.2. Provide legal assistance.	None	5 minutes Situation-specific depending on	<i>Receiving Personnel</i> CLO <i>City Legal Officer/Legal Officer IV</i> CLO



			the concern of the client	
3. Sign the visitor's logbook before leaving the office.	3. Request client to sign the visitor's logbook before leaving the office	None	5 minutes	<i>Receiving Personnel</i> CLO
Total		None	15 minutes plus situation-specific time	



2. Review of Legal Documents

Giving of an enlightenment on an ambiguous provision of a legal document and the corresponding implication of the document subject for review, or any application of the law relating to the said legal document, and any other matters arising from such legal document that requires the knowledge of the law.

Office or Division		City Legal Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Request Letter with necessary supporting papers ● 2 Valid IDs 		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter-request/referral & supporting papers, if necessary to the CLO.	1.1. Receive and record letter-request/referral for legal document.	None	5 minutes	<i>Receiving Personnel</i> CLO
	1.2. Check supporting papers as stated and submit to CLO and/or his/her subordinate lawyer/s for assessment and work assignment.	None	5 minutes	<i>Receiving Personnel</i> CLO
	1.3. Conduct research and start drafting the legal			



	<p>opinion. Advise the client the release date of the document.</p> <p>1.4. Review, finalize and approve the legal document.</p>	None	3 days	<p><i>City Legal Officer/Legal Officer IV</i></p> <p>CLO</p>
		None	2 days	<p><i>City Legal Officer/Legal Officer IV</i></p> <p>CLO</p>
2. Receive the approved legal document.	2. Record and release the approved legal document.	None	20 minutes	<p><i>Receiving Personnel</i></p> <p>CLO</p>
Total		None	5 days and 30 minutes	



City Legal Office
Internal Service



1. Rendering of Legal Opinion

Giving of enlightenment on ambiguous provisions of the law or the application of the law.

Office or Division		City Legal Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		All residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
•None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit letter-request/referral & supporting papers, if necessary to the CLO.	1.1. Receive and record letter-request/referral for legal document.	None	5 minutes	<i>Receiving Personnel</i> CLO
	1.2. Check supporting papers as stated and submit to CLO and/or his/her subordinate lawyer/s for assessment and work assignment.	None	5 minutes	<i>Receiving Personnel</i> CLO
	1.3. Conduct research and start drafting the legal opinion. Advise the client the release date of the document.	None	3 days	<i>City Legal Officer/Legal Officer IV</i>



	1.4. Review, finalize and approve the legal document.	None	2 days	CLO <i>City Legal Officer/Legal Officer IV</i> CLO
2. Receive the approved legal document.	2. Record and release the approved legal document.	None	20 minutes	<i>Receiving Personnel</i> CLO
Total		None	5 days and 30 minutes	



City Planning and Development Office

External Services



1. Securing of Building Number

A system of giving a unique number to each building in a specific street or area.

Office or Division		City Planning and Development Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
1. Certificate of Occupancy (1 clear copy)		Office of the building official		
2. Land Title (1 clear copy)		Register of deeds		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the application form and submit the required documents.	1.1. Receive and pre-evaluate completely filled out application form.	None	5 minutes	<i>Administrative Assistant</i> CPDO
	1.2. Evaluate documents and plot lot technical description.	None	10 minutes	<i>Administrative Assistant</i> CPDO
	1.3. Conduct site inspection.	None	1 hour	<i>Administrative Assistant</i> CPDO
	1.4. Prepare Site Inspection Report.	None	10 minutes	<i>Administrative Assistant</i> CPDO
	1.5. Assign and record the building number into the database.	None	10 minutes	<i>Administrative Assistant</i> CPDO
	1.6. Inform applicant of building number through text message.	None	5 minutes	<i>Administrative Assistant</i> CPDO
Total		None	1 hour and 40 minutes	



Note: Building plate number will be available within 3-6 months after the approval of the procurement process. Once available and ready for pick up, applicant will be notified through text me



2. Issuance of Locational Clearance

Certification issued in support of the application for building permit and for other legal purposes.

Office or Division	City Planning and Development Office			
Classification	Simple			
Type of Transaction	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government			
Who May Avail	All			
Checklist Of Requirements	Where To Secure			
1. Notarized Locational Clearance (LC) Application form (2 clear copies)	Care of client			
2. Barangay Clearance for Building/Fencing Permit purposes according to project site (5 clear copies)	Barangay LGU			
3. Vicinity Map (5 clear copies)	City Assessor's Office			
4. Latest Tax Receipt (5 clear copies)	City Treasurers Office			
5. Latest Land Tax Declaration (5 clear copies)	City Assessor's Office			
6. Land Title (5 clear copies)	Register of Deeds			
7. Affidavit of Undertaking with setback requirements (5 clear copies)	Care of client			
8. Complete Set of Detailed Plan and forms (5 clear copies)	Care of client			
9. In case of authorized representative processing the application, Special Power of Attorney (5 clear copies)	Care of client			
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the documents and detailed plan for Locational Clearance application at the Land Use and Zoning Section for Building Permit application.	1.1. Receive and Evaluate the application in accordance with Zoning Ordinance of the City.	None	10 minutes	<i>Administrative Aide</i> CPDO
	1.2. Issue Billing Statement.	Refer to table below pursuant to Housing and Land Use Regulatory Board	10 minutes	<i>Administrative Aide</i> CPDO



	1.3. Endorse the application to the Office of the Building Official for evaluation.	None	10 minutes	<i>Administrative Aide</i> CPDO
	1.4. Receive the evaluated application from Office of the Building Official and receipt of prescribed zoning fees.	None	30 minutes	<i>CGADH</i> CPDO <i>Project Development Officer</i> CPDO
	1.5. Approve Locational Clearance.	None	15 minutes	<i>Administrative Aide</i> CPDO <i>Project Development Officer</i> CPDO
	1.6. Record and release the application and forward to the Office of the Building Official for Building Permit approval.	None	20 minutes	<i>Administrative Aide</i> CPDO
	Total	Refer to table below pursuant to Housing and Land Use Regulatory Board	1 hour and 35 minutes	



3. Issuance of Zoning Certification

Certification issued in support of the application for permitting and other legal purposes.

Office or Division		City Planning and Development Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
1. Land Title (1 clear copy)		Register of Deeds		
2. Vicinity Map (1 clear copy)		City Assessor's Office		
3. Zoning Certification Receipt (1 clear copy)		City Treasurers Office		
4. In case of authorized representative processing the application, Special Power of Attorney (1 clear copy)		Care of client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Request for zoning certification requirements.	1.1. Receive and evaluate the documents and plot lot technical description to identify the zoning classification.	Php 100.00	20 minutes	<i>Administrative Aide</i> CPDO
	1.2. Approve Zoning Certification.	None	3 minutes	<i>Project Development Officer</i> CPDO
	1.3. Record and release the certification.	None	2 minutes	<i>Administrative Aide</i> CPDO
Total		Php 100.00	25 minutes	



4. Issuance of Zoning Clearance

Certification issued in support of the application business permits and other legal purposes.

Office or Division		City Planning and Development Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
1. Filled-out Unified Form (1 clear copy)		Business Permit and Licensing Office		
2. Certificate of Occupancy (1 clear copy)		Office of the Building Official		
3. Latest Barangay Clearance as per location of business (1 clear copy)		Barangay LGU		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the application for new Business Permit.	1.1. Receive and evaluate the application in conformity with Zoning Ordinance of the City.	Php 100.00	10 minutes	<i>Administrative Aide</i> CPDO
	1.2. Approve Zoning Clearance.	None	3 minutes	<i>Project Development Officer</i> CPDO
	1.3. Record and release the certification.	None	3 minutes	<i>Administrative Aide</i> CPDO
Total		Php 100.00	16 minutes	



5. Issuance of Simple Subdivision Plan

Permit issued in support for the issuance lot titles.

Office or Division		City Planning and Development Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
1. Latest certified true copy of Land Title (2 clear copies)		Register of deeds		
2. Latest Tax Declaration (2 clear copies)		City Assessors Office		
3. Subdivision Plan (2 clear copies)		Care of applicant		
4. Vicinity Map (2 clear copies)		City Assessors Office		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the application form and submit the required documents.	1.1. Receive and evaluate.	None	10 minutes	<i>Administrative Aide</i> CPDO
	1.2. Plot Subdivision Plan.	None	15 minutes	<i>Administrative Aide</i> CPDO
2. Follow up schedule of inspection.	2. Set schedule for inspection.	None	3 minutes	<i>Administrative Aide</i> CPDO
	3.1. Conduct site inspection.	None	1 hour	<i>Administrative Aide</i> CPDO
3. Guide the inspector to the site.	3.2. Prepare Site Inspection Report.	None	5 minutes	<i>Administrative Aide</i> CPDO
	4.1. Issue Order of Payment.	Php 760.00	3 minutes	<i>Administrative Aide</i> CPDO
4. Pay fees.	4.2. Prepare Subdivision Approval.	None	3 minutes	<i>Administrative Aide</i> CPDO
	4.3. Approve Subdivision Plan.	None	3 minutes	<i>CGADH</i> CPDO



	4.4. Release approved Simple Subdivision Plan.	None	3 minutes	<i>Development Management Officer CPDO</i> <i>Administrative Aide CPDO</i>
Total		Php 760.00	1 hour and 45 minutes	



6. Issuance of Complex Subdivision Plan (Preliminary Site Development Plan)

Permit issued in support for the issuance lot titles.

Office or Division	City Planning and Development Office
Classification	Complex
Type of Transaction	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government
Who May Avail	All
Checklist Of Requirements	Where To Secure
1. Lot Plan with vicinity map (existing land use of lots on the N, NE, E, SE S, SW, W, NW, adjacent to the project site must be indicated) certified by Geodetic Engineer (4 clear copies)	Owner/Developer will produce the plan
2. Site Development Plan (specify individual lot measurements) signed by Civil Engineer and Environmental Planner (4 original copies)	Owner/Developer will produce the plan
3. List of Parcels of Lot (Lot No./ Block No./Area) (4 clear copies)	Owner/Developer will produce the plan
4. Topographic Plan (4 clear copies)	Owner/Developer will produce the plan
5. Transfer Certificate of Title, Tax Declaration of Real Property Value (4 clear copies)	Register of Deeds/ City Assessor's Office
6. Current Real Property Tax Receipts (4 clear copies)	Treasurer's Office
7. Barangay Endorsement of the Project through Barangay Council Resolution (4 clear copies)	Barangay
8. Certificate of HLURB Registration – CMP Project (4 clear copies)	HLURB
9. Letter of intent to sell, contract to sell, deed of absolute sale, or memorandum of agreement between the landowner and association – CMP Project (4 clear copies)	Owner/Developer will produce the plan
10. Memorandum of Agreement between the association and mobilizer – CMP Project (4 clear copies)	Owner/Developer will produce the plan
11. List of Beneficiaries – CMP Project (4 clear copies)	



Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the application.	1.1. Receive and check duly accomplished application form with complete supporting documents.	None	30 minutes	<i>Administrative Aide CPDO</i>
	1.2. Conduct technical evaluation of the plan.	None	5 days	<i>Draftsman CPDO Development Management Officer CPDO</i>
2. Coordinate schedule of inspection.	2.1. Conduct site inspection.	None	30 minutes	<i>Draftsman CPDO Development Management Officer CPDO CGADH CPDO</i>
	2.2. Recommend to the Sangguniang Panlungsod the approval of subdivision plan.	None	15 minutes	<i>Administrative Aide CPDO Development Management Officer CPDO CGADH CPDO</i>
	2.3. Conduct final evaluation of the plan for issuance of the Sangguniang Panlungsod.	None	1 day	<i>Sangguniang Panlungsod</i>



3. Attend Committee Hearing.	3.1. Conduct Committee Hearing at Sangguniang Panlungsod.	None	2 hours	<i>Committee on City Planning and Public Lands</i>
4. Take part in the conduct of the session.	4.1. Conduct 3 sessions for 1 st , 2 nd and final reading for the approval of the plan.	None	1 hour and 30 minutes	<i>Sangguniang Panlungsod</i>
	4.2. Forward resolution to the City Mayor.	None	15 minutes	<i>Sangguniang Panlungsod</i>
	4.3. Provide the CPDO with a copy of the resolution for issuance of preliminary site development plan.	None	15 minutes	<i>Sangguniang Panlungsod</i>
	4.4. Compute fees, encode and issue Order of Payment.	BP 220 Inspection Fee: Php 1,500.00/HA Processing Fee: Php 216.00/HA PD 957 Inspection Fee: Php 1,500.00/HA Processing Fee: Php 360.00/HA	30 minutes	<i>Administrative Aide CPDO</i>



5. Pay at the City Treasurer's Office.	5. Prepare Preliminary Site Development Plan (PSDP) approval.	None	1 day	<i>Administrative Aide</i> CPDO <i>Development Management Officer</i> CPDO
6. Get PSDP approval.	6. Release PSDP approval.	None	5 minutes	<i>Administrative Aide</i> CPDO
Total		Refer to the table below (HLURB Schedule	7 days, 5 hours and 53 minutes	



7. Issuance of Complex Subdivision Plan (Development Permit)

Permit issued in support for the issuance lot titles.

Office or Division	City Planning and Development Office
Classification	Complex
Type of Transaction	G2B-Government to Business G2C-Government to Citizen G2G-Government to Government
Who May Avail	All
Checklist Of Requirements	Where To Secure
1. Lot Plan with vicinity map (existing land use of lots on the N, NE, E, SE S, SW, W, NW, adjacent to the project site must be indicated) certified by Geodetic Engineer (4 clear copies)	Owner/Developer will produce the plan
2. Site Development Plan (specify individual lot measurements) signed by Civil Engineer and Environmental Planner (4 clear copies)	Owner/Developer will produce the plan
3. List of Parcels of Lot (Lot No./ Block No./Area) (4 clear copies)	Owner/Developer will produce the plan
4. Topographic Plan (4 clear copies)	Owner/Developer will produce the plan
5. Transfer Certificate of Title, Tax Declaration of Real Property Value (4 clear copies)	Register of Deeds/City Assessor's Office)
6. Current Real Property Tax Receipts (4 clear copies)	City Assessor's Office
7. Barangay Endorsement of the Project through Barangay Council Resolution (4 clear copies)	Barangay
8. Certificate of HLURB Registration – CMP Project (4 clear copies)	HLURB
9. Letter of intent to sell, contract to sell, deed of absolute sale, or memorandum of agreement between the landowner and association – CMP Project (4 clear copies)	Owner/Developer will produce the plan



<p>10. Memorandum of Agreement between the association and mobilizer – CMP Project (4 clear copies)</p>	<p>Owner/Developer will produce the plan</p>
<p>11. List of Beneficiaries – CMP Project (4 clear copies)</p>	<p>Owner/Developer will produce the plan</p>
<p>12. Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following:</p> <ul style="list-style-type: none"> • Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any • Lot numbers, lines and areas and block numbers • Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces. The subdivision development plan shall be prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer or geodetic engineer. (Amended per Board Res. No. 794, Series of 2006) <p>(4 clear copies each)</p>	<p>Owner/Developer will produce the plan</p>
<p>13. Civil and Sanitary Works Design: Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following:</p>	



<ul style="list-style-type: none">• Road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer (4 clear copies)<ul style="list-style-type: none">• Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction• Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others• Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, riprapping and retaining wall • Storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer (4 clear copies)<ul style="list-style-type: none">• Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line • Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and	<p>Owner/Developer will produce the plan</p>
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<p>drop), culverts and channel linings</p> <ul style="list-style-type: none"> • Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer (4 clear copies) 	
<p>14. Water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer. (4 clear copies)</p>	<p>Owner/Developer will produce the plan</p>
<p>15. Certified true copy of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC) duly issued by the DENR, whichever is applicable (4 clear copies)</p>	<p>DENR</p>
<p>16. Zoning Certificate from HLURB Regional Office (4 clear copies)</p>	<p>HLURB</p>
<p>17. Certified true copy of DAR conversion order (4 clear copies)</p>	<p>DAR</p>
<p>18. Project description for projects having an area of 1 hectare and above to include the following: (4 clear copies)</p> <ul style="list-style-type: none"> • Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program; 	<p>Owner/Developer will produce the plan</p>



<ul style="list-style-type: none"> • Audited financial statement for the last 3 preceding years; • Income tax return for the last 3 preceding years; • Certificate of Registration from Securities and Exchange Commission (SEC); • Articles of incorporation or partnership; • Corporation by-laws and all implementing amendments; and • For new corporations (3 years and below), statement of capitalization and sources of income and cash flow to support work program 	
<p>19. Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals (4 clear copies)</p>	<p>Owner/Developer will produce the plan</p>
<p>20. Application for permit to drill from the National Water Resources Board (NWRB) (4 clear copies)</p>	<p>NWRB</p>
<p>21. Traffic impact assessment (TIA) for subdivision projects 30 hectares and above (4 clear copies)</p>	<p>Owner/Developer will produce the plan</p>
<p>22. Affidavit of Selling Price (4 clear copies)</p>	<p>Owner/Developer will produce the plan</p>
<p>23. Copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from the Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957 (Per Board Res. No. 839, series of 2009)</p>	<p>Owner/Developer will produce the plan</p>



<p>24. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: (4 clear copies)</p> <ul style="list-style-type: none"> • Surname • First name • Middle name • Maiden name, in case of married women professional • Professional license number, date of issue and expiration of its validity • Professional tax receipt and date of issue • Taxpayer's Identification Number (TIN) 		<p>Owner/Developer will produce the plan</p>		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>1. Submit the application.</p>	<p>1.1. Receive and check duly accomplished application form with complete supporting documents.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Administrative Aide</i> CPDO</p>
	<p>1.2. Conduct technical evaluation of the plan.</p>	<p>None</p>	<p>5 days</p>	<p><i>Draftsman</i> CPDO <i>Development Management Officer</i> CPDO</p>
<p>2. Coordinate schedule of inspection.</p>	<p>2.1. Conduct site inspection.</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Draftsman</i> CPDO <i>Development Management Officer</i> CPDO</p>



	<p>2.2. Recommend to the Sangguniang Panlungsod the approval of subdivision plan.</p> <p>2.3. Conduct final evaluation of the plan for issuance of the Sangguniang Panlungsod.</p>	<p>None</p> <p>None</p>	<p>15 minutes</p> <p>1 day</p>	<p><i>CGADH CPDO</i></p> <p><i>Administrative Aide CPDO</i></p> <p><i>Development Management Officer CPDO</i></p> <p><i>CGADH CPDO</i></p> <p><i>Sangguniang Panlungsod</i></p>
3. Attend Committee Hearing.	3.1. Conduct Committee Hearing at Sangguniang Panlungsod.	None	2 hours	<i>Committee on City Planning and Public Lands</i>
4. Take part in the conduct of the session.	4.1. Conduct 3 sessions for 1 st , 2 nd and final reading for the approval of the plan.	None	1 hour and 30 minutes	<i>Sangguniang Panlungsod</i>
	4.2. Forward resolution to the City Mayor.	None	15 minutes	<i>Sangguniang Panlungsod</i>
	4.3. Provide the CPDO with a copy of the resolution for issuance of site development plan.	None	15 minutes	<i>Sangguniang Panlungsod</i>



	4.4. Compute fees, encode and issue Order of Payment.	BP 220 Inspection Fee: Php 1,500.00/HA Processing Fee: Php 1,440.00/HA PD 957 Inspection Fee: Php 1,500.00/HA Processing Fee: Php 2,880.00/HA Component: Php 3 square meter * floor area	30 minutes	<i>Administrative Aide CPDO</i>
5. Pay at the City Treasurer's Office.	5. Prepare Site Development Plan approval.	None	1 day	<i>Administrative Aide CPDO</i> <i>Development Management Officer CPDO</i>
6. Get approval.	6. Release Site Development Plan approval.	None	5 minutes	<i>Administrative Aide CPDO</i>
Total		Refer to the table below (HLURB Schedule of fees)	4 days, 5 hours and 53 minutes	



HOUSING AND LAND USE REGULATORY BOARD

2013 SCHEDULE OF FEES

1. ZONING / LOCATIONAL CLEARANCE	
A. Single residential structure attached or detached	
1. P100,000 and below	P288
2. Over P100,000 to P200,000	P576
3. Over P200,000	P720 + (1/10 of 1% in excess of P200,000)
B. Apartments/ Townhouses	
1. P500,000 and below	P1,440
2. Over P500,000 to 2 Million	P2,160
3. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
C. Dormitories	
1. P 2 Million and below	P3,600
2. Over 2 Million	P3,600 + (1/10 of 1% of cost in excess of P2.M regardless of the number of floors)
D. Institutional	
Project Cost of which is:	
1. Below P2 Million	P2,880
2. Over 2 Million	P2,880 + (1/10 of 1% of cost in excess of P2.M)
E. Commercial, Industrial and Agro-Industrial Project Cost of which is:	
1. Below P100,000	P1,440
2. Over P100,000 – P500,000	P2,160
3. Over P500,000	P2,880
4. Over P1 Million – P2 Million	P4,320
5. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
F. Special Uses/ Special Projects (Gasoline Station, Cell Sites, Slaughter House, Treatment Plants, etc.)	
1. Below P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
2. Over P2 Million	P7,200 + (1/10 of 1% of cost in excess of P2.M)
G. Alteration / Expansion (affected areas/ cost only)	
Same as the original application	
2. SUBDIVISION AND CONDOMINIUM PROJECTS (under P.D. 957)	
A. Subdivision Projects	
1. Approval of Subdivision Plans (including townhouses)	
1. Preliminary Approval and Location Clearance (PALC)/ Preliminary Subdivision Development Plan (PSDP)	
• Processing Fee	P360/ ha. or a fraction thereof
• Inspection Fee *	P1,500/ ha. regardless of density
2. Final Approval and Development Permit	
• Processing Fee	P2,880/ ha. regardless of density
Additional Fee on Floor Area of housing component	P3.00/ sq.m.
• Inspection Fee *	P1,500/ ha. regardless of density
3. Alteration of Plan (affected areas only)	
Same as Final Approval and Development Permit	
2. Certificate of Registration Processing Fee	
• Processing Fee	P2,880
3. License to Sell	
• Processing Fee	P216/saleable lot
Additional Fee on Floor Area of housing component	P14.4/ sq.m.
• Inspection Fee *	P1,500/ ha. regardless of density
4. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee *	P1,500/ ha. regardless of density



5 Extension of Time to Develop	
• Processing Fee	P504
Additional Fee (unfinished area for development)	P14.40 sq.m.
• Inspection Fee *	P1,500 / ha. regardless of density
* Application for CRLS with DP issued by LGU shall be charge inspection fee	
B. Condominium Project	
1. Approval of Condominium Plans/Final Approval and Development Permit	
1. Preliminary Approval and Locational Clearance	
2. Final Approval / Development Permit	
• Processing Fee	P720
a. Land Area	P7.20/ sq.m.
b. No. of Floors	P288/ floor
c. Building Areas	P23.05/ sq.m. of GFA
• Inspection Fee *	P1,500/ ha
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Conversion (affected areas only)	- do -
2. Certificate of Registration	
• Processing Fee	P2,880
3. License to Sell	
a. Residential	P17.30/ sq.m. of saleable area
b. Commercial	P36/ sq.m. of saleable area
Inspection Fee	P1500/ ha
4. Extension of Time to Develop	
• Processing Fee	P504
Additional Fee (unfinished floor area for development)	P17.30/ sq.m.
• Inspection Fee	P1,500/ ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1,500/ floor
3. SUBDIVISION AND CONDOMINIUM PROJECTS (under B.P. 220)	
A. Subdivision Projects	
1. Approval of Subdivision Projects	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	
a. Socialized Housing	P90/ ha
b. Economic Housing	P216/ha
• Inspection Fee	
a. Socialized Housing	P1,500/ ha
b. Economic Housing	P1,500/ ha
2. Final Approval and Development Permit	
• Processing Fee	
a. Socialized Housing	P600/ ha.
b. Economic Housing	P1,440/ ha
• Inspection Fee	
c. Socialized Housing	P1,500/ ha
d. Economic Housing	P1,500/ ha
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
4. Building Permit (floor area of housing unit)	P7.20/ sq.m.
2. Certificate of Registration	
• Processing Fee	
a. Socialized Housing	P420
b. Economic Housing	P720
3. License to Sell (per saleable lot)	
• Processing Fee	



a. Socialized Housing	P24/ saleable lot
b. Economic Housing	P72/ saleable lot
Additional fee on floor area of housing component	P3.00/ sq.m.
• Inspection Fee *	
a. Socialized Housing	P1,500/ha.
b. Economic Housing	P1,500/ ha.
4.Extension of Time to Develop	
• Processing Fee	
a. Socialized Housing	P420
b. Economic Housing	P504
Additional Fee (unfinished area for development)	P2.88/sq.m.
• Inspection Fee	
a. Socialized Housing	P1,500/ha.
b. Economic Housing	P1,500/ha.
5.Certificate of Completion	
• Certificate Fee	
a. Socialized Housing	P180
b. Economic Housing	P216
• Processing Fee	
a. Socialized Housing	
b. Economic Housing	
• Inspection Fee	P1500/ha
6.Occupancy Permit	
• Processing Fee	
a. Socialized Housing	P6/ sq.m.
b. Economic Housing	P7.20 / sq.m.
• Inspection Fee (saleable floor area of the housing component)	
c. Socialized Housing	P1,500/ ha.
d. Economic Housing	P1,500/ ha.
B. Condominium Projects	
1. Approval of Condominium Plans	
1. Preliminary Approval and Locational Clearance	P720
2. Final Approval and Development Permit	
• Processing Fee	
a. Total Land Area	P7.20/ sq.m.
b. No. of Floors	P144/ floor
c. Building Areas	P5.80/ sq.m. of GFA
• Inspection Fee	
• Inspection Fee	P1,500/ ha.
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2.Certificate of Registration	P720
3.License to Sell	
a. Residential	P7.20/ sq.m of saleable area.
a. Commercial	P10.65/sq.m. of saleable area
Inspection Fee	P1500/ ha
4.Extension of Time to Develop	
• Processing Fee	P3.00/ sq.m.
• Inspection Fee (unfinished area for development)	P1,500/floor
5.Certificate of Completion	
Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1,500/floor
4. INDUSTRIAL/ COMMERCIAL SUBDIVISION	
1. Approval of Industrial/ Commercial Subdivision	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	P432/ha
• Inspection Fee	P1,500/ ha.
2. Final Approval and Development Permit	



• Processing Fee	P720/ha
• Inspection Fee	P1,500/ ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	P2,880
3. License to Sell	
• Processing Fee	P3,00/ sq.m. of land area.
• Inspection Fee *	P1,500/ ha.
4. Extension of Time to Develop	
• Processing Fee	P504
Additional Fee (unfinished area for development)	P14.40 sq.m.
• Inspection Fee	1,500/ ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
a. Industrial	P504
b. Commercial	P720
• Inspection Fee *	P1,500/ ha.
5. FARMLOT SUBDIVISION	
1. Approval of Farmlot Subdivision	
1. Preliminary Approval and Locational Clearance	
• Processing Fee	P288/ ha.
• Inspection Fee	P1,500/ha.
2. Final Approval and Development Permit	
• Processing Fee	P1,440/ ha.
• Inspection Fee	P1,500/ ha.
(Projects already inspected for PALC application may not be charged inspection fee)	
3. Alteration of Plan (affected areas only)	Same as Final Approval and Development Permit
2. Certificate of Registration	P2,880
3. License to Sell	
• Processing Fee	P720/lot
• Inspection Fee *	P1,500/ha
4. Extension of Time to Develop	
• Processing Fee	P504
• Additional Fee on Floor Area of housing component and other development	P14.40 sq.m.
• Inspection Fee	P1500/ha
5. Certificate of Completion	
• Certificate Fee	P216
• Processing Fee	
• Inspection Fee	P1500/ha
6. Memorial Park/ Cemetery Project/ Columbarium	
1. Approval of Memorial Park/Cemetery Project/ Columbarium	
1. Preliminary Approval and Locational Clearance	
a. Memorial Project	P720/ha
b. Cemeteries	P288/ha
c. Columbarium	P3600/ha
• Inspection Fee	
a. Memorial Project	P1500/ha
b. Cemeteries	P1500/ha
c. Columbarium	P1500/ha
2. Final Approval and Development Permit	
a. Memorial Project	P3,00/ sq.m.
b. Cemeteries	P1,50/ sq.m.



(maximum of 5 lots per certificate)			
7. Other, to include:			
a. Availability of records/ public request		P288	
b. Certificate of no record on file		P288	
c. Certification of with or without CRLS		P288	
d. Certified true copy of documents (report size)			
• Document of five (5) pages or less		P43.20	
• Every additional page		P4.40	
e. Photo copy of documents		P3.00	
f. Other not listed above		P216	
8. Registration of Dealer/ Broker/ Salesman			
1. Dealers/Brokers		P720	
2. Salesman/ Agent		P288	
9. Homeowners Association			
1. Registration of HOA			
Examination/ Registration		Regular HOAS	CMP HOAS
• Articles of Incorporation		P940	780
• By-Laws		P940	780
2. Stamping of Books		P50/ book	
3. Amendments			
• Articles of Incorporation		P720	
• By-Laws		P720	
4. Dissolution of Homeowners Association		P720	
5. Certification of the new set of Officers		P504	
6. Other Certification		P216	
• Inspection Fee		P1500/ ha.	
7. Research Fee		P50/docket	
10. Legal Fees (CMP Project)			
1. Filing Fee		P1440	
2. Additional Fee for claims (for refund, damages, attorney's fee, etc.)			
1. Not more than P20,000		P173.00	
2. More than P20,000 but less than P80,000		P576	
3. P80,000 or more but less than P100,000		P864	
4. P100,000 or more but less than P150,000		P1440	
5. For each P1,000 in excess of P150,000		P7.20	
3. Motion for reconsideration		P600	
4. Petition of Review		P2880	
5. Prayer for Cease and Desist Order		P1200	
6. Pauper-litigants are exempt from payment of legal fees			
1. Those who gross income is not more than P6,000 per month and residing within M.M.			
2. Those who gross income is not more than P4,000 per month and residing within M.M.			
3. Those who do not own real property			
7. Government agencies and its instrumentalities are exempted from paying Legal fees			
8. Local government and government owned or controlled corporation with or without independent charters are not exempted paying legal fees.			
11. UPLC Legal Research Fee			
Computation of Legal Research Fee for the University of the Philippines Law Center			
(UPLR) remains at One Percent (1%) of every fee charged but shall in No Case Be Lower than P12.00			
		Covered by MEMORANDUM CIRCULAR NO. 18 Series of 2013 (October 2, 2013)	



City Social Welfare and Development Office

External Services



1. Aid for Individual in Crisis Situation (AICS)

The Aid to Individual in Crisis Situation (AICS) is part of the CSWD's protective services for the poor, marginalized and vulnerable disadvantaged individuals. The assistance maybe in the form of Transportation Assistance, Medical Assistance, Burial Assistance, Food and Non-Food Assistance and other supportive assistance.

Office or Division	City Social Welfare and Development Office
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen
Who May Avail	Residents of Tagbilaran City
Checklist Of Requirements	Where To Secure
<p>Medicine and Laboratory Assistance</p> <ul style="list-style-type: none"> ● Recent Prescription or Laboratory Request with price quotation (2 photocopies) ● Medical Certificate (2 photocopies) ● Certificate of Indigency (1 original, 1 photocopy) ● Valid ID of the person who will process the assistance (1 photocopy) ● Mayor's Slip ● BACU Slip <p>Burial Assistance</p> <ul style="list-style-type: none"> ● Registered Death Certificate (2 photocopies) ● Valid ID of the person who will process the assistance (1 photocopy) ● Certificate of Indigency (1 original, 1 photocopy) ● Mayor's Slip ● BACU Slip <p>Transportation Assistance</p>	<ul style="list-style-type: none"> ● Physician of Client ● Physician of Client ● Barangay Hall where client resides ● Client ● City Mayor's Office ● Barangay Affairs and Constituency Unit Office ● Local Civil Registrar ● Client ● Barangay Hall where client resides



<ul style="list-style-type: none">● Social Case Summary● Travel Expense Form● Certificate of Indigency (1 original, 1 photocopy)● Valid ID of the person who will process the assistance (1 photocopy)● Mayor's Slip● BACU Slip <p>Fire Victim Assistance</p> <ul style="list-style-type: none">● Fire Incident Report● Damage Assessment Report● Photo of fire damage● Certificate of Indigency (1 original, 1 photocopy)● Valid ID of the person who will process or Certificate of Residency (1 photocopy)● Mayor's Slip● BACU Slip <p>Calamities</p> <ul style="list-style-type: none">● Photo of Damage due to Calamity● Certificate of Indigency (1 original, 1 photocopy)● Valid ID● Mayor's Slip● BACU Slip	<ul style="list-style-type: none">● City Mayor's Office● Barangay Affairs and Constituency Unit Office <ul style="list-style-type: none">● CSWD Office● CSWD Office● Barangay Hall where client resides <ul style="list-style-type: none">● Client <ul style="list-style-type: none">● City Mayor's Office● Barangay Affairs and Constituency Unit Office <ul style="list-style-type: none">● Bureau of Fire Protection● Bureau of Fire Protection● Bureau of Fire Protection● Barangay Hall where client resides <ul style="list-style-type: none">● Client or Barangay Hall where client resides <ul style="list-style-type: none">● City Mayor's Office● Barangay Affairs and Constituency Unit Office <ul style="list-style-type: none">● CDRRMO● Barangay Hall where client resides <ul style="list-style-type: none">● Client
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		<ul style="list-style-type: none"> ● City Mayor's Office ● Barangay Affairs and Constituency Unit Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the person-in-charge of public assistance desk and state her purpose of coming to CSWD. Submit his/her complete documentary requirements.	1.1. Accepts the documentary requirements.	None	5 minutes	<i>Social Welfare Assistant CSWDO</i>
	1.2. Review the completeness and dates of the documentary requirements.	None	5 minutes	<i>Social Welfare Assistant CSWDO</i>
	1.3. Interview the client using the DSWD Form 200 for Case Summary.	None	5 minutes	<i>Social Welfare Assistant CSWDO</i>
	1.4. Prepare supporting documents.			<i>Social Welfare Assistant CSWDO</i>
	1.5. Process assistance through City Mayor's Office, City Budget Office, City Accountant's Office and City Treasurer's Office.	None	2 days	<i>Social Welfare Assistant CSWDO</i>
		None	14 days	



	1.6. Inform the client that the check is ready to be claimed at the City Treasurer's Office.	None	1 day	<i>Social Welfare Assistant CSWDO</i>
Total		None	17 days and 15 minutes	



2. Assistance to Children in Conflict with the Law

Provision of assistance for Children in Conflict with the Law including their parents.

Office or Division		City Social Welfare and Development Office- Office of the Senior Citizen's Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are children in conflict with the law		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Birth Certificate ● Social Case Study Reports ● Police Blotter 		<ul style="list-style-type: none"> ● Client/PSA ● CSWDO ● City PNP 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Policemen refer children in conflict with the law.	1.1. Gather data from the minor.	None	15 minutes	<i>Social Welfare Officer</i> CSDWO
	1.2. Discuss the case with the policemen and request for the police report.	None	1 hour	<i>Social Welfare Officer</i> CSDWO <i>Women and Children Protection Desk Officer</i> PNP
	1.3. Coordinate with the barangay officials where the minor lives for the exact location of	None	1 hour	<i>Social Welfare Officer</i> CSDWO



	<p>his/her resident to inform the parents.</p> <p>1.4. Interview the parents and require the minor's birth certificate.</p> <p>1.5. Gather collateral information from neighbors and relatives.</p> <p>1.6. Prepare social case study to determine if minor acted with discernment or not.</p> <p>1.7. Conduct case conference with the child's parents/guardians, WCPD and barangay officials.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>1 hour</p> <p>3 hours</p>	<p><i>Barangay Officials</i></p> <p><i>Social Welfare Officer</i> CSDWO</p> <p><i>Parents</i></p> <p><i>Social Welfare Officer</i> CSDWO</p> <p><i>Community</i></p> <p><i>Social Welfare Officer</i> CSDWO</p> <p><i>Social Welfare Officer</i> CSDWO</p> <p><i>WPCD</i></p>
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		None	2 hours	<i>Barangay Officials</i> <i>Parents</i>
2. Attend court hearing with the parents.	2. Attend court hearing regarding the case and assist the child.	None	4 hours	<i>Social Welfare Officer</i> CSDWO
Total		None	13 hours and 15 minutes	



3. Assistance to Physically-Abused Women and Children

Provision of technical assistance and guidance for women and their children who are victim-survivors of violence against women and children.

Office or Division		City Social Welfare and Development Office- Office of the Senior Citizen's Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are physically-abused women and children		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Blotter from the Women & Children's Welfare Desk (PNP) ● Medico Legal 		<ul style="list-style-type: none"> ● Tagbilaran City Police Station ● City Health Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Seek help.	1.1. Accommodate the victim, allowing her to disclose everything about her concerns/problems and other issues. Conduct interview after. 1.2. Give advice to the victim/family for recording the case at the WCPD (Women and Children Protection Desk).	None	1 hour	<i>Social Welfare Officer</i> CSDWO
		None	30 minutes	<i>Social Welfare Officer</i> CSDWO



2. Decide to file a case or not.	2. If the family decides to file a case, issue a Certificate of Indigency to be forwarded by the client to the Public Attorney's Office, if the client could not afford to pay for a private lawyer.	None	15 minutes	Social Welfare Officer CSDWO
Total		None	5 hours and 45 minutes	



4. Assistance to Sexually-Abused Women and Children

Provision of technical assistance and guidance for women and children who are victim-survivors of sexual abuse.

Office or Division		City Social Welfare and Development Office- Office of the Senior Citizen's Affairs (OSCA)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are sexually-abused women and children		
Checklist Of Requirements		Where To Secure		
● Blotter from the Women & Children's Welfare Desk (PNP)		● Tagbilaran City Police Station		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Seek help.	1.1. Accommodate the victim, allowing her to disclose everything about her concerns/problems and other issues. Conduct interview after.	None	1 hour	<i>Social Welfare Officer</i> CSDWO
	1.2. Accompany the client at the PNP-WCPD for filing of blotter. 1.3. Advise the client to undergo medico-legal examinations at the Pink Room of	None	1 hour	<i>Social Welfare Officer</i> CSDWO



	GCGMH. Accompany if her parents or guardians are not available.	None	1 hour	<i>Social Welfare Officer</i> CSDWO
	1.4. Accompany client to the WCPD for the finalization of affidavit.	None	1 hour	<i>Social Welfare Officer</i> CSDWO
2. Decide to file a case or not.	2. Accompany the client to court to file the case if they wish to proceed with the case and await the schedule of preliminary investigation issued by the court.	None	1 hour	<i>Social Welfare Officer</i> CSDWO
3. Attend court hearing.	3. Attend court hearing regarding the case and provide support for the client.	None	4 hours	<i>Social Welfare Officer</i> CSDWO WCPD
Total		None	9 hours	



5. Persons with Disability ID Card Registration

Issuance of PWD ID Card in order to avail of benefits as mandated in Republic Acts 7277 and 10754.

Office or Division		City Social Welfare and Development Office- Persons with Disability Affairs Office (PDAO)		
Classification		Highly Technical		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are differently-abled		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● PWD National Form ● PWD City Form ● Barangay Certification ● Birth Certificate ● 1x1 ID picture (2 copies) ● 2x2 ID picture (1 copy) ● Voter's Certification ● Medical Certificate as PWD ● Sketch of Residence with landmark 		<ul style="list-style-type: none"> ● PDAO ● PDAO ● Barangay Hall ● Client ● Client ● Client ● COMELEC ● City Health Office ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the person-in-charge of public assistance desk and state her purpose of coming to CSWD. Submit complete documentary requirements.	<p>1.1. Accept the documentary requirements. Inform the client that a text message shall be sent to inform him/her when the ID card is ready to be claimed.</p> <p>1.2. Review the completeness and dates of the</p>	None	5 minutes	<i>Registration In-Charge</i> PDAO



	documentary requirements.	None	5 minutes	<i>Registration In-Charge</i> PDAO
	1.3. Prepare Certification as a PWD and PWD ID. Prepare PWD Medicine and Grocery Booklets.	None	2 days	<i>Registration In-Charge</i> PDAO
	1.4. Process PWD application.			
	1.5. Inform the client that the ID and booklets are ready to be claimed at the CSWDO.	None	14 days	City Mayor's Office City Health Office
		None	1 day	<i>Registration In-Charge</i> PDAO
Total		None	17 days and 10 minutes	



6. Persons with Disability ID Card Renewal

Renewal of expired PWD ID Card in order to avail of benefits and discounts as mandated in Republic Acts 7277 and 10754.

Office or Division		City Social Welfare and Development Office- Persons with Disability Affairs Office (PDAO)		
Classification		Highly Technical		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are differently-abled		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● PWD National Form ● PWD City Form ● Barangay Certification ● Birth Certificate ● 1x1 ID picture (2 copies) ● 2x2 ID picture (1 copy) ● Voter's Certification ● Medical Certificate as PWD ● Sketch of Residence with landmark 		<ul style="list-style-type: none"> ● PDAO ● PDAO ● Barangay Hall ● Client ● Client ● Client ● COMELEC ● City Health Office ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the person-in-charge of public assistance desk and state her purpose of coming to CSWD. Submit his/her complete documentary requirements.	1.1. Accepts the documentary requirements.	None	5 minutes	<i>Registration In-Charge</i> PDAO
	1.2. Review the completeness and dates of the documentary requirements.	None	5 minutes	<i>Registration In-Charge</i> PDAO
	1.3. Prepare Certification as a PWD and PWD ID. Prepare PWD	None	2 days	<i>Registration In-Charge</i>



	Medicine and Grocery Booklets.			PDAO
	1.4. Process PWD application.	None	14 days	City Mayor's Office
	1.5. Inform the client the ID and booklets are ready to be claimed at the CSWDO.	None	1 day	City Health Office <i>Registration In-Charge</i> PDAO
	Total	None	17 days and 10 minutes	



7. Persons with Disability Issuance of Grocery and Medicine Booklets

Issuance of grocery and medicine booklets in order to avail of benefits as mandated in Republic Acts 7277 and 10754.

Office or Division		City Social Welfare and Development Office- Persons with Disability Affairs Office (PDAO)		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are differently-abled		
Checklist Of Requirements		Where To Secure		
● PWD ID		● Client (issued upon PWD registration)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present PWD ID that is not yet expired.	1. Verify the PWD ID.	None	5 minutes	<i>Issuance In-Charge</i> PDAO
2. Sign the acknowledgment receipt and receive the grocery or medicine booklet.	2. Provide acknowledgement for the grocery or medicine booklet.	None	5 minutes	<i>Issuance In-Charge</i> PDAO
Total		None	5 minutes	



8. Self-Employment Assistance

Self-Employment Assistance (SEA) is provided to women, solo parents, PWDs, senior citizens and families with existing small scale business. First loan grant is Php 1,000.00. If they are good payers, they can avail up to Php 5,000.00 loan to be paid for 6 months without interest.

Office or Division		City Social Welfare and Development Office		
Classification		Highly Technical		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Barangay Certificate of Residency ● SEA Case Plan Form ● SEA Agreement 		<ul style="list-style-type: none"> ● Barangay Hall where client resides ● CSWDO ● CSWDO 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the person-in-charge of public assistance desk and state her purpose of coming to CSWD. Submit his/her complete documentary requirements.	1.1. Accepts the documentary requirements.	None	5 minutes	SEA In-Charge CSWDO
	1.2. Review the completeness and dates of the documentary requirements. Inform the client to wait for the text message informing him/her of the approval.	None	5 minutes	SEA In-Charge CSWDO
	1.3. Prepare and have the Certificate of Eligibility and other supporting			



	documents approved.	None	2 days	<i>SEA In-Charge</i> CSWDO
	1.4. Process, review and approve SEA application.			
	1.5. Inform the client that the check is ready to be claimed at the City Treasurer's Office. Ask the client to sign the SEA agreement prior to claiming.	None	14 days	City Mayor's Office
		None	1 day	<i>SEA In-Charge</i> CSWDO
Total		None	17 days and 10 minutes	



9. Solo Parent ID Card Registration

Issuance of Solo Parent Identification Card in order to avail of benefits as mandated in Republic Act 8972.

Office or Division		City Social Welfare and Development Office		
Classification		Highly Technical		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Residents of Tagbilaran City who are solo parents		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Application Form ● Barangay Certification as a Solo Parent ● Birth Certificate of children 17 years old and below (1 photocopy) ● 1x1 ID picture (1 copy) ● If widow/er, death certificate of spouse (1 photocopy) 		<ul style="list-style-type: none"> ● CSWD Office ● Barangay Hall where Solo Parent resides ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Approach the person-in-charge of public assistance desk and state her purpose of coming to CSWD. Submit his/her complete documentary requirements.	1.1. Accepts the documentary requirements. Inform the client that a text message shall be sent to inform him/her when the ID card is ready to be claimed.	None	5 minutes	<i>Solo Parent In-Charge CSWDO</i>
	1.2. Review the completeness and dates of the documentary requirements.	None	5 minutes	<i>Solo Parent In-Charge CSWDO</i>



City Treasurer's Office

External Services



1. Collection of Business Tax, Water Payments, Regulatory, Service and Other Fees and Charge

It is the mandate of the City Treasurer's Office to impose collection of local taxes, fees, charges, as well as collections from income-generating economic enterprise within the territorial jurisdiction of Tagbilaran City.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
Business Tax ● Billing Statement Water Payments ● Billing Statement Fees and Charges ● Routing Slip/Order of Payment		● BPLO as computed by CTO ● Tagbilaran City Waterworks ● Concerned Office (City Government of Tagbilaran)		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure priority number at the PACD and wait to be called.	1. Provide priority number to the client.	None	5 minutes	<i>PACD Officer</i>
2. Present billing statement or routing slip upon call of priority number.	2. Compute based on City Ordinance.	None	10 minutes	<i>Business Assessor</i> City Treasurer's Office
3. Pay the fee.	3. Accept payment and	As indicated in the Order of Payment	5 minutes	<i>Collecting Officer</i>



	issue Official Receipt.			City Treasurer's Office
	Total	Amount indicated in the Order of Payment	20 minutes	

Note: Waiting time not included relative to volume of clients.



2. Computation and Collection of Real Property Tax

It is the mandate of the City Treasurer's Office to impose collection of real property tax on all real properties within the territorial jurisdiction of Tagbilaran City.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All Real Property Taxpayers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Previous RPT Official Receipts ● Tax Declaration 		<ul style="list-style-type: none"> ● City Treasurer's Office ● City Assessor's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure priority number at the PACD and wait to be called.	1. Provide priority number to the client.	None	5 minutes	<i>PACD Officer</i>
2. Present requirements upon calling of priority number.	2. Check requirements and input in the RPT system the data needed for the computation of bill.	RPT Tax Due: Basic = AV x 1.1% SEF = AV x 1% For lot with AV ≥ 50,000 SH = ½ of 1% AV = <i>Assessed Value</i>	20 minutes	<i>Collecting Officer</i> City Treasurer's Office
3. Pay the fee.	3. Accept payment and issue Official Receipt.	As indicated in the billing	5 minutes	<i>Collecting Officer</i> City Treasurer's Office



Total	Amount indicated in the previous RPT OR/RPT Billing	30 minutes	
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Note: Waiting time not included relative to volume of clients.



3. Issuance of Community Tax Certificate

The City Treasurer's Office issues Community Tax Certificate to individuals and corporations within the territorial jurisdiction of Tagbilaran City.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
Individual <ul style="list-style-type: none"> ● Information Slip Corporation <ul style="list-style-type: none"> ● Information Slip for New Business ● Business Tax Billing Statement for Renewal 		<ul style="list-style-type: none"> ● City Treasurer's Office ● City Treasurer's Office ● City Treasurer's Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure priority number at the PACD and wait to be called.	1. Provide priority number to the client.	None	5 minutes	<i>PACD Officer</i>
2. Fill out information slip and give to the collecting office upon calling of priority number.	2.1. Provide information slip.	None	10 minutes	<i>Collecting Officer</i>
	2.2. Input income in the system to generate amount due.	None	5 minutes	City Treasurer's Office
3. Pay the fee.	3.1. Accept payment and issue Community Tax Certificate.	Individual: Php 5.00 + [(GS/Php 1,000.00) x Php 1.00] / not	5 minutes	<i>Collecting Officer</i> City Treasurer's Office



		to exceed Php 5,000.00 Corporation: Php 500.00 + [(GS/Php 5,000.00) x Php 2.00] / not to exceed Php 10,000.00 GS=Gross Sales None		
	3.2. Release Community Tax Certificate.			
	Total	Amount indicated in the Order of Payment	20 minutes	

Note: Waiting time not included relative to volume of clients.



4. Issuance of Real Property Tax Clearance/Certification

The office issues clearance or certification to taxpayers who had fully paid their current year real property taxes on all respective real properties and have no prior year delinquency.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Real Property Taxpayers and Business Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● RPT Official Receipts ● Tax Declaration/Lot or Title Number 		<ul style="list-style-type: none"> ● City Treasurer's Office ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure priority number at the PACD and wait to be called.	1. Provide priority number to the client.	None	5 minutes	<i>PACD Officer</i>
2. Pay the clearance fee upon calling of priority number.	2. Receive payment and issue Official Receipt.	Php 100.00 per Real Property Owner	5 minutes	<i>Collecting Officer</i> City Treasurer's Office
3. Present requirements.	3. Check requirements in the databased for any unsettle RPT obligations.	None	10 minutes	<i>Collecting Officer</i> City Treasurer's Office
4. Receive the RPT Clearance and the OR.	4. Have the printed clearance signed by the City Treasurer then give to the client.	None	5 minutes	<i>Collecting Officer</i> City Treasurer's Office



				<i>City Treasurer</i> City Treasurer's Office
		Total	Amount as billed	25 minutes

Note: Waiting time not included relative to volume of clients.



5. Payroll Disbursement

Takes charge in disbursement of funds such as payroll for payment of salaries and other emoluments of government employees.

Office or Division		City Treasurer's Office-Cash Division		
Classification		Simple		
Type of Transaction		G2C-Government to Citizens		
Who May Avail		All LGU employees, non-government organization or individuals receiving salaries and wages, honorarium, allowances and other claims		
Checklist Of Requirements		Where To Secure		
<p>For individual claimants:</p> <ul style="list-style-type: none"> ● Government issued ID w/ signature of claimant ● Community Tax Certificate (current) <p>For representative:</p> <ul style="list-style-type: none"> ● Authorization Letter ● Government issued ID with signature of claimant (1 original and 1 photocopy) ● Community Tax Certificate of claimant ● Government issued ID with signature of representative 		<ul style="list-style-type: none"> ● LGU-Tagbilaran (CHRMDO), PRC, DFA, GSIS, SSS, COMELEC, or other government offices ● City Treasurer's Office <ul style="list-style-type: none"> ● Claimant ● LGU-Tagbilaran (CHRMDO), PRC, DFA, GSIS, SSS, COMELEC, or other government offices <ul style="list-style-type: none"> ● Claimant <ul style="list-style-type: none"> ● LGU-Tagbilaran (CHRMDO), PRC, DFA, GSIS, SSS, COMELEC, or other government offices 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present ID and other requirements at the Cashier window.	1.1. Receive and review authenticity of the requirements.	None	5 minutes	<i>Check Releasing Officer</i> City Treasurer's Office



	1.2. Check file for the payroll and give to the claimant or authorized representative.	None	10 minutes	
2. Sign the payroll in the row corresponding to their name.	2. Pay in cash the amount indicated in the payroll.	None	10 minutes	<i>Check Releasing Officer</i> City Treasurer's Office
Total		None	25 minutes	



6. Receiving of Incoming Letter of Requests, Queries and Other Treasury Concerns – Complex Queries

Takes appropriate action on requests made and queries asked in relation to tax imposition and treasury operations.

Office or Division		City Treasurer's Office		
Classification		Highly Technical		
Type of Transaction		G2C-Government to Citizens G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
● Request Letter (2 original copies)		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the letter request or queries to the Receiving Officer.	1.1. Stamp "received" on both copies. Return one copy to the requesting party and forward the other one to the City Treasurer.	None	15 minutes	<i>Receiving Officer</i> City Treasurer's Office
	1.2. Refer the request to the concerned division for appropriate action.	None	1 day	<i>City Treasurer</i> City Treasurer's Office
	1.3. Review the subject being requested/ queried. Request for opinion from concerned offices			



	to provide relevant facts. Prepare answer letter to request/query and facilitate its approval.	None	18 days	<i>Chief of Concerned Division</i> City Treasurer's Office
2. Receive the requested document or answer letter.	2. Convey the document thru registered mail, e-mail or personal delivery.	None	1 day	<i>Liaison Officer</i> City Treasurer's Office
Total		None	20 days and 15 minutes	



7. Receiving of Incoming Letter of Requests, Queries and Other Treasury Concerns – Simple Queries

Takes appropriate action on requests made and queries asked in relation to tax imposition and treasury operations.

Office or Division		City Treasurer's Office		
Classification		Complex		
Type of Transaction		G2C-Government to Citizens G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
● Request Letter (2 original copies)		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present the letter request or queries to the Receiving Officer.	1.1. Stamp "received" on both copies. Return one copy to the requesting party and forward the other one to the City Treasurer.	None	15 minutes	<i>Receiving Officer</i> City Treasurer's Office
	1.2. Refer the request to the concerned division for appropriate action.	None	1 day	<i>City Treasurer</i> City Treasurer's Office
	1.3. Prepare answer letter to request or query and facilitate its approval.			



		None	5 days	<i>Chief of Concerned Division</i> City Treasurer's Office
2. Receive the requested document or answer letter.	2. Convey the document thru registered mail, e-mail or personal delivery.	None	1 day	<i>Liaison Officer</i> City Treasurer's Office
Total		None	7 days and 15 minutes	



8. Releasing of Business Retirement or Closure

This is to make official the closure of businesses no longer operating to stop the running of taxes, fees, and charges due to them.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2B-Government to Business		
Who May Avail		All Business Entities		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Affidavit of Closure ● Affidavit of Gross Income (from January to the last business day) ● Business Permit and Plate ● Sketch Map 		<ul style="list-style-type: none"> ● Any Legal Office ● Any Legal Office ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure priority number at the PACD and wait to be called.	1. Provide priority number to the client.	None	5 minutes	<i>PACD Officer</i>
2. Submit requirements upon calling of priority number.	2.1. Check completeness of the documents, and for any unsettled obligation to the LGU. 2.2. Compute final billing based on the Affidavit.	None	30 minutes	<i>Business Assessor</i> City Treasurer's Office
3. Pay final billing and retirement fee.	3.1. Accept payment and issue Official Receipt.	Final billing + Php 115.00	5 minutes	<i>Collecting Officer</i>



	3.2. Proceed to processing of business retirement. Inspect business premises.	None	2 days	City Treasurer's Office <i>Business Assessor</i> City Treasurer's Office
4. Receive Certificate of Closure.	4. Release documents.	None	5 minutes	<i>Business Assessor</i> City Treasurer's Office
	Total	Final billing plus Php 115.00	2 days and 45 minutes	



9. Releasing of Issued Checks

Takes charge in disbursement of funds including check payment of all government obligations.

Office or Division		City Treasurer's Office-Cash Division		
Classification		Simple		
Type of Transaction		G2B-Government to Citizens		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Government issued ID with signature of claimant <p>For accredited suppliers:</p> <ul style="list-style-type: none"> ● Official/Collection/Acknowledge Receipt <p>For representative:</p> <ul style="list-style-type: none"> ● Authorization Letter ● Government issued ID with signature of claimant (1 original and 1 photocopy) ● Government issued ID with signature of authorized representative (1 original and 1 photocopy) 		<ul style="list-style-type: none"> ● PRC, DFA, GSIS, SSS, PAGIBIG, COMELEC, or Other Government Agencies ● Respective business establishment ● Claimant ● PRC, DFA, GSIS, SSS, PAGIBIG, COMELEC, or Other Government Agencies ● PRC, DFA, GSIS, SSS, PAGIBIG, COMELEC, or Other Government Agencies 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present ID and other requirements at the Cashier window.	1.1. Receive and review authenticity of the requirements.	None	5 minutes	<i>Check Releasing Officer</i>
	1.2. Check file for the disbursement	None	10 minutes	City Treasurer's Office



	voucher of the claimant.			
2. Issue Official/ Collection Receipt (for suppliers).	2. Receive and verify correctness of receipt.	None	10 minutes	<i>Check Releasing Officer</i> City Treasurer's Office
3. Affix name, signature and date received in the payment portion of DV.	3. Review if received portion has been filled out properly.	None	5 minutes	<i>Check Releasing Officer</i> City Treasurer's Office
4. Affix signature and date received in the logbook.	4. Release check to the claimant or authorized representative and stamp "paid" on DV.	None	5 minutes	<i>Check Releasing Officer</i> City Treasurer's Office
Total		None	35 minutes	

Note: Waiting time not included relative to volume of clients.



10. Tax on Transfer of Real Property

This is imposed on transfers of real properties through deed of sale, donation, extrajudicial settlements, or other modes of transferring ownership or title.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All seller, donor, transferor, executor or administrator of the subject Real Property		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Notarized Deed of Sale/Deed of Donation/Extrajudicial Settlement ● Tax Declaration ● Transfer Certificate of Title 		<ul style="list-style-type: none"> ● Client ● City Assessor's Office ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure priority number at the PACD and wait to be called.	1. Provide priority number to the client.	None	5 minutes	<i>PACD Officer</i>
2. Submit requirements upon calling of priority number.	2.1. Check the documents and enter in the system the market value or amount of consideration to determine transfer tax.	None	15 minutes	<i>Transfer Tax Assessor</i> City Treasurer's Office
3. Pay transfer tax of the real property.	3. Receive payment and issue Official Receipt.	75% of 1% of consideration or fair market value, whichever is higher	5 minutes	<i>Collecting Officer</i> City Treasurer's Office



		+ 25% surcharge if computation date is beyond 60 days of notarial date + 2% interest per month but not to exceed 72% of the tax due beyond 90 days of notarial date		
	Total	Based on the computation	25 minutes	

Note: Waiting time not included relative to volume of clients.



City Treasurer's Office

Internal Services



1. Computation and Billing of Real Property Tax for Newly-Assessed Properties

This determines the amount of real property tax due to taxpayers for new constructions, improvements, and/or prior real properties not yet assessed.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Business Permit and Licensing Office		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Tax Declaration for Newly-Assessed Property ● Old Tax Declaration ● Land Title 		<ul style="list-style-type: none"> ● City Assessor's Office ● City Assessor's Office ● Registry of Deeds 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Forward new assessment for computation of Real Property Tax.	1.1. Receive the requirements.	None	10 minutes	<i>RPT In-Charge</i> City Treasurer's Office
	1.2. Input in the RPT Tracs the data needed in the computation.	RPT Tax Due: Basic = AV x 1.1.% SEF = AV x 1% For lot with AV ≥ 50,000 SH = ½ of 1%	5 minutes per property	<i>RPT In-Charge</i> City Treasurer's Office



	1.3. Review printed RPT billing and forward it to the City Treasurer for approval.	<i>AV=Assessed Value</i> None	5 minutes	<i>RPT In-Charge</i> City Treasurer's Office
2. Receive computed RPT billing.	2. Return assessments together with the computed billing.	None	5 minutes	<i>RPT In-Charge</i> City Treasurer's Office
Total		Amount in the RPT Billing	25 minutes per property	



2. Computation of Local Business Tax for Business Permit

It is the mandate of the City Treasurer's Office to determine the business tax and other related fees and charges of all establishments conducting business within the territorial jurisdiction of Tagbilaran City.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		Business Permit and Licensing Office		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> • Signed Unified Form with the following declaration: Gross Income for renewal and Capital for new businesses 		<ul style="list-style-type: none"> • Business Permit and Licensing Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the Unified Form (application).	1.1. Receive the application and forward it to the Business Tax Division.	None	2 minutes	<i>Receiving Officer</i> City Treasurer's Office
	1.2. Input the gross receipts or capital in the system to generate the tax due. Print the Billing Statement.	None	5 minutes	<i>Business Tax Assessor</i> City Treasurer's Office
2. Receive back the documents with the Billing Statement attached.	2. Log the name of businesses with printed billing then return the documents to BPLO.	None	3 minutes	<i>Receiving Officer</i> City Treasurer's Office



Total	None	10 minutes per application but 1 hour during January renewal	
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3. Issuance of Accountable Forms

Being the custodian of all accountable forms requisitioned by the LGU, the City Treasurer's Office maintains complete records on the receipt, issuance, remittance, and transfer of the same.

Office or Division		City Treasurer's Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		All Barangay Treasurers and Accountable Officers		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Request and Issue Voucher (4 copies) ● Request and Issue Slip (4 copies) ● Confirmation Letter of Bonded Accountable Officer (presented on the first request of Accountable Form) 		<ul style="list-style-type: none"> ● Office of the requesting party ● Office of the requesting party ● Bureau of Treasury 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present Request Forms for verification of remaining balances to the CTO in-charge for CTCs and CTs and Accounting in-charge for AF51s.	1. Check correctness of indicated remaining unremitted accountable forms of requesting party.	None	5 minutes	<i>Person In-Charge</i> City Treasurer's Office <i>Person In-Charge</i> City Accountant's Office
2. Secure City Treasurer's signature for	2. Sign the Request and Issue Voucher.	None	5 minutes	<i>City Treasurer</i>



approval of request made.				City Treasurer's Office
3. Present requirements to the Supply Officer.	3. Review completeness of requirements then return to requesting party for payment (payment only for non-City Hall collectors.	None	5 minutes	Supply Officer City Treasurer's Office
4. Secure priority number at the PACD and wait to be called.	4. Give priority number to the client.	None	5 minutes	PACD Officer
5. Pay upon calling of priority number.	5. Receive payment and issue Official Receipt.	AF 51 – Php 165.00 CTC – Php 100.00 CT – Php 150.00	5 minutes	Collecting Officer City Treasurer's Office
6. Present the Official Receipt as proof of payment to the Supply Officer.	6. Receive and review the Official Receipt. Prepare Invoice and Receipt of Accountable Form.	None	10 minutes	Supply Officer City Treasurer's Office
7. Check and receive the Accountable Forms requested and sign the logbook.	7. Release the Accountable Forms requested and give the logbook to the accountable officer.	None	25 minutes	Supply Officer City Treasurer's Office



Total	Total fee depends on type and quantity of Accountable Forms requested	1 hour	
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Note: Waiting time not included relative to volume of clients.



4. Processing of Fidelity Bond

Every officer of the LGU whose duty requires possession, custody and/or control of local government funds and properties shall be held accountable for the same and must be properly bonded. The office facilitates the processing of the fidelity bonds.

Office or Division		City Treasurer's Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		All Accountable Officers of LGU-Tagbilaran		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Duly filled-out General Form 57A (4 copies) ● Duly filled-out General Form 58A (4 copies) ● Statement of Assets, Liabilities and Networth (SALN) ● Certificate of Appointment ● Oath of Office ● 2x2 ID Picture 		<ul style="list-style-type: none"> ● City Treasurer's Office ● City Treasurer's Office ● Client ● CHRMDO ● CHRMDO ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit the requirements to the CTO Staff in-charge.	1.1. Review authenticity and completeness of requirements.	None	10 minutes	<i>Person In-Charge</i> City Treasurer's Office
	1.2. Prepare and process payment documents for Bureau of Treasury (BTr).	None	5 days	<i>Person In-Charge</i> City Accountant's Office
	1.3. Bring the approved check			



	<p>and voucher to the BTr for verification.</p> <p>1.4. Proceed to the Development Bank of the Philippines to deposit payment of fidelity bond.</p> <p>1.5. Submit validated deposit slip together with all required documents to BTr.</p> <p>1.6. Wait and receive confirmation letter from BTr.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p>	<p><i>Person In-Charge</i></p> <p>City Accountant's Office</p> <p><i>Liaison Officer</i></p> <p>City Accountant's Office</p> <p><i>Liaison Officer</i></p> <p>City Accountant's Office</p> <p><i>Liaison Officer</i></p> <p>City Accountant's Office</p>
<p>2. Receive the confirmation letter and sign the logbook as proof of receipt.</p>	<p>2. Forward the confirmation letter and allow requesting party to acknowledge receipt.</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Person In-Charge</i></p> <p>City Treasurer's Office</p>



Total	None	6 days and 30 minutes	
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Tagbilaran City College

External Services



1. Application for Guidance Volunteers

A social support group that offers support services to the school in empowering students academically and socially and to prevent the expansion of conduct/behavioral problems through social skills training and education through the help of student volunteers.

Office or Division		Tagbilaran City College-Guidance Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Application Form ● Student's Waiver ● Test Results 		<ul style="list-style-type: none"> ● Guidance Office ● Guidance Office ● Guidance Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out the Application Form and Student's Waiver.	1. Prepare forms and distribute it to the applicants.	None	5 minutes	<i>Guidance Staff/ Guidance Counselor</i> TCC
2. Submit the completed forms.	2. Collect and review the forms, and conduct interview.	None	5 minutes	<i>Guidance Counselor</i> TCC
3. Take Team Roles Test and Personality Test.	3. Assess results and provide feedback to applicant.	None	45 minutes	<i>Guidance Counselor</i> TCC
Total		None	55 minutes	



2. Application for Library Services

Students and faculty may avail of the library services of TCC.

Office or Division		Tagbilaran City College-Library		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> Valid TCC ID <p>For non-TCC clients:</p> <ul style="list-style-type: none"> Valid ID Referral Letter 		<ul style="list-style-type: none"> Client Institution they are currently connected 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present valid TCC ID with validation for the current semester. For non-TCC clients, present valid ID and referral letter and pay Library Fee at the Treasurer's Office.	1. Verify client's accountability. Verify ID and conduct a short reference interview and ask for the receipt after payment.	None Php 50.00/day	1 minute 2 minutes	<i>College Librarian</i> TCC
2. Fill out library registration form.	2. Process application.	None	2 minutes	<i>College Librarian</i> TCC



3. Receive countersigned ID.	3. Countersign ID.	None	1 minute	<i>College Librarian</i> TCC
4. Listen/ask questions on privilege in the use of library resources.	4. Orient users on their library privilege.	None	5 minutes	<i>College Librarian</i> TCC
Total		None or Php 50.00/day	9 minutes	



3. Approval of NSTP Extension Program

This procedure describes the simplified transaction process for the approval of the proposed outreach project or activity undertaken through NSTP Office.

Office or Division		Tagbilaran City College-NTSP Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Personnel		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Fully accomplished project/activity ● Proposal form and other documents required from different offices 		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit proposal: - proposal using the prescribed form - letter request from the external client if applicable - documents required by the Finance Office i.e. PPMP, BOR, PR, etc.	1. Evaluate and recommend the proposal.	None	1 hour	<i>NSTP Coordinator, Academic Chairman</i> TCC
2. If disapproved, the client revises the proposal according to the recommendation/s.	2. Sign or return the document to the client.	None	1 day	<i>NSTP Coordinator</i> TCC



If approved, the client secures approval from the other signatories (i.e. Budget Office, Accounting).				<i>Budget Officer, Finance Officer</i> CGO Tagbilaran
3. Submit documents to the NSTP Office, Academic Chairman and Research and Extension Officer.	3. Review and approve the proposal.	None	1 day	<i>NSTP Coordinator, Academic Chairman, Research and Extension Officer</i> TCC
4. Submit documents to the Office of the College Director.	4. Review and approve the proposal.	None	1 day	<i>College Director</i> TCC
Total		None	4 days	



4. Approval of NSTP In-School Learning Development

This procedure describes the transaction process of the approval of the projects or activities that can be applied only inside the school premises.

Office or Division		Tagbilaran City College-NTSP Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Personnel		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Fully accomplished project/activity ● Proposal form and other documents required from different offices 		<ul style="list-style-type: none"> ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit proposal: - proposal using the prescribed form - letter request from the external client if applicable - documents required by the Finance Office i.e. PPMP, BOR, PR, etc.	1. Evaluate and recommend the proposal.	None	1 hour	<i>NSTP Coordinator, Academic Chairman</i> TCC
2. If disapproved, the client revises the proposal according to the recommendation/s.	2. Sign or return the document to the client.	None	1 day	<i>NSTP Coordinator</i> TCC



If approved, the client secures approval from the other signatories (i.e. Budget Office, Accounting).				<i>Budget Officer, Finance Officer</i> CGO Tagbilaran
3. Submit documents to the NSTP Office and Academic Chairman.	3. Review and approve the proposal.	None	1 day	<i>NSTP Coordinator, Academic Chairman</i> TCC
4. Submit documents to the Office of the College Director.	4. Review and approve the proposal.	None	1 day	<i>College Director</i> TCC
Total		None	4 days	



5. Approval of Project or Activity Proposal

This procedure describes the simplified transaction process for the approval of project or activity proposal undertaken through the Office of the Research and Extension.

Office or Division		Tagbilaran City College-Research and Extension Office		
Classification		Simple		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Faculty and Staff		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Proposal using the prescribed form ● Request Letter ● If applicable, required documents 		<ul style="list-style-type: none"> ● Client ● External Client ● Finance Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit proposal and other documents.	1. Evaluate and recommend the proposal.	None	1 hour	<i>Program Coordinator/ Academic Chairman/ R&E Coordinator</i> TCC
2. If approved, the client secures approval from the other signatories (City Budget Office and City Accountant's Office). If disapproved, the client revises the proposal according to the	2. Sign or return the document to the client.	None	1 day	<i>R&E Coordinator</i> TCC



recommenda- tions.				<i>City Budget Officer/City Accountant/ R&E Coordinator</i>
3. Submit documents to the Research and Extension Office.	3. Review and approve the proposal.	None	1 day	<i>R&E Coordinator TCC</i>
4. Submit documents to the Office of the College Director.	4. Review and approve the proposal.	None	1 day	<i>College Director TCC</i>
Total		None	3 days and 1 hour	



6. Borrowing of Sports Equipment

Processing the requested equipment for the students of TCC.

Office or Division		Tagbilaran City College-Sports and Athletics Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		TCC Students		
Checklist Of Requirements		Where To Secure		
●Official Receipt of Payment		●Finance Section of TCC		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present valid TCC ID with validation for the current semester.	1. Verify the ID and see the record of the borrower.	None	1 minute	<i>Sports Coordinator</i> TCC
2. Fill out the borrowing slip.	2. Receive the request form and asks the client to log his/her name, the document asked for, and the time the document is asked on the logbook provided.	None	2 minutes	<i>Sports Coordinator</i> TCC
3. Listen to the agreement upon borrowing the equipment.	3. Countersign the receiver signature and prepare the requested equipment.	None	2 minutes	<i>Sports Coordinator</i> TCC
4. Receive countersigned ID.	4. Present equipment.	None	2 minutes	<i>Sports Coordinator</i> TCC
Total		None	7 minutes	



7. Career Exploration and Guidance

Career Guidance is the assistance provided to students in career-related decisions by exploring their interests, skills, values and traits. This includes, pre-employment seminars to discuss topics in resume-writing, work ethics, job interviews and personality development necessary in building one's work character.

Office or Division		Tagbilaran City College-Guidance Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students		
Checklist Of Requirements		Where To Secure		
•None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Know the schedule of career guidance seminars and make appointments.	1. Provide and disseminate schedules of career guidance seminars.	None	5 minutes	<i>Guidance Counselor</i> TCC
2. Attend/ participate in the scheduled career guidance seminars.	2. Prepare logistics needed for the seminar. Conduct the career guidance seminar. Provide evaluation sheets after the seminar.	None	4 hours	<i>Guidance Counselor</i> TCC
Total		None	4 hours and 5 minutes	



8. Circulation Services

Students and faculty may borrow and check out books available in TCC.

Office or Division		Tagbilaran City College-Library		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Valid TCC ID <p>For non-TCC clients:</p> <ul style="list-style-type: none"> ● Valid ID ● Referral Letter 		<ul style="list-style-type: none"> ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present countersigned TCC ID.	1. Check borrower's ID.	None	1 minute	<i>College Librarian</i> TCC
2. Fill out Book Card.	2. Check out and stamp due date on the Book Card and the Date Due Slip.	None	2 minutes	<i>College Librarian</i> TCC
3. Return materials and pay fines (if any).	3. Ask for receipt for the library fines (if any).	None	5 minute	<i>College Librarian</i> TCC
Total		None	8 minutes	



9. Claiming of Awards and Other Incentives

This applies to those researches recognized by the college which won in R&E competition and conferences, were published, cited and patented.

Office or Division		Tagbilaran City College-Research and Extension Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Faculty and Staff		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● R&E Form ● R&E Citation of Research Publication in Peer Reviewed Journals ● R&E Research Publication in Peer Reviewed Journals ● R&E Oral/Poster Presentation for Research or Research Contest Awards ● R&E Patent Registration Extension/Development Activity ● Accomplishment Report 		<ul style="list-style-type: none"> ● R&E Office ● R&E Office ● Client ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit pertinent documents for incentive claims of duly-recognized projects of the College (fully-accomplished R&E form).	1. Evaluate and endorse the granting of the incentive.	None	5 minutes	R&E Coordinator TCC



<p>2. Submit the document to the R&E Committee for review and recommendation.</p>	<p>2.1. Validate the documents submitted.</p> <p>2.2. Sign or return the document to the client.</p>	<p>None</p>	<p>2 days</p>	<p><i>R&E Coordinator TCC</i></p> <p><i>R&E Coordinator TCC</i></p>
<p>3. Submit documents to the College Director.</p>	<p>3.1. Review and approve the claim for incentives, approve and issue an endorsement letter to the Finance Unit.</p> <p>3.2. Prepare and facilitates the approval of the disbursement voucher.</p> <p>3.3. Forward disbursement voucher to the College Director to be stamped RECEIVED.</p> <p>4.3. Facilitate payment and furnish the College Director</p>	<p>None</p>	<p>2 days</p>	<p><i>College Director, R&E Coordinator, Finance Services, Accounting Staff, Cashier</i></p>



	with the approved copy of the RECO form, DV and proof of payment.			
Total		None	5 days	



10. Conduct of Guidance Seminar or Talks

The seminar and talks provided aims to enhance and assist students in their personal, educational, and occupational planning through comprehensive and relevant information.

Office or Division		Tagbilaran City College-Guidance Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students		
Checklist Of Requirements		Where To Secure		
•None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Know the schedule of career guidance seminars and make appointments.	1. Provide and disseminate schedules of career guidance seminars.	None	5 minutes	<i>Guidance Counselor</i> TCC
2. Attend/ participate in the scheduled career guidance seminars.	2. Prepare logistics needed for the seminar. Conduct the career guidance seminar. Provide evaluation sheets after the seminar.	None	4 hours	<i>Guidance Counselor</i> TCC
Total		None	4 hours and 5 minutes	



11. Conduct of Research and Extension Activity

This procedure describes the transaction process in the conduct of research and extension activity of the college. This applies to all research and extension activities undertaken by the college.

Office or Division		Tagbilaran City College-Research and Extension Office		
Classification		Highly Technical		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Faculty and Staff		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> Fully-accomplished research or extension proposal form (3 original copies) 		<ul style="list-style-type: none"> Research and Extension Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Prepare the Research/ Extension Proposal.	1. Receive, stamp and record the correspondence.	None	15 minutes	<i>Program Coordinator/ Academic Chairman/ R&E Coordinator</i> TCC
2. Present R&E proposal to the Research and Extension Committee.	2.1. Evaluate the proposal through the panel of experts in-charge.	None	2 days	<i>R&E Coordinator</i> TCC <i>R&E Committee</i>
	2.2. Consolidate the comments and suggestions by the experts.	None	5 days	<i>R&E Coordinator</i> TCC



				<i>R&E Committee</i>
3. Receive the summary of the expert's comments/ suggestions for appropriate action.	3. Furnish copy of the summary of comments/ suggestions of the experts to the clients.	None	1 day	<i>R&E Committee</i>
4. Submit the revised proposal.	4.1. Receive, stamp and record the correspondence (revised proposal).	None	15 minutes	<i>R&E Coordinator TCC</i>
	4.2. Review revised proposal. If disapproved, return to client.	None	5 days	<i>R&E Coordinator TCC</i>
				<i>R&E Committee</i>
5. If approved, the researcher submits additional supporting documents together with the PPMP and PR.	5.1. Receive, stamp and record the correspondence (review compliance).	None	1 day	<i>R&E Coordinator TCC</i>
	5.2. Consolidate	None	90 days	



	the approved researches and submit IOB for Board Approval.			<i>R&E Coordinator</i> TCC <i>R&E Committee</i> <i>Board of Trustees</i>
	5.3. Prepare the MOA and SO issued to clients.	None	3 days	<i>R&E Coordinator</i> TCC
Total		None	107 days and 30 minutes	



12. Counseling

The counseling service is given to bona fide students of Tagbilaran City College who are seeking help/assistance geared towards positive improvement of the students for a holistic development.

Office or Division		Tagbilaran City College-Guidance Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students, Faculty and Staff		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Referral Slip/Call Slip ● Informed Consent 		<ul style="list-style-type: none"> ● Guidance Office ● Guidance Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
<p>1. For walk-in clients, log in the record book and proceed to the Guidance counselor.</p> <p>If referred client/student, log-in the record book, present to the guidance staff the call slip where the date and time of the session are indicated.</p>	<p>1. Send the client to the counseling room.</p> <p style="text-align: center;">OR</p> <p>Send the client to the counseling room and collect the pass slip.</p>	None	3 minutes	<i>Guidance Staff</i> TCC
<p>2. Proceed and enter the counseling room with the</p>	<p>2. Establish rapport with the counselee.</p>	None	10 minutes	<i>Guidance Counselor</i> TCC



Guidance Counselor.				
3. Open up the problem to the counselor.	3. Listen, facilitate and process.	None	30 minutes	<i>Guidance Counselor</i> TCC
4. Develop insight and course of action.	4. Summarize what transpired during the counseling session and help the counselee develop insights which lead him to a course of action. <i>Note: Appointment for another session may be made depending on the case or problem confronting the client.</i>	None	15 minutes	<i>Guidance Counselor</i> TCC
5. Log out in the record book.	5. Record the counseling Session.	None	2 minutes	<i>Guidance Counselor</i> TCC
Total		None	1 hour	



13. Endorsement of Research Project for Payment of Honorarium

This describes the procedure for payment of honorarium through an endorsement letter forwarded to the College Director. This applies to those researches that have been funded by the college.

Office or Division		Tagbilaran City College-Research and Extension Office		
Classification		Highly Technical		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Faculty and Staff		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● DTR (3 original copies) ● Terminal Report (3 original copies) ● If ongoing, R&E Progress Report (3 original copies) ● Special Order (photocopy) ● BOR (photocopy) ● MOA (photocopy) ● IOB (photocopy) 		<ul style="list-style-type: none"> ● Client ● Client ● Client ● Client ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submits Terminal Report or R&D Progress Report to the R&E Office.	1.1. Receive and review completeness.	None	20 minutes per project	<i>R&E Coordinator</i> TCC
	1.2. If approved, prepare the endorsement for payment and forward it to the College Director.	None	1 day	<i>R&E Coordinator</i> TCC <i>College Director</i> TCC
2. Submit the signed/approved				



documents to the City Accountant's Office and follow procedure in respective office.				
	Total	None	1 day and 20 minutes	



14. Enrollment of Incoming Freshmen and Transferees

The process involved in admitting freshmen and transferees in Tagbilaran City College.

Office or Division		Tagbilaran City College-Registrar's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		All incoming freshmen and transferees		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Accomplished Enrollment Form ● Accomplished Student Information Sheet ● PSA Birth Certificate (1 original copy and 2 photocopies) ● SHS Report Card (1 original copy and 2 photocopies) ● Certificate of Good Moral Character (1 original copy and 2 photocopies) ● Certificate of Low Income (1 original copy and 2 photocopies) ● 2 pieces 2x2 ID photo ● 3 pieces long brown envelope ● Official Receipt of Payment for Document applied for ● For transferees, Transcript of Records and Transfer Credential (1 original copy and 2 photocopies) ● For non-Tagbilaran residents, Endorsement Letter from the Municipal Mayor (1 original copy and 2 photocopies) 		<ul style="list-style-type: none"> ● Registrar's Office ● Registrar's Office ● PSA ● Previous School Attended ● Previous School Attended ● Barangay ● Client ● Client ● Finance Section ● Previous School Attended ● Municipal Mayor 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Secure and fill out Enrollment Form and	1. Issue Enrollment Form and Student	None	15 minutes	<i>Registrar's Office Staff</i>



Student Information Sheet.	Information Sheet.			TCC
2. Submit enrollment requirements.	2. Accept and evaluate the enrollment requirements submitted.	None	15 minutes	<i>Registrar's Office Staff</i> TCC
3. Pay the Enrollment/ Registration Fee.	3. Receive the payment.	Php 200.00	10 minutes	<i>Cashier/ Accounts Clerk</i> TCC
4. Proceed to the Guidance Office for the initial interview.	4. Evaluate the Student Information Sheet.	None	15 minutes	<i>Guidance Counselor</i> TCC
5. Proceed to the Office of the Program Coordinator for the academic advising.	5. Receive and evaluate student requirements.	None	10 minutes	<i>Faculty</i> TCC <i>Program Coordinator</i> TCC
6. Proceed to Student Affairs Office (SAO) for ID pictorial.	6. Take the photo of the student for school ID.	None	10 minutes	<i>SAO Staff</i> TCC
7. Go back to Registrar's Office-Window 3 to get the Study Load.	7. Receive student's course evaluation slip from the Program Coordinator and release student's Study Load.	None	15 minutes	<i>Registrar's Office Staff</i> TCC
Total		Php 200.00	1 hour and 30 minutes	



15. Enrollment of Returning Students

The process involved in admitting returning students in Tagbilaran City College.

Office or Division		Tagbilaran City College-Registrar's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Returning Students		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Accomplished Enrollment Form ● Grades from the previous Semester ● Official Receipt of Enrollment Fee payment 		<ul style="list-style-type: none"> ● Registrar's Office-Window 1 ● Client ● Cashier 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Get a copy of the Admission Form and fill it out.	1. Issue Admission Form for the returning student.	None	10 minutes	<i>Registrar's Office Staff</i> TCC
2. Proceed to the Program Coordinator's Office for the academic advising.	2. Evaluate student's grade in the previous semester and issue the Course Evaluation Slip.	None	15 minutes	<i>Faculty</i> TCC <i>Program Coordinator</i> TCC
3. Pay the Enrollment/ Registration Fee.	3. Receive the payment.	Php 200.00	10 minutes	<i>Cashier/ Accounts Clerk</i> TCC
4. Submit the Admission Form to the Registrar's Office-Window 3	4. Receive student's Admission Form and Course Evaluation Slip	None	15 minutes	<i>Registrar's Office Staff</i> TCC



and get Study Load.	from the Program Coordinator, and release student's Study Load.			
Total		Php 200.00	50 minutes	



16. Exit Interview

Interview is provided to outgoing students who wish to discontinue their education in the institution. This is to evaluate and enhance the programs provided by the school to the students and to gather information for possible intervention.

Office or Division		Tagbilaran City College-Guidance Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Withdrawal Form ●Letter of Intent 		<ul style="list-style-type: none"> ●Registrar's Office ●Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Bring Withdrawal Form and Letter of Intent to the guidance office. Log in the transaction at the office logbook.	1. Assist and send student to the counseling office.	None	5 minutes	<i>Guidance Staff</i> TCC
2. Proceed and enter the counseling room with the Guidance Counselor.	2. Establish rapport with client.	None	5 minutes	<i>Guidance Counselor</i> TCC
3. Share reason for withdrawal or discontinuation of education.	3. Listen, interview and facilitate student's concern/issue. Sign student's withdrawal form.	None	15 minutes	<i>Guidance Counselor</i> TCC



4. Log out in the record book.	4. Instruct client on the next steps.	None	5 minutes	<i>Guidance Counselor</i> TCC
Total		None	30 minutes	



17. Facilitation of Research Queries

The TCC Library assists students and faculty in their research activities.

Office or Division		Tagbilaran City College-Library		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		All		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● Valid TCC ID <p>For non-TCC clients:</p> <ul style="list-style-type: none"> ● Valid ID ● Referral Letter 		<ul style="list-style-type: none"> ● Client ● Client ● Client 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Consult the Librarian thru email, telephone, or face to face conversation (with proper health protocol).	1. Conduct reference interview and provide information.	None	Situation-specific depending on the client's query	<i>College Librarian</i> TCC
Total		None	Situation-specific time	



18. Issuance of Certificate of Good Moral Character

The Certificate of Good Moral Character is given to student who is currently/was enrolled at Tagbilaran City College. This certificate is given provided that the student has not been involved in any disciplinary case in school during his/her stay at TCC.

Office or Division		Tagbilaran City College-Student Affairs Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Students of TCC		
Checklist Of Requirements		Where To Secure		
● Official Receipt of Payment		● Cashier		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Pay the Certificate Fee at the Cashier.	1. Accept the payment and give the Official Receipt containing the student's complete name, program and section.	Php 50.00	5 minutes	Cashier/ Accounts Clerk TCC
2. Proceed to the Student Affairs Office and present the Official Receipt issued by the Accounts Clerk.	2.1. Receive the Official Receipt and ask the client to log his/her name, the document asked for, and the time the document is asked.	None	3 minutes	SAO Coordinator TCC
	2.2. Makes the certificate and sign it.	None	5 minutes	



				SAO Coordinator TCC
3. Check the accuracy of the information stated therein.	3. Ask the client to state the time when the document is released on the logbook.	None	3 minutes	SAO Coordinator TCC
Total		Php 50.00	16 minutes	



19. Issuance of Certificate of No Other Scholarship

The Certificate of No Other Scholarship is given to bona fide students of Tagbilaran City College who are applying for a scholarship program or financial assistance with any public/private agencies, foundations or organizations.

Office or Division		Tagbilaran City College-Student Affairs Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Students of TCC		
Checklist Of Requirements		Where To Secure		
● Official Receipt of Payment		● Cashier		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Pay the Certificate Fee at the Cashier.	1. Accept the payment and give the Official Receipt containing the student's complete name, program and section.	Php 50.00	5 minutes	Cashier/ Accounts Clerk TCC
2. Proceed to the Student Affairs Office and present the Official Receipt issued by the Accounts Clerk.	2.1. Receive the Official Receipt and ask the client to log his/her name, the document asked for, and the time the document is asked.	None	3 minutes	SAO Coordinator TCC
	2.2. Makes the certificate and sign it.	None	5 minutes	



				SAO Coordinator TCC
3. Check the accuracy of the information stated therein.	3. Ask the client to state the time when the document is released on the logbook.	None	3 minutes	SAO Coordinator TCC
Total		Php 50.00	16 minutes	



20. Issuance of Medical Certificate

The clinic provides medical certificate to students for whatever purpose they may need it.

Office or Division		Tagbilaran City College-Clinic		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students, Faculty and Staff		
Checklist Of Requirements		Where To Secure		
● Valid TCC ID		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present valid TCC ID.	1. Verify client's identification.	None	2 minutes	<i>Nurse</i> TCC
2. Provide personal data and answer questions truthfully.	2. Assess vital signs, including blood pressure, weight.	None	10 minutes	<i>Nurse</i> TCC
3. Undergo medical examination.	3. Perform medical examination.	None	10 minutes	<i>Nurse</i> TCC
4. Receive medical certificate.	4. Issue and sign medical certificate.	None	5 minutes	<i>Medical Officer</i> TCC
Total		None	27 minutes	



21. Medical or Dental Consultation

The clinic provides medical and dental consultation to students, faculty and staff.

Office or Division		Tagbilaran City College-Clinic		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students, Faculty and Staff		
Checklist Of Requirements		Where To Secure		
● Valid TCC ID		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Present valid TCC ID.	1. Verify client's identification.	None	2 minutes	<i>Nurse</i> TCC
2. Provide personal data and answer questions truthfully.	2.1. Perform physical assessment, health interview, and other relevant procedures. 2.2. Provide nursing and pharmacologic intervention. 2.3. Refer to the physician or dentist.	None	20 minutes	<i>Nurse</i> TCC
Total		None	22 minutes	



22. Monitoring of Research and Extension Projects

This procedure aims to establish a mechanism in evaluating and monitoring the status of college-approved researches thereby ensuring excellent research output.

Office or Division		Tagbilaran City College-Research and Extension Office		
Classification		Complex		
Type of Transaction		G2G-Government to Government		
Who May Avail		TCC Faculty and Staff		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ● R&E Project Monitoring Form ● Communication Letter ● R&E Progress Report (Narrative) ● Terminal Report ● Research Proposal ● Research Review / Summary of Evaluators' Analysis 		<ul style="list-style-type: none"> ● R&E Office ● Client ● Client ● Client ● Client ● R&E Office 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Submit progress/ accomplishment report to the R&E Office.	1.1. Receive the progress/ accomplishment report from the researcher/s.	None	5 minutes	R&E Coordinator TCC
	1.2. Review the progress report. If there is a major output, progress report form is forwarded to the R&E Committee and to the College Director for	None	1 day	R&E Coordinator TCC R&E Committee



	approval. Otherwise, R&E Office returns the form of the project leader for further accomplishment.			
2. Submit terminal report form/ accomplishment report.	2. Prepares the endorsement for payment and forward it to the College Director.	None	2 days	<i>R&E Coordinator</i> TCC
Total		None	1 day	



23. Releasing of Credentials and Documents

Filing for the release of the following credentials and documents: Official Transcript of Records (original/re-issuance), Honorable Dismissal/Transfer Credential, Certificate of Enrollment, Certificate of Grades, and Certificate of English as the Medium of Instruction.

Office or Division		Tagbilaran City College-Registrar's Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen		
Who May Avail		Students		
Checklist Of Requirements		Where To Secure		
<ul style="list-style-type: none"> ●Accomplished Application/Request Form ●Clearance ●Official Receipt of Payment for Document applied for 		<ul style="list-style-type: none"> ●Registrar's Office-Window 3 ●Registrar's Office-Window 3 ●Cashier 		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Fill out Application Form for documents applied for.	1. Issue Application Form for documents applied for and check pertinent records.	None	15 minutes	<i>Registrar's Office Staff</i> TCC
2. Pay corresponding fees at the Cashier's Office.	2. Accept payment for document/s requested.	Php 50.00 per page Transfer Credential Package: Php 350.00	15 minutes	<i>Cashier/ Accounts Clerk</i> TCC
3. File the application/ request form at the Registrar's	3. Check entries in the Application Form, O.R. and duly signed clearance.	None	15 minutes	<i>Registrar's Office Staff</i> TCC



Office and get the claim stub.				
4. Present claim stub on appointed date and get the document/s.	4. Release credential/s applied for.	None	15 minutes	<i>Registrar's Office Staff</i> TCC
Total		Fees vary based on the transaction.	1 hour	



24. Request for Library Referral Letter

A referral letter is needed for students and faculty to use the library services of another school or institution.

Office or Division		Tagbilaran City College-Library		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students, Faculty and Staff		
Checklist Of Requirements		Where To Secure		
● Valid TCC ID		● Client		
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Log in referral request details.	1. Conduct reference interview and prepare a referral letter.	None	5 minutes	<i>College Librarian</i> TCC
2. Receive referral letter.	2. Release referral letter to client.	None	5 minutes	<i>College Librarian</i> TCC
Total		None	10 minutes	



25. Testing

This utilizes standardized mental ability, aptitude, personality, interest, adjustment, and other tests, to evaluate students' intelligence, skills, and abilities.

Office or Division		Tagbilaran City College-Guidance Office		
Classification		Simple		
Type of Transaction		G2C-Government to Citizen G2G-Government to Government		
Who May Avail		TCC Students		
Checklist Of Requirements		Where To Secure		
•None				
Client Steps	Agency Action	Fees To Be Paid	Processing Time	Person Responsible
1. Prepare needed requirements (pen and pencil) for the scheduled Testing Exam.	1.1. Make sure that all test-takers have the needed requirements (pen and pencil).	None	2 minutes	<i>Guidance Staff/ Guidance Counselor</i> TCC
	1.2. Provide instructions and guidelines before, during and after taking the test.	None	10 minutes	<i>Guidance Staff/ Guidance Counselor</i> TCC
2. Take the test and complete the test provided on the scheduled date and time.	2. Observe the test-takers.	None	45 minutes	<i>Guidance Counselor</i> TCC
3. Submit completed answer sheets and booklets.	3. Collect all booklets and answer sheets.	None	3 minutes	<i>Guidance Counselor</i> TCC



Total	None	1 hour	
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Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the Customer Feedback Form and/or feedback chips to be provided by the personnel in-charge in the office at the Public Assistance Complaint Desk (PACD) and put it in the feedback and complaint drop box.</p> <p>For the frontline offices (i.e., City Civil Registrar's Office, Business Permit and Licensing Office, City Assessor's Office and City Treasurer's Office), rate their services by clicking the corresponding image on the interactive screen.</p>
How feedback is processed?	<p>The City Human Resource Management and Development Office (CHRMDO) through its authorized personnel will be the one to open and collect the feedback from each drop box and screen every Friday.</p> <p>The CHRMDO will consolidate the feedback, verify their nature and refer the same to the office concerned.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days of the receipt of the feedback. The answer of the office is then relayed to the citizen.</p>
How to file complaints?	<p>To file a complaint against the office concerned, fill out the complaint form which is available at the PACD of the concerned office and drop the filled-out</p>



	complaint form at the feedback and complaint drop box.
How complaints are processed?	<p>The CHRMDO opens the feedback and complaint drop box every Friday and evaluates each complaint.</p> <p>Upon evaluation, the CHRMDO shall start the investigation and forward the complaint to the relevant office for their explanation. The CHRMDO will give the feedback to the client.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: 8888 pcc@malacanang.gov.ph</p> <p>CCB: 0908-881-6565 email@contactcenterngbayan.gov.ph</p>



List of Offices

Office	Address	Contact Information
City Mayor's Office	3 rd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 102 / 101 / 100 telefax 501 – 9350
City Mayor's Office – City Information and Technology Division	2 nd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 104 / 103
City Mayor's Office – Barangay Affairs and Constituency Division	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 106 / 105
City Mayor's Office – Public Employment Services Office	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 118
City Mayor's Office – Tourism Section	Tagbilaran City Tourism Information Center, Alfonso Uy Street, Dao Market, Barangay Dao, Tagbilaran City 6300	412 – 2222 local 167
City Mayor's Office – City Events, Culture and Arts Section	Bohol Agricultural Promotion Center, J.A. Clarin Street, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 153
City Mayor's Office – Business Permit and Licensing Office	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets,	412 – 2222 local 108 / 107



	Barangay Cogon, Tagbilaran City 6300	
City Mayor's Office – City Youth Development Office	3 rd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 215
City Vice-Mayor's Office	2 nd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 150 / 149
Office of the Sangguniang Panlungsod Secretary	2 nd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 170 / 173
City Administrator's Office	2 nd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 141 / 142
City Accountant's Office	3 rd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 137 / 138 / 136
City Agriculture and Veterinary Office	City Agriculture and Veterinary Office, Purok 1, Barangay Tiptip, Tagbilaran City 6300	0945-163-1299 / 0945-981-2404
City Assessor's Office	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 109 / 110
City Budget Office	3 rd Floor, New City Hall Building, Corner J.A. Clarin	412 – 2222



	& Calceta Streets, Barangay Cogon, Tagbilaran City 6300	local 144 / 145 / 143
City Civil Registrar's Office	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 122 / 121
City Disaster Risk Reduction and Management Office	Basement, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	411 – 2222 local 111 / 112 / 119
City Economic Enterprise Office	Tagbilaran City Tourism Information Center, Alfonso Uy Street, Dao Market, Barangay Dao, Tagbilaran City 6300	412 – 2222 local 140
City Engineer's Office	Tagbilaran City Engineer's Office, New City Hall Compound, Calceta Street, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 129 / 128 411 - 4719
City General Services Office	Bohol Agricultural Promotion Center, J.A. Clarin Street, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 180
City Health Office	Tagbilaran City Health Office, New City Hall Compound, Calceta Street, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 132 / 133 411 - 3116
City Human Resource Management and Development Office	3 rd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 134 / 135 411 - 2177



City Legal Office	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 118
City Planning and Development Office	2 nd Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 151 / 152
City Social Welfare and Development Office	City Social Welfare and Development Office, Calceta Street, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 127 / 126 411 – 3128
City Treasurer's Office	1 st Floor, New City Hall Building, Corner J.A. Clarin & Calceta Streets, Barangay Cogon, Tagbilaran City 6300	412 – 2222 local 113 / 114
Tagbilaran City College	Tagbilaran City College, Satellite Road, Barangay Dampas, Tagbilaran City 6300	411 – 2464