



OROQUIETA CITY

CITIZEN'S CHARTER

CAPITAL OF MISAMIS OCCIDENTAL





OROQUIETA CITY

CITIZEN'S CHARTER
2019 (1st Edition)

VISION

As the capital of Misamis Occidental, Oroquieta City is a progressive, safe, and sustainable center of agri-fishery, business, eco-cultural tourism, education, and sports, with God-loving, empowered, and resilient citizenry under good governance.

MISSION

We are committed to pursue a sustainable development that will redound to a better quality of life through unified efforts of the people.

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OFFICE OF THE CITY MAYOR

2nd Floor Oroquieta Town Center

Canubay, Oroquieta City

(088) 564-0764

(088) 531-3818



OFFICE OF THE CITY MAYOR

FINANCIAL ASSISTANCE FOR LGU FIESTA/ARAW/CONDUCT OF CULTURAL ACTIVITIES**Service Information**

Financial Assistance is extended to the barangays/municipalities to defray expenses for prizes, entertainment and other activities during fiesta/araw or conduct of sports and cultural activities.

Office or Division:	Office of the City Mayor			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Unit and Barangay Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay/Municipal Resolution Project Proposal/Activity Design SP Resolution Memorandum of Agreement Official Receipt of requesting LGU 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Barangay/Municipal Resolution with Project Proposal/Activity Design	Receive and forward documents same to the LCE for approval		3 minutes	HRMO III Community Affairs Officer IV
	Approve & determine the amount to be extended as FA		5 minutes	Local Chief Executive
	Prepare Administrative Order, Disbursement Voucher and other supporting documents		5 minutes	Community Affairs Officer IV Special Operations Officer I Records Officer I
	Prepare and forward letter-request to SP for a resolution authorizing the LCE to enter into MOA by & between the city and the requesting party		10 minutes	Community Affairs Officer IV Administrative Officer I
	Deliberate Mayor's request for a resolution, conduct Committee Hearing and pass resolution approving the request		2 weeks	Sangguniang Panlungsod
	Submit Disbursement Voucher and complete supporting documents to concerned offices for processing		1 day	City Administrator City Budget Officer City Accountant City Treasurer Cashier IV

FINANCIAL ASSISTANCE TO INDIGENTS**Service Information**

Financial Assistance is extended to indigent residents who direly need financial support for hospitalization, purchase of medicines, etc.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification of Indigency Medical prescription (for hospitalization/ medical expenses) or Death Certificate (for burial expenses) and photocopy of Senior Citizen's ID (if senior citizen) 		<ul style="list-style-type: none"> Barangay Local Civil Registry Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Requirements to the Office of the City Mayor	Check/verify the completeness of documents		1 minute	Job Order Worker Administrative Aide I
2. Personally appear before the Local Chief Executive and express request for financial assistance	Issue of note of approval		3 minutes	Local Chief Executive
	Conduct interview and prepare Social Case Study Report		3 minutes	Social Welfare Officer I Administrative Aide I
	Prepare Disbursement Voucher and other pertinent documents		5 minutes	Administrative Aide I Supervising Manpower Development Officer
3. Forward documents to CSWDO for signature	Sign the Disbursement Voucher		1 minute	CSWDO
4. Bring the signed documents to CTO-Cash Division	Release of exact amount as FA		5 minutes	Cashier I

ISSUANCE OF MAYOR'S CLEARANCE**Service Information**

Mayor's Clearance is issued to individuals for purposes of employment.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Clearance Police Clearance 		<ul style="list-style-type: none"> Barangay PNP 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Requirements	Check documents and prepares Mayor's clearance	P50.00	3 minutes	HRMO III
	Sign and release the clearance		3 minutes	Local Chief Executive HRMO III

ISSUANCE OF PERMIT TO TRANSPORT**Service Information**

Permit to Transport is issued to individuals who will be transporting scrap iron/crushed plastic to Cagayan de Oro City.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Proof of Payment (Official Receipt) 		<ul style="list-style-type: none"> City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Present Proof of Payment (Official Receipt)	Prepare Permit to Transport	P100.00	2 minutes	Community Affairs Officer IV
	Sign and release permit		3 minutes	Local Chief Executive
				Community Affairs Officer IV

ISSUANCE OF CERTIFICATION required IN THE GRANTING OF FINANCIAL ASSISTANCE FROM THE PROVINCIAL GOVERNMENT

Service Information

Those who seek financial assistance from the Provincial Government are required to secure a Certification from their respective LGUs to attest their residency.

Office or Division:		Office of the City Mayor		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Barangay Certification of Indigency 		<ul style="list-style-type: none"> Concerned Barangay 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Personally appear before the Local Chief Executive and express request for financial assistance	Issue note of approval		3 minutes	Local Chief Executive
	Interview the client and prepare the certification		5 minutes	Community Affairs Officer IV Special Operations Officer I
	Sign and release the certification		2 minutes	Local Chief Executive Administrative Assistant I

REQUEST FOR EMPLOYMENT REFERRAL FOR JOBSEEKERS

Service Information

Employment referral is one of core services offered by the Public Employment Service Office (PESO) to the jobseekers for the purpose of employment.

Office or Division:	Office of the City Mayor – Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Jobseekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Duly filled-up NSRP Form 1 for Jobseekers not yet registered to PESO Employment Information System (PEIS) 		PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure and fill-up Client's Request for Assistance to attending PESO Staff	1. Receive and endorse to PEIS Focal Person		3 minutes	Job Order / Attending PESO Staff
	1.1 If name found in the system, match the jobseeker's qualification to the applied position: If matched, print the employment referral If not matched, advise the jobseeker to apply to any available vacant position that match his/her qualification.		5 minutes	PESO Employment Information System (PEIS) Focal Person
	1.2 If name not found in the system, encode the NSRP Form 1 and match the jobseeker's qualification to the applied position: If matched, print the employment referral If not matched, advise the jobseeker to apply to any available vacant position that match his/her qualification.		10 minutes	PESO Employment Information System (PEIS) Focal Person
2. Personally appear to the PESO Manager	2. Conduct short interview, review and sign the employment referral		4 minutes	Supervising Labor & Employment Officer

REQUEST FOR NO OBJECTION CERTIFICATE FOR OVERSEAS EMPLOYMENT**Service Information**

No Objection Certificate (NOC) is a certificate issued by PESO for a certain recruitment agency or employer to proceed in their overseas recruitment / hiring activity.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Recruitment Agencies / Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent Address to the Mayor, attention: PESO Manager Company Profile List of Active Job Vacancies POEA Certificate SEC Certificate Oath of Undertaking POEA Appointment Authority to operate a branch (in case of branch office) Business Permit and/or BIR Certificate NOC from DOLE PFO Duly filled-up NSRP Form 2 for agency's not yet registered to PEIS Duly-filled-up Job Vacancy Solicitation Form 		DOLE Provincial Office - Misamis Occidental PESO PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Requirements to the attending PESO Staff	1. Check/verify the completeness of documents		5 minute	Labor & Employment Assistant
	1.1 Prepare and print the No Objection Certificate		3 minutes	Labor & Employment Assistant
	1.2 Encode the NSRP Form 2 (for non-PEIS registered agencies only)		5 minutes	PESO Employment Information System (PEIS) Focal Person
2. Personally appear to the PESO Manager	2. Conduct short interview, review and approve the No Objection Certificate (NOC)		5 minutes	Supervising Labor & Employment Officer

REQUEST FOR NO OBJECTION CERTIFICATE FOR LOCAL EMPLOYMENT

Service Information

No Objection Certificate (NOC) is a certificate issued by PESO for a certain placement entities or employer to proceed in their local hiring activity.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Placement Offices / Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter of Intent Address to the Mayor, attention: PESO Manager Company Profile List of Active Job Vacancies SEC / DTI Certificate Business Permit and/or BIR Certificate Duly filled-up NSRP Form 2 for agency's not yet registered to PEIS Duly-filled-up Job Vacancy Solicitation Form 		<p>PESO PESO</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit Requirements to the attending PESO Staff	1. Check/verify the completeness of documents		5 minutes	Labor & Employment Assistant
	1.1 Prepare and print the No Objection Certificate		3 minutes	Labor & Employment Assistant
	1.2 Encode the NSRP Form 2 (for non-PEIS registered agencies only)		5 minutes	PESO Employment Information System (PEIS) Focal Person
3. Personally appear to the PESO Manager	2. Conduct short interview, review and approve the No Objection Certificate (NOC)		5 minutes	Supervising Labor & Employment Officer

APPLICATION FOR CITY SCHOLARSHIP PROGRAM FOR COLLEGE STUDENTS

Service Information

Scholarship grant is given to students who are indigent and/or in-direly need support for schooling purposes.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Tertiary and Tech-Voc Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certificate of Indigency / Case Study Analysis • Proof of Enrolment • Barangay Clearance • Community Tax Certificate • Grade Card / Grade Certification with at least 80% grade in all subjects for college students and assessment report for Tech-Voc Students <i>(for continuing availment only)</i> 		CSWD School Barangay City Treasurer's Office School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure and fill-up Scholarship Application Form	1. Review the completeness of submitted documents and if complete, receive the application.		5 minutes	City Scholarship Staff
2. Personally appear to the Screening Committee for an interview on agreed schedule	2. Conduct screening thru interview		5 - 10 minutes	Scholarship Screening Committee

APPLICATION FOR CITY SCHOLARSHIP PROGRAM FOR SENIOR HIGH SCHOOL STUDENTS**Service Information**

Scholarship grant is given to students who are indigent and/or in-direly need support for schooling purposes.

Office or Division:	Office of the City Mayor			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Senior High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Certificate of Indigency / Case Study Analysis • Proof of Enrolment • Barangay Clearance • Community Tax Certificate • Grade Certification with at least 80% grade in all subjects (<i>for continuing availment only</i>) 		CSWD School Barangay City Treasurer's Office School		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure and fill-up Scholarship Application Form	1. Review the completeness of submitted documents and if complete, receive the application.		5 minutes	Special Operations Officer I
2. Personally appear to the Screening Committee for an interview on agreed schedule	2. Conduct screening thru interview		5 - 10 minutes	Scholarship Screening Committee

SANGGUNIANG PANLUNGSOD

**Ground Floor Oroquieta Town Center
Canubay, Oroquieta City
(088) 564-0734**



SANGGUNILANG PANLUNGSOD

APPLYING FOR NEW FRANCHISE FOR MOTORIZED TRICYCLE-FOR-HIRE, MOTORIZED/TRISIKAD AND ENTRY PERMIT

• ABOUT THE SERVICE

Issuance of new franchise for motorized tricycle-for-hire, motorized/trisikad and entry permit is governed under the Local Government Code of 1991 or RA 7160 and under Ordinance No. 206-2005 known as the Revised/Ordinance Regulating the Granting of Franchise to Tricycles-for-Hire. In the granting of new franchise as above-mentioned there are steps to be followed, as enumerated below:

Office/Division:	Franchising Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS

For applicant/s for new motorized tricycle-for-hire - Original & two clear photocopies of the following documents:

1. OR (Official Receipt)
2. CR (Certificate of Registration)
3. OCTMB Certification
4. Voter's Certificate
5. Barangay clearance
6. Insurance (for hire) TPL-PL

For applicant/s for new entry permit - Original & two clear photocopies of the following documents:

1. Official Receipt (OR)
2. CR (Certificate of Registration)
3. OCTMB Certification
4. Mayor's Permit
5. AMODA/OLMODA

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Get a checklist of requirements from the SP Office	Provide the checklist of requirements to the applicant	5 minutes per application	Job Workers Order (All in the Franchising Section)
2. Submit the requirements with the whole motorcab unit for inspection (except trisikad)	Check all the documentary requirements & inspect the unit (except trisikad)	15 minutes per application/ inspection	Job Workers Order (All in the Franchising Section)
3. Pay the corresponding fees at Window 7 of the City Treasurer's Office			

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S RESPONSIBLE
4. Come back to the SP Office with the receipt as proof of payment together with the documentary requirements	Accept the documents and hand-over to the Committee on Transportation for review & be submitted to the SP session in a form of committee report	5 minutes per application – 1 week per report	Job Order Workers <i>(All in the Franchising Section)</i>
5. Come back to the SP Office on a Friday to get the SP Resolution routing slip and shall proceed to the LTO to apply his unit as for-hire	Furnish resolution and routing slip to the applicant	5 minutes per application	Job Order Workers <i>(All in the Franchising Section)</i>
6. Once the unit is already for-hire, the applicant shall come back to the SP Office for the inspection of his unit and for assignment of Franchise No.		15 minutes per application/ inspection	Job Order Workers <i>(All in the Franchising Section)</i>
7. Proceed to Window 7 of the City Treasurer's Office for payment of corresponding fees			
8. Submit duly filled-up & notarized application form and undertaking	Accept the documents and hand-over to the Committee on Transportation for review & be submitted to the SP session in a form of committee report	5 minutes per application – 1 week per report	Job Order Workers <i>(All in the Franchising Section)</i>
9. Come back to the SP Office on a designated day to get the approved application	Furnish resolution to the applicant	5 minutes per application	Job Order Workers <i>(All in the Franchising Section)</i>

APPLYING FOR RENEWAL OF FRANCHISE FOR MOTORCYCLE FOR-HIRE, MOTORIZED/TRISIKAD AND ENTRY PERMIT

ABOUT THE SERVICE

Issuance of renewal of franchise for motorized tricycle-for-hire, motorized/trisikad and entry permit is also governed under the Local Government Code of 1991 and under Ordinance No. 206-2005 known as the Revised/Ordinance Regulating the Granting of Franchise to Tricycles-for-Hire. In the granting of renewal of franchise as above-mentioned there are steps to be followed, as enumerated below:

Office/Division:	Franchising Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS

For applicant/s for renewal of motorized tricycle-for-hire - Original & two clear photocopies of the following documents:

1. OR (Official Receipt)
2. CR (Certificate of Registration)
3. Insurance (TPL-PL)
4. Old cards to be surrendered

For applicant/s for renewal of entry permit - Original & two clear photocopies of the following documents:

1. Official Receipt (OR)
2. CR (Certificate of Registration)
3. OCTMB Certification
4. Mayor's Permit
5. AMODA/OLMODA
6. Old cards to be surrendered

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Get a checklist of requirements from the SP Office	Provide the checklist of requirements to the applicant	5 minutes per application	Job Order Workers <i>(All in the Franchising Section)</i>
2. Submit the requirements with the whole motorcab unit for inspection (except trisikad)	Check all the documentary requirements & inspect the unit (except trisikad)	15 minutes per application/inspection	Job Order Workers <i>(All in the Franchising Section)</i>
3. Pay the corresponding fees at Window 7 of the City Treasurer's Office			

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S REPO NSI-
4. Come back to the SP Office with the receipt as proof of payment together with the documentary requirements	Accept the documents and hand-over to the Committee on Transportation for review & be submitted to the SP session in a form	5 minutes per application – 1 week per report	Job Order Workers <i>(All in the Franchising Section)</i>
5. Come back to the SP Office on a designated day to get the approved application	Furnish resolution to the applicant	5 minutes per application	Job Order Workers <i>(All in the Franchising Sec-</i>

APPLYING FOR PEOPLE'S LAW ENFORCEMENT BOARD (PLEB) CLEARANCE

• ABOUT THE SERVICE

The PLEB is created in accordance to RA 6975: AN ACT ESTABLISHING THE PHILIPPINE NATIONAL POLICE UNDER A REORGANIZED DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT AND FOR OTHER PURPOSES. In Oroquieta City, the PLEB is created by virtue of Resolution No. 91-07-194 passed and approved on July 8, 1991. This PLEB serves as the venue where citizens can lodge a complaint against erring policeman. Thus in any requisite, if a policeman wants to apply for PLEB clearance, for purposes of promotion, schooling transfer of place of assignment, the following steps have to be followed:

Office/Division:	PLEB Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS

1. Certification from the Police Provincial Office of the City PNP Chief indicating that the applicant has no pending case
2. Certification from the MOPIAS that the applicant has no pending case
3. One (1) 2x2 current ID picture
4. Official Receipt (OR) as proof of payment for PLEB Clearance from the City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S
1. Pay the corresponding fee at the City Treasurer's Office			
2. Get a checklist of requirements from the PLEB Secretariat Office of the Sangguniang Panlungsod	Provide the applicant checklist of requirements	5 minutes per application	LLSO IV SR IV Process Server
3. When already complied, submit all the requirements to the PLEB Secretariat, SP Office, Town Center	Prepare the clearance ready for signature of the Chairman	15 minutes per application	LLSO IV
4. In complete uniform, the applicant shall attend the PLEB meeting on a Wednesday afternoon at 3:00 p.m.	Conduct some interview to the applicant	30 minutes per applicant	PLEB members <i>(All in the PLEB Division)</i>
5. Wait for few minutes for the release of the PLEB clearance	Furnish the PLEB clearance to the applicant	5 minutes per clearance	LLSO IV SR IV Process Server

REQUESTING COPY OF ANY PUBLIC DOCUMENT

• ABOUT THE SERVICE

The Sangguniang Panlungsod serves as keeper/storage of documents of the whole City Government of Oroquieta. Since the creation of the City of Oroquieta bulk/volumes of documents are already in the store at the SP Office. The following are the steps to be followed in requesting for copy of any official document from the SP Office, to wit:

Office/Division:	Records Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS

Duly filled-up & approved request form

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S
1. Requester shall secure & fill-up a request form from the Records Section	Provide a request form to the requester	5 minutes per request	Records Officer II Utility Worker Job Order Workers
2. Submit the filled-up request form & wait for the action of the City Vice Mayor, OIC City Vice Mayor or Secretary to the Sanggunian	Process the request form for action of the City Vice Mayor	10-30 minutes per request	Records Officer II Utility Worker Job Order Workers
3. Once approved, the request shall wait for the document as requested to be released	Give the requested document to the client	10 minutes for records on normal condition 1 hour or more for complicated records	Records Officer II Utility Worker Job Order Workers

APPLYING FOR LAND RECLASSIFICATION

• ABOUT THE SERVICE

Per Book 1, Chapter 2, Section 20 of RA 7160 or the Local Government Code of 1991, part of the functions of the Sangguniang Panlungsod is accepting/endorsing/approving applications for land reclassification along with other office/s tasked to scrutinize the documentary and other requirements for its approval. In such a case, an applicant has to submit the complete checklist of requirements enumerated hereunder.

Office/Division:	Records Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS

Application letter for land reclassification
Documentary requirements from the City Planning & Development Office

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Requester shall secure checklist of requirements from the City Planning & Development Office			
2. Submit the complete requirements to the SP-Records Division	Check the requirements submitted, indorse to the City Land Regulatory Board-CPDO	5 minutes per application	Records Officer II Utility Worker Job Order Workers <i>(All in the records section)</i>
3. The applicant shall tender land reclassification payment to the City Treasurer's Office			
4.	Submit the documentary requirements to the SP session for referral to appropriate committees for the conduct of committee hearing & after which committee report will be rendered	10 minutes per submission & within 1 -2 weeks for committee hearing	Records Officer II Utility Worker Job Order Workers <i>(All in the records section)</i>

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S RESPONSIBLE
5.	For approved reports, an ordinance will be enacted & forwarded to the Sangguniang Panlalawigan		Records Officer II Utility Worker Job Order Workers <i>(All in the records section)</i>
6.	After submission to the Sangguniang Panlalawigan within 30 days & no action taken, it will be deemed approved		
7. Applicant shall come back to the SP Office to get the approved ordinance for land reclassification	Furnish the applicant the approved ordinance for land reclassification	10 minutes	Records Officer II Utility Worker Job Order Workers <i>(All in the records section)</i>

APPLYING FOR ACCREDITATION OF NGO's/PO's

• ABOUT THE SERVICE

One of the components of the local governance of the City of Oroquieta are list of NGO's/PO's created under its individual by-laws and policies. Thus, in order to be recognized by the City Government, these NGO's/PO's need to undergo an accreditation process in the Office of the Sangguniang Panlungsod after scrutiny of their submitted requirements along with other office/s of the LGU as well as with the Technical Working Group created for the purpose.

Office/Division:	Records Section
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS

Requirements for new applicants:

1. Letter-request for accreditation signed by the NGO President
2. Duly accomplished Application Form for Accreditation
3. Board Resolution signifying intention for accreditation
4. List of current officers and members with address
5. Constitution and By-Laws
6. Certificate of Registration from SEC/DOLE/CDA, etc.
7. Financial Statement
8. Community-based Accomplishment Report/Track Record
9. Plans and Programs for the next three years

Requirements for renewal:

1. Letter-request for renewal of accreditation signed by the NGO President
2. List of current officers and members with address
3. Community-based Accomplishment Report/Track Record
4. Financial Statement of the immediate preceding year

CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure the checklist of requirements from the SP Office	Issue the checklist of requirements to the applicant	5 minutes per applicant	Stenographic Reporter III
2. Pay the corresponding fees at the City Treasurer's Office			
3. Submit the complete requirements together with the receipt as proof of payment to the Records Division of the SP Office	Check/inspect the requirements which will then be indorsed to the Technical Working Group	15 minutes per application	Records Officer II Utility Worker Job Order Workers
4.	Present/submit the complete requirements to the SP session & be referred to the Committee on Accreditation for the submission of committee report	10 minutes per submission & within 1 -2 weeks for committee referral	Records Officer II Utility Worker Job Order Workers (All in the records section)
5.	For approved application, a resolution with corresponding Certificate of accreditation will be issued to the applicant	10 minutes	Records Officer II Utility Worker Job Order Workers

HUMAN RESOURCE MANAGEMENT OFFICE
2nd Floor Oroquieta Town Center
Canubay, Oroquieta City
(088) 564-0317



HUMAN RESOURCE MANAGEMENT OFFICE

1. APPOINTMENTS OF NEWLY HIRED AND PROMOTED EMPLOYEES

ABOUT THE SERVICE

All who are appointed to positions found vacant in the Plantilla of Personnel would require an appointment to assume the duties and responsibilities of the position

Office or Division:	Recruitment, Selection and Processing Division
Classification:	Highly Technical
Type of Transaction:	Government to Government Government to Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter addressed to the City Mayor	
2. Resume preferably CS Form 212	
3. Report of Rating/Certificate of Eligibility (verified from CSC or PRC)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. APPLICATION	1.1 Submit application letter with resume for new applicants/CS Form 212 for applicants for promotion to the Office of the City Mayor		5 minutes	<i>Office of the City Mayor Frontline personnel</i>
2. REVIEW OF APPLICANTS & PREPARATION OF APPLICANTS PROFILE	2.1 Review applicants documents whether he/she is qualified or not		30 minutes	<i>HRM Aide, Recruitment, Selection, and Processing</i>
	2.2 Panel interview by conduct of behavioural interview		15 minutes	<i>HRMO</i>
	2.3 Prepare selection line-up		5 minutes	<i>HRMO II, Recruitment, Selection, and Processing</i>
	2.4 Post selection line-up		15 days	<i>HRMO II, Recruitment, Selection, and Processing</i>
	2.5 Conduct background investigation		2 hours	<i>HRMO I, Recruitment, Selection, and Processing</i>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. ASSESSMENT & SCREENING PROCESS PUBLICATION & POSTING	<p>3.1 City Mayor calls the Personnel Selection/Promotions Board to assess/screen applicants</p> <p>3.2 Selection/Promotions Board Secretary prepares minutes of meeting and rank list for Mayor's selection and signature of Selection/Promotions Board members</p> <p>3.3 Selected employee is informed by the HRM Office to accomplish the required documents</p>		<p>1 hour per vacant position (length of time variable depending upon number of positions to be filled-up)</p> <p>30 minutes</p> <p>15 minutes</p>	<p><i>HRMPSB Members</i></p> <p><i>HRMO II, Recruitment, Selection, and Processing</i></p>
4. PROCESSING OF DOCUMENTS	HRM Office personnel prepares appointment papers and process pertinent documents for signature of officials concerned		1 day	<i>HRMO II, Recruitment, Selection, and Processing</i>
5. APPROVAL	City Mayor signs appointment papers, HRM Office personnel records and encodes transaction in database		3 days	<i>City Mayor</i>

2. SECURING JOB ORDERS

ABOUT THE SERVICE

Job orders are required on all who are to be hired by the city government on short duration not exceeding six (6) months. There is no employee-employer relationship and therefore, service rendered on this basis are not accredited as government service.

Office or Division:	Human Resource Management Office, Administrative Division
Classification:	Simple
Type of Transaction:	Government to Government Government to Citizen

CHECKLIST OF REQUIREMENT	WHERE TO SECURE
1. Personal Data Sheet (CSC Form 212) for first timers	Human Resource Management Office, Frontline Staff
2. Referral from the Office of the City Mayor	Office of the City Mayor

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PREPARATION AND PROCESSING OF JOB ORDER	1.1 Ten (10) days before scheduled work, JobOrder is prepared		10 minutes	<i>Clerk I</i>
	1.2 Frontline staff processes and records transactions and facilitates the signing of Job Order by the concerned workers		15 minutes	<i>JO In-Charge detailed at HRMO</i>
2. APPROVAL	City Mayor approves Job Order		3 minutes	<i>City Mayor</i>

3. APPLICATION FOR LEAVE OF REGULAR AND CASUAL EMPLOYEES

ABOUT THE SERVICE

All employees are required to file an application for leave on all absences incurred

Office or Division:	Human Resource Management Office, Administrative Division
Classification:	Simple
Type of Transaction:	Government to Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished application for Leave (CSC Form 6) signed by the concerned employee's Chief of Office	
2. Medical Certificate attested by CHO doctor if made by private practitioner for Sick Leave of more than 5 days	City Health Office
3. Documentary Stamp of Php 30.00 to be attached on Medical Certificate	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCESSING OF LEAVE APPLICATION	1.1 Submit to HR Office for recording and computation of leave credits		3 minutes	<i>Clerk I/HRM Aide</i>
	1.2 Signature of CGDH I – HRMO on certification of leave credits		1 minute	<i>CGDH I - HRMO</i>
2. APPROVAL	2.1 For Rank & File employees			<i>CGDH I - HRMO</i>
	2.2 For Department Heads		1 minute	<i>City Mayor</i>
	2.3 For application for leave of absence of 10 days or more			<i>City Mayor</i>

4. PROCESSING OF TERMINAL LEAVE BENEFITS

ABOUT THE SERVICE

All employees who separates/retires with accumulated leave credits are entitled to claim terminal leave credits

Office or Division:	Human Resource Management Office, Administrative Division
Classification:	Complex
Type of Transaction:	Government to Government Government to Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Service Record Fee of Php 50.00	Office of the City Treasurer
2. Agency Clearance Fee of Php 100.00	Office of the City Treasurer
3. GSIS clearance	GSIS, Dipolog City
4. Terminal leave application duly approved	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. INTENTION TO RETIRE	At least one (1) year before retiring, inform the Office of the City Mayor, in writing of intention to retire		1 minute	<i>Office of the City Mayor Frontline personnel</i>
2. COMPUTATION OF LEAVE CREDITS	2.1 Total accumulated leave credits are reviewed, verified and computed by HRM Office		1 day	<i>HRM Aide/Clerk I</i>
	2.2 Estimated amount of money value is submitted to Budget Office for Appropriation		5 minutes	<i>City Budget Officer</i> <i>City Budget Officer</i>
	2.3 Upon separation/retirement, secure copy of confirmation of LeaveCredits from HRM Office		10 minutes	<i>HRM Aide/Clerk I</i>
	2.4 Approval of Application by City Mayor		3 minutes	<i>City Mayor</i>
3. CLAIM OF MONEY VALUE	Prepare voucher for claim, attach confirmation of leave credits and required clearances		5 days	<i>Office of Retiring Employee Concerned</i>

5. SECURING SERVICE RECORDS, CERTIFICATES OF EMPLOYMENT, LEAVE CREDITS, LEAVE WITHOUT PAY (LWOP) ETC.

ABOUT THE SERVICE

Employees including those who have retired need certain certifications for various transactions as required by different agencies or offices

Office or Division:	Human Resource Management Office,
Classification:	Simple
Type of Transaction:	Government to Government

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certification Fee of Php 50.00	Office of the City Treasurer

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PREPARATION OF CERTIFICATION	1.1 Present receipt to the frontline desk of the Office of the Human Resource Management 1.2 Data is researched and crosschecked against 201 file 1.3 Printing of requested certification		15 minutes	<i>Computer Operator</i> <i>HRMO I</i>
2. CERTIFICATION IS SIGNED			1 minute	<i>CGDH I - HRMO</i>

CITY ASSESSORS OFFICE

Ground Floor, City Hall Main
Independence St., Oroquieta City
(088) 531-1806



OFFICE OF THE CITY ASSESSOR

VISION AND MISSION:

To ensure that all laws and policies governing the appraisal and assessment of real properties for taxation purposes are equitably and properly executed.

SERVICE STANDARDS:

To serve our client effectively and efficiently.

Securing Owner's Copy of Updated Tax Declaration

☒ ABOUT THE SERVICE

THE OWNER'S copy of updated tax declarations is made upon transfer of ownership of real property from the previous to the new owner. This is done to update the records of the city government and to transfer real property taxation to the new owner.

☒ SECTION

Appraisal & Tax Mapping Division

☒ CLASSIFICATION

Government to Government & Government to Client

☒ REQUIREMENT(S)

- √ Deed of Conveyance (sale, inheritance, donation, etc.) Duly registered with LRA
- √ Latest Certificate of Real Property of Tax Payment
- √ Transfer Tax Receipt
- √ Certificate authorizing registration (CAR) from BIR.
- √ Photocopy of Title (if titled)
- √ Clearance from the Department of Agrarian Reform (if agricultural)
- √ Copy of approved Lot plan (segregation, consolidation, subdivision)
- √ Other documents that maybe required)

HOW TO AVAIL OF THE SERVICE

Client	Agency Actions	Fees to paid	Processing Time	Person Responsible
1. REQUEST FOR THE SERVICE Inform Appraisal & Tax Mapping Division (ATM) Chief regarding the request.	Receive documents	P 50.000	20 minutes	LAOO IV
2. SUBMITTAL OF REQUIREMENTS Submit all required documents to the (ATM) Chief, and wait for the request to be evaluated as to requirements. ATM prepares the following: Field Appraisal Assessment Sheet (FAAS) for submittal to Assessment & Evaluation Division (AED) Chief for review & signature.	For evaluation and inform the requester if ever there is a lacking documents needed		30 minutes	LAOO IV

<p>3. PREPARATION OF UPDATED TAX DECLARATION</p> <p>City Assessor reviews documents and approved FAAS. AED prepares computation of Transfer Fee. Costumer pays Transfer fee at City Treasurers Office. Assessment & Evaluation Division (AED) prepares for updated Tax declaration (UTD) AED & ATM Chief reviews & sign UTD. City Assessor approves and signs the updated Tax Declaration.</p>	<p>Preparation of FAAS with assessment based on the approved ordinance</p> <p>FAAS Approved</p> <p>Preparation of TD for approval</p>		<p>2 hours</p>	<p>City Assessor Asst. City Assessor</p> <p>LAOO IV Ass.Clerk III</p> <p>LAOO II</p>
<p>4. ISSUANCE OF OWNER'S COPY</p> <p>AED numbered Tax Declaration and issued to costumer.</p>	<p>Inform the declarant to receive the new TD</p>			<p>LAOO II</p>
<p>5. RECORDING OF TAX DECLARATION</p> <p>Appraisal & Taxmapping Division Records the transaction in the Taxmapping Control Roll (TMCR).</p> <p>Records & Management Division records the UTD on real property ownership card, replace the old TD w/ UTD in the Barangay file. Files the original copy.</p>			<p>10 minutes</p> <p>20 minutes</p>	<p>Asst. City Assessor Tax Mapper I</p> <p>LAOO I</p>

SECURING ASSESSMENT FOR NEW BUILDING OR MACHINERY.

☒ ABOUT THE SERVICE

Regular field inspection conducted by the City Assessor's Office to assess value of newly occupied/constructed building and newly installed machinery. New Tax Declaration is issued to the owner, for real property taxation and record purposes of the office.

☒ SECTION

Tax Mapping Division & Assessment Records Management Division

☒ CLASSIFICATION

Government to Government & Government to Client

☒ REQUIREMENT(S)

- √ Letter Request
- √ Blueprint of the approved Building Plan
- √ Photocopy of Occupancy Permit
- √ Notice from CEO as to status of building & Machineries

HOW TO AVAIL OF THE SERVICE

Client	Agency Actions	Fees to paid	Processing Time	Person Responsible
1. REQUEST FOR THE SERVICE Inform Chief of Appraisal & Tax Mapping Division (ATM) regarding the request. √ Wait for the Schedule of the Inspection. √ ATM Chief assigns the task to a Tax	Schedule for Inspection		10 minutes	Asst. City Assessor TAX MAPPER III
2. SITE INSPECTION Accompany the Local Assessment Operations Officer (LAOO) & Tax Mapper who will conduct inspection to assess the value of the new building or machinery. √ The LAOO prepares a Field Appraisal Assessment Sheet (FAAS)	Inspection at site		4 Hours (Depending on property's size and location)	Ass. Clerk II

<p>3. PREPARATION OF TAX DECLARATION</p> <p>The LAOO computes the floor area (for buildings), etc. and determines market and assessed valuation. The following, are then, prepared:</p> <ul style="list-style-type: none"> √ Appraisal & Tax Mapping Chief reviews FAAS as to approved schedule of market value. √ Assessment & Evaluation Chief check & recommends approval of FAAS. √ City Assessor reviews and approved FAAS. √ Assessment & Evaluation Division (AED) prepares Tax declaration. √ AED & ATM Chiefs reviews & sign TD. √ City Assessor approves and signs the Tax Declaration. 	<p>Preparation of FAAS with Assessment based on the approved Ordinance</p>		<p>2 hours</p>	<p>Tax Mapper I</p> <p>LAOO IV</p> <p>Asst. City Assessor</p> <p>City Assessor</p>
<p>4.Issuance of Owner's Copy</p> <p>Tax Declaration is numbered and issued to costumer</p>	<p>Inform the declarant to receive the New TD</p>		<p>5 minutes</p>	<p>LAOO I</p>
<p>5. Recording of Tax Declaration</p> <p>Records & Management Division records the TD on real property owners card, computer files and in the Barangay file. Files the original copy.</p>			<p>20 minutes</p>	<p>Assement Clerk II</p> <p><i>J.O.</i></p>

**SECURING CERTIFIED COPY OF TAX DECLARATION, CERTIFICATE OF
PROPERTY HOLDINGS, CERTIFICATE OF NO IMPROVEMENT, &
VERIFYING
HISTORY OF REAL PROPERTY**

☑ ABOUT THE SERVICE

A certified true copy or certifications for real property unit (land, building or machineries) on file with the office may be requested for taxation or for any legal purpose.

☑ SECTION

Assessment Records Management Division

☑ CLASSIFICATION

Government to Government & Government to Client

☑ REQUIREMENT(S)

√ Letter Request

√ Certification Fee

HOW TO AVAIL OF THE SERVICE

Client	Agency Actions	Fees to paid	Processing Time	Person Responsible
1. REQUEST FOR THE SERVICE Inform Record Management Division (RMD) Chief regarding the request.	Receive the request		10 minutes	LAOO I
2. PREPARATION OF CERTIFIED TRUE COPY OR CERTIFICATION. √ Computer Encoders prepares the request √ Assessment Clerk verifies the certified true copy/certification. √ RMD Chief checks, sign the certification. √ City Assessor signs the document. √ Assessment Clerk Records the certification.	Prepare the requested documents for verification and checking		15 minutes	Ass. Clerk II Ass. Clerk III LAOO I LAOO IV City Assessor
3. ISSUANCE OF CERTIFIED TRUE COPY OR CERTIFICATION. √ A copy of the certification or certified true copy of Tax Declaration(TD) is released. √ Verification Fee certified true copy of TD √ Land History	For issuance of certified documents	P50.00 P50.00 P80.00		LAOO I Ass. Clerk III LAOO IV

ANNOTATING OR CANCELLING LOANS OR MORTGAGES ON TAX DECLARATIONS

☑ ABOUT THE SERVICE

A certified true copy or certifications for real property unit (land, building or machineries) on file with the office may be requested for taxation or for any legal purpose.

☑ SECTION

Appraisal & Tax Mapping Division

☑ CLASSIFICATION

Government to Government & Government to Client

☑ REQUIREMENT(S)

- √ Copy of the Mortgage/Release of Mortgage
- √ Certification Fee

HOW TO AVAIL OF THE SERVICE

Client	Agency Actions	Fees to paid	Processing Time	Person Responsible
1. REQUEST FOR THE SERVICE √ Inform Assessment & Evaluation Division (AED) Chief regarding the request. √ Wait for the AEM Chief evaluation of the request √ AEM Chief assigns the task to an	Receive documents for evaluation as to legality		10 minutes 5 minutes	LAOO I LAOO IV Asst. City Assessment
2 . ANNOTATION OR CANCELLATION OF ENCUMBRANCE ON TAX DECLARATION √ Assessment Clerk annotates or cancel encumbrance on the Tax Declaration (TD) for signature of the City Assessor. √ The City Assessor checks and signs the annotation on the cancellation of mortgage.			10 minutes	LAOO I City Assessor
3. ISSUANCE OF COPY OF ANNOTATED/ UNANNOTATED TD TO COSTUMER	Inform the requester to receive the TD		5 minutes	LAOO I

VERIFYING PROPERTY LOCATION AND VICINITY

☒ ABOUT THE SERVICE

The service helps the clients identify the location and its vicinity of property

☒ SECTION

Tax Mapping Division

☒ CLASSIFICATION

Government to Government & Government to Client

☒ REQUIREMENT(S)

- √ Name of present owner
- √ Tax Declaration No. of Property
- √ Lot No.

☒ FEE(S)

- √ Sketch Plan Fee -

HOW TO AVAIL OF THE SERVICE

Client	Agency Actions	Fees to paid	Processing Time	Person Responsible
1. REQUEST FOR THE SERVICE Inform Appraisal & Tax Mapping division chief regarding the request.	Receive the request		10 minutes	Asst. City Assessor
2. VERIFICATION AND RESEARCH √ Taxmapper or Taxmapping Aide verifies and researches the location of the real property in the tax map. √ Tax Mapping or Local Assessment Operation Officer prepares for sketch	Show the tax map and inform the requester		25 minutes	Asst. City Assessor Tax Mapper I
3. IDENTIFICATION OF PROPERTY LOCATION √ Taxmapper or LAOO presents the sketch Plan of the property to the client. √ ATM Chief signs the sketch plan			15 minutes	Asst. City Assessor City Assessor
4. ISSUANCE OF SKETCH PLAN √ ATM records the request √ A copy of the sketch plan is released.		P 50.00	5 minutes	Tax Mapper

CITY HEALTH OFFICE

City Annex Building
Independence Street, Poblacion 2, Oroquieta City
(088) 531-1094



CITY HEALTH OFFICE

SECURING INDIVIDUAL TREATMENT RECORD (ITR)

- About the Service**

Patients who need medical consultation, dental and other health services need to secure an Individual Treatment Record (ITR). The ITR contains patient's information, chief complaint and vital signs.

Office/Division:		Record Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Bonafide resident of Oroquieta City 				
<ul style="list-style-type: none"> City Health Office ID number 			Records Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get your priority consultation Number. One number per patient's basis. (RECORD SECTION)	Issuance of ITR		2 minutes	Elvie Amarille UW - Record Officer Designate Merlita Paler Job Order Mary Ann Q. Sanchez Job Order
2. Wait for your priority number to be called. (TRIAGE SECTION)			5 minutes	Nora Lacupanto Job Order Lanie Clerigo Job Order
3. Recording of patient information. Chief complaints and vital signs are taken. (TRIAGE SECTION)	Issue priority number for consultation		5 minutes	Nora Lacupanto Job Order Lanie Clerigo Job Order
4. Priority signs are given to Sr. Citizens, Persons w/ disability (PWD) & to patients suffering to HPN, High fever.			3-10 minutes Depend on severity of case	Al Joseph Guantero, MD-RMT CHO RURAL HEALTH PHYSICIAN
5. Wait for your number to be called for consultation (WAITING AREA)			Depends on the bulk of number of patients	

GENERAL CONSULTATION (OUTPATIENT)

- About the Service
Primary curative care for early diagnosis and management of diseases to prevent complication and death from common diseases among residents of the City of Oroquieta

Office/Division:	Triage Section and OPD					
Classification:	Simple					
Type of Transaction:	Government to Citizen					
CHECKLIST OF REQUIREMENTS				WHERE TO SECURE		
Bonafide resident of Oroquieta City						
City Health Office ID number				Records Section		
CLIENT STEPS		AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>1.Consultation of OPD -Get priority number from the designated areas. A separate priority number is assigned to the Sr. Citizens and people w/ disability. -When your number is called at the Record section you are advised to proceed to medical section. If new you are given CHO ID number and ITR , if old present your CHO ID number to retrieve your medical record. Then go back to the information and triage area.</p> <p>-At the Record section present your proof of residency, philhealth ID, & your medical record to the personnel. Patient information , chief complaints, vital signs are taken and & recorded in the ITR.</p> <p>-Then proceed to the designated health services like dental & medical services, laboratory, immunization, TB DOTS, family planning & others.</p> <p>-Sr. Citizens, persons w/ disability & pregnant women will proceed to the designated express lane.</p> <p>-After the desired health services proceed to the pharmacy to avail the free medicines & return the medical record.</p>		Issue priority number for consultation		5 minutes	Triage Personnel Medical records CHO Personnel	
		Dispensing of medicine (based on availability)				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Examination and Management of patient				
Patient w/ fever shall be given initial medicine to lower the fever.	Vital Signs taken/ Paracetamol given			
Patient w/ high fever, high blood pressure, w/ diarrhea, vomiting, dizziness and any emergency instances are first priority.	Prioritize patients and refer to hospital		Immediately	Nurse at the triage area
Patients are examined, prescribed medicines.	Seen and examined by RHP		10 to 15 minutes	Physician on duty with assisting personnel
Patients may be referred for laboratory, injection, health education, counselling and they shall be guided by the CHO personnel.	Assisted and guided per patient needs		5 minutes	OPD assistant
If the laboratory result is available the patient can enter the Physician's room upon the discharge of the outgoing patient.	Assist patient to Physician for Consultation		3 minutes	OPD assistant
Medicines if available shall be given free and if not it shall be prescribed.	Dispensing of medicine (based on availability)		5 minutes	Pharmacy in charge
If referral to higher level health facility or specialist is needed, a referral form shall be given and be carried by the patient to the said facility.	Standby ambulance with trained health personnel		Immediately	Ambulance Driver
Emergency cases, the patient is referred and transported by ambulance accompanied by a nurse and a doctor needed.				
Patients from the barangay shall be referred to the Rural Health Midwife assigned for follow up.	Doctor's Order Referral System		2-3 minutes	RHM

AVAILING OF AMBULANCE SERVICES

- About the Service

Purpose: To facilitate in the transportation of patient(s) to and from the hospital within and outside the city and shall not be used for transporting cadavers.

Office/Division:	Admin Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Doctor's Referral/ Discharge form in case of hospital to residence			Hospital admitted signed by Attending Physician	
Ambulance Transport Request Form			CHO Admin Section	
Note from Office of the City Mayor			Office of the City Mayor, Town Center	
Barangay Certificate (Residency & Indigency)			Barangay Office	
Certificate of Indigency (for indigent clients)			City Social Welfare and Development Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Coordinate w/ the City Health Officer</p> <p>CHO II or CHO Physicians assess the patient's need for the ambulance. Including those referred by the City Mayor, City Officials and other physicians and hospitals.</p> <p>CHO II shall prioritize patients transport if there are patients to be transported simultaneously.</p> <p>In case of emergency, ambulance use is free</p> <p>Indigents must present a certificate of indigency from the City Social Welfare Office except during emergency.</p> <p>CHO II shall coordinate with the Ambulance Driver and Medical Response Team if necessary</p> <p>Family member shall accompany the patient</p> <p>A travel order shall be issued to all Ambulance use outside Oroquieta City</p>			<p>5 to 10 minutes if requirements are complete</p>	<p>Head, City Health Office in the absence of CHO II, the OIC CHO</p>

AVAILING OF THE ISSUANCE OF MEDICAL CERTIFICATE

- About the Service

Purpose: To examine person(s) needed medical certificate for whatever purpose it may serve.

Office/Division:	Triage Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bonafide resident of Oroquieta City				
Receipt of Payment		City Treasurer's Office		
Necessary laboratory test results				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Medical Certificate Approach information for priority number and wait until name is called. Proceed to medical records section to retrieve medical record for old patient and if new patient, CHO ID number and medical record is issued. Proceed to triage area for vital signs and recording of other patient information. The doctor shall examine and issue medical certificate. If laboratory examination is necessary, the physician will refer the person to the health facility concern and shall return with the results to the physician. If there are findings medicine shall be prescribed	ITR retrieved CHO ID Number issued Vital signs taken and recorded Medical certificate issued	Student – P50 For Employment (local) – P150 For Employment (abroad) – P200 Immunization Certification – P150 Change of Gender Certificate – P100 Permit to Embalm – P100	10 minutes Time depends on the prescribed laboratory examination	Triage personnel Medical Technologist Physician

AVAILING OF PRE – MARRIAGE COUNSELLING (PMC) SERVICES

- About the Service

The City Health Office shall facilitate the Pre-Marriage Counselling (PMC) under trained personnel and shall be issued pre - marriage certificate upon attendance to the seminar.

Pre-Marriage Counselling (PMC) seminar is held every Thursday from 8:00 – 12:00 noon.
The PMC Certificate is awarded to participant's right after the activity.

Office/Division:	HEPO			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Marriage License		Local Civil Registry (LCR)		
Marriage Survey & Expectation Form		City Health Office (HEPO section)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration Present the issued Local Civil Registrar's. NOTICE OF MARRIAGE LICENSE. Log in the names of couples.			1 minute	Health Educator/ Maternal and Child Care Coordinator/ City Population Officer or Assitant
2.Lecture proper according to PMC module			4 Hours	Health Educator/ Maternal and Child Care Coordinator/ City Population Officer Designate/Family Planning Coordinator/ or other concerned personnel
3.Issuance of PMC certificate signed by the lecturer and CHO II	Issue signed PMC certificate			Health Educator/ Maternal and Child Care Coordinator/ City Population Officer

DENTAL SERVICES

- About the Service

Purpose: To provide preventive and dental care to the residents of the city.

Office/Division:	Dental Section			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Receipt of Payment		City Treasurer's Office (CTO)		
Certificate of Indigency for indigent patients		Barangay Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Adults needing dental extraction must have their Blood Pressure taken.	BP taken		2 minutes	Dental Assistant & Nurses for Blood Pressure taken
2. Dentist shall assist the Dental complaints of clients	Assist patient's complain		3-5 minutes	Dental Assistant
3. Assessed clients shall pay for dental fee present receipt. For indigent he/she must Present Certificate of Indigency from CSWD.	Proof of Receipt for Non-Indigent is recorded/ Free Services to all Indigent clients with certificate of Indigency	P 150	5 minute	Dentist
4. Desired dental service provided.	Tooth Extraction/ Oral Examination		15-30 minutes	
5. Proceed to pharmacy to avail free medicines.	Dispensing of medicines for tooth extraction		1 minute Depending on the volume of patients	Pharmacy in Charge

ENVIRONMENTAL SANITATION SERVICES

- About the Service

Purpose: To provide certification and permits pertaining to Health & Sanitation and address environmental complaints accordingly

Office/Division:		Environmental Sanitation Section		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Stool exam (for health certificate)		Laboratory		
• Food handlers certificate (for health certificate)		City Health Office, 3 rd Floor		
• Water Bacteriological Examination Result (certificate of potability)		PHO Laboratory		
• Receipt of Payment		City Treasurer's Office		
• For other requirements, refer to ES section		City Health Office, 3 rd Floor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Present required documents as basis for the issuance of				Environmental Sanitation Personnel/ 3 rd floor, Room 19
1. Health Certificate (Food handler)	Issue health certificate	P50	10 minutes	
2. Sanitary Permit	Issue Sanitary Permit		10 minutes	
3. Certificate of Potability	Issue Certificate	BAWASA – P100 Private – P150 Commercial – P200	10 minutes	
4. Sanitary Food handler's certificate	Issue Certificate	P50	10 minutes	
5. Transport clearance (food and water)	Issue Transport Permit Issue Sticker	(proposed)	10 minutes	
6. Transport of Cadaver	Issue Transport Permit	P100	10 minutes	
7. Exhumation Permit	Issue Permit	P100	10 minutes	
8. Burial Permit	Issue Permit	P100	10 minutes	

ENVIRONMENTAL SANITATION SERVICES

- About the Service

Purpose: To provide certification and permits pertaining to Health & Sanitation and address environmental complaints accordingly

Office/Division:	Environmental Sanitation Section			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Food Establishment checklist/form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Routine Inspection				
1. Funeral Homes	Inspection	P500	3 days	Environmental Sanitation Personnel/ 3 rd floor, Room 19
2. Massage Clinic	Inspection	P 300	3 days	
3. Private Hospital	Inspection	P1,800	3 days	

ENVIRONMENTAL SANITATION SERVICES

- About the Service

Purpose: To provide certification and permits pertaining to Health & Sanitation and address environmental complaints accordingly

Office/Division:	Environmental Sanitation Section			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Inspection form				
• Receipt of Payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
C. Present required documents as basis for the issuance of:				
1. Drinking Water Site Clearance	Site Inspection with Sanitation Engineer	BAWASA – 1,000 Private – 2,000 Commercial – 5,000	Depends on the availability of the Sanitary Engineer and IPHO personnel	Environmental Sanitation Personnel/ 3 rd floor, Room 19

AVING OF THE ISSUANCE OF MEDICO – LEGAL

- About the Service

Purpose: To examine a person, make report & submit to the Philippine National Police (PNP) all Medico-Legal Cases Conducted

Office/Division:	Record Section/ OPD or Physician Available			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Bonafide Resident of Oroquieta City				
• Police Blotter		Police Station		
For outside clients, receipt of Payment		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The person to be examined for Medico-legal shall be seen by the Physician Person who needs Medico-legal examination, does not need to get priority number just present the PNP request to Medico Legal.	History & important data related to the problem must be done every case is priority		10 minutes	
All Medico-legal cases outside Oroquieta shall be charged Medico-legal fees to be paid at the City Treasurer's Office.	History & important data must be done unless many cases referred on that day	Physical injuries – 350 Rape – 1,000 Post Mortem – 1,200	10 minutes	
Suspects of crime do not need priority # and must be escorted by a PNP personnel in uniform.				
If laboratory examination is necessary, the physician will refer to the health facility concern and shall return the laboratory result to the attending Physician.	Collect necessary specimen related to the case from the examining Physician to laboratory with results		30 minutes	MedTech.
Victim shall go directly go to the Physicians room and present the PNP's letter of request to the Physician.	Physician must accommodate warmly the victim to gain trust & confidence		5 minutes	Rural Health Physicians on duty
Medical examination by the physician is done.	Thorough physical & medical examination must be done related to the case		5 minutes	Rural Health Physicians on duty
In cases of minor and Women abuse, the City Social Welfare personnel shall coordinate w/ the CHO.	The physician, as well as CHO and CSWD personnel must accommodate the patient warmly with respect and with care		5 minutes	
If laboratory examination is necessary, the physician will refer the person who shall return w/ the laboratory result to the physician.	Good referral system from the Physician to the laboratory must be done		5 minutes	
Medico Legal cert. Shall be issued in 6 copies (1 copy for the victim & 1 for police, 1 Brgy.Capt. 1 for CHO). In case of Violence Against Women & Children case, another copy is given to the City Social Welfare Office. All copies except the victims copy shall be delivered by the CHO personnel.	Proper documentation of the case must be given priority with copies provided.		5 minutes	

**OFFICE OF THE CITY PLANNING & DEVELOPMENT
COORDINATOR**

**2nd Floor Oroquieta Town Center
Canubay, Oroquieta City
(088) 564-3406**



CITY PLANNING & DEVELOPMENT COORDINATORS OFFICE

VISION

Excellent service through a pool of capable, hardworking, dedicated and adequate working force equipped with modern and efficient office tools and equipment and working in a considerably conducive environment.

MISSION

To formulate short- and long-term development plans, develop program packages and project proposals that are relevant to the needs of time particularly in the aspects of economic growth, social services, infrastructure, and institutional development and improvement taking into careful consideration and inclusion climate change adaptation measures and Disaster Risk Reduction Strategies.

SERVICE STANDARDS

We uphold dedication to duty, honesty, positive work attitude, punctuality, the ability to finish task on time or render overtime work if necessary, and openness to novel ideas and new processes to speed-up office transactions.

SERVICES OFFERED:

Assistance to Researchers

About the Service

- Provide information on the Socio-Economic Profile of the city.

How to avail of the service

- Approach the CPDC/Office Staffs available upon arrival in the Office
- Present the letter request address to the City Mayor/CPDC/
Fill-up the form in the Assistance to Researcher's Log Book
- Provide a photocopy of ID

It will take you 1 - 10 minutes

Securing Locational Clearance

About the Service

-Locational Clearance is issued when the proposed project requires the use of the land in order to ensure its conformity as to land use in the chosen location as reflected in the approved Zoning Ordinance of the city.

Checklist Securing Locational Clearance

Barangay Clearance
 Plan of Project
 Bill of Materials/Cost & Estimates
 Application Form of Locational Clearance/Cert. of Zoning Compliance
 Lot Sketch Plan
 Tax Receipt
 Tax Declaration Bearing Applicant's Name
 -If the Declaration of Real Property/Title is not yet transferred to the Applicant:
 Absolute Deed of Sale/Authorization Letter from the Landowner

Securing Zoning Certification

About the services

-The applicant should present the following requirements as listed below in order to avail the approved Zoning Certification.

Latest Tax Declaration
 Lot Sketch Plan
 Tax Receipt

Payment for Securing Zoning Certification

-An amount of ₱75.00 will be paid to the City Treasurer's Office as required.

Land Reclassification

-The applicant should present the necessary requirements as indicated in the checklist and pay the amount of ₱1.00 per square meter to the City Treasurers Office. Upon presentation of the Official Receipt as proof of their payment the Zoning Division personnel will now process the application papers of the said applicant.

Office or Division:		ZONING DIVISION		
Classification:		Simple		
Type of Transaction:		Government to Government Employees and Citizens		
Who may avail:		Government Offices, Government Employees, Suppliers and Citizens		
CHECKLIST OF REQUIREMENTS:			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to frontline staff		₱ 75.00	2 minutes	Clerk I Clerk III Computer Operator
<u>For Zoning Certification</u>				
1a. Present the latest Tax Declaration, Lot Sketch Plan & Current Realty Tax Receipt	- Evaluate & validate the submitted documents			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Building Permit</u>				
1b. Securing Locational Clearance Securing Zoning Certification	-Assess, evaluate & validate the submitted documents.	-Corresponding fee Based on the Total Project Cost ₱75.00	3 minutes	Clerk I Clerk III Computer Operator
Present the Building Plan together with the required documents attached.	-Check with the Zoning Map as to location of the proposed project to determine if the proposed building is not affected by government proposed road.		3 minutes	Clerk I Clerk III Computer Operator
	-Actual inspection site for evaluation		1 hour	Clerk I Clerk III Computer Operator
	-Staff processes and record the transaction		3 minutes	Clerk I Clerk III Computer Operator
	-Staff forwards the document to Zoning Officer for review & approval		3 minutes	Engr. Jose O. Miranda Project Evaluation Officer IV Zoning Officer Designate
	-Staff releases the approved document		2 minutes	Clerk I Clerk III Computer Operator
2. <u>Land Reclassification</u>	-Evaluate/Validate the documents	₱1.00/sq. m.	2 minutes	Clerk I Clerk III Computer Operator

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

City Annex Building
Independence Street, Poblacion 2, Oroquieta City
(088) 531-1275



CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

VISION

Effective, fast, substantial and transparent delivery of basic social welfare & development programs and services responding immediate needs to improve the quality of lives of our clients.

MISSION

We are socially and technically knowledgeable in the field of Social Work: the delivery of basic social welfare and development programs and services to our depressed and underprivileged clients for them to become self-reliant and participative members of the society.



1. AID TO INDIVIDUAL IN CRISIS SITUATION

About the Service:

Individual or family who is unable to meet specific needs financially because of crisis or extremely difficult situation such as disaster, sudden illness, death, loss of job, inability to return home, etc.

Office or Division:	City Social Welfare & Development Office, Oroquieta City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

- Barangay Certificate of Indigency duly signed by Punong Barangay
- Doctor's prescription if the request is to purchase medicines.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit yourself for interview and present needed requirements.	Conduct interview and assessment report	None	10 minutes	SOCIAL WORKER/ WELFARE ASSISTANT
2. Sign financial assistance form	1.1 Prepare social case summary report form. 1.2 Submit duly accomplished form to CSWO for approval	None	3 minutes 1 minute	SOCIAL WORKER/ WELFARE ASSISTANT
3. Claim financial assistance	Processing of claim.	None	1-2 days	ACCOUNTING OFFICE TO OTHER OFFICE CONCERNED/ CASH DIVISION

2. SECURING SENIOR CITIZEN'S IDENTIFICATION CARD

About the Service:

Issuance of Senior Citizen's Identification Card from the Office of the Senior Citizen's Affair (OSCA) to avail of the benefits and privileges of Senior Citizens being stipulated and provided for under RA 9994, "Otherwise known as the Expanded Senior Citizen's Act of 2010".

Office or Division:	Office of the Senior Citizen's Affair, Oroquieta City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

- Birth certificate as proof of his/her age
- 2 pcs. (1x1) picture with red background
- Residence Certificate

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Focal person concerned.	1.1 Intake/ interview senior citizen using General Intake Sheet (GIS)	None	5 minutes	OSCA HEAD/FOCAL PERSON
	1.2 Register his/ her name in the masterlist		2 minutes	
2. Receive/claim Senior Citizen's Identification card.	Issuance of Senior Citizen's Identification card.	None	2 minutes	OSCA HEAD/FOCAL PERSON

3. SECURING PURCHASE BOOKLETS

About the Service:

Issuance of purchase booklet to avail of twenty percent (20%) discount on the purchase of medicines, and five percent (5%) discount on the purchase of food commodities.

Office or Division:	Office of the Senior Citizen's Affair, Oroquieta City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

- Valid Senior Citizen's Identification Card issued by the Office of the Senior Citizen's Affair (OSCA)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid Senior Citizen's Identification card.	Conduct interview and fill up purchase booklet	None	5 minutes	OSCA HEAD/FOCAL PERSON
2. Claim/Receive purchase booklet.	Issuance of purchase booklet to senior citizen concerned	None	2 minutes	OSCA HEAD/FOCAL PERSON

4. SECURING ASSISTANCE FOR CHILDREN AT RISK WHOSE AGE IS 15 YEARS OLD AND BELOW

About the Service:

Provision of assistance and/or intervention to children whose age is 15 years old and below with discernment.

Office or Division:	City Social Welfare & Development Office, Oroquieta City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

- Birth Certificate as proof of his true age.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Law Enforcement Officer turn-over the child to the CSWD	1.1 Conduct intake interview to the child and the parents/guardians for assessment.	None	2 hours	PNP/WCPD
	1.2 Social worker will release the child to parents/guardians. 1.3 Coordinate with the Barangay Council for the Protection of Children (BCPC) where the child lives for appropriate intervention program		2 hours	SENIOR SOCIAL WORKER
2. Report to CSWD office once a month	Counseling, monitoring and follow-up on the progress of the child	None	1 hour	SENIOR SOCIAL WORKER

5. SECURING ASSISTANCE FOR CHILDREN IN CONFLICT WITH THE LAW (CICL) WHOSE AGE IS ABOVE 15 YEARS OLD BUT BELOW 18 YEARS OLD ACTED WITH DISCERNMENT

About the Service:

Provision of assistance and/or intervention to children above 15 years old but below 18 years old who are in conflict with the law.

Office or Division:	City Social Welfare & Development Office, Oroquieta City
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

Birth Certificate as proof of his true age.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Law Enforcement Officer turn-over the child to the CSWD.	1.1 Inform parents/ guardian 1.2 Inform PAO/Lawyer 1.3 Refer for medical 1.4 Conduct initial interview	None	1 hour	PNP/WCPD
2. Secure and present valid documents.	1.1 Prepares report containing assessment on discernment. 1.2 Release the child to the parents/guardians (offense with penalty not more than 6 years) 1.3 Convene Diversion Program to barangay level. 1.4 Commit the child to Bahay Pag-asa, NGO or any Government facilities for the best interest of the child while waiting for court disposition (if penalty of more than 6 years)	None	1 day 45 days from start of proceeding Depends on court proceedings	SENIOR SOCIAL WORKER PUNONG BARANGAY, BCPC, DIVERSION COMMITTEE SOCIAL WORKER, PAO LAWYER

6. REQUEST FOR SOCIAL CASE STUDY REPORT

About the Service:

Provision of information of a certain individual/client regarding his/her personal background (physical appearance, relationships, financial capabilities, strength and weakness) and history of his/her illness if it is for medical purposes

Social Case Study Report is also used as reference in the conduct of study of a certain person/client needing whatever assistance/services he/she would like to avail of from any NGO/GO's facilities for the solution of his/her problem.

Office or Division:	City Social Welfare & Development Office, Oroquieta City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

- Medical Certificate
- Hospital Bill
- Medical Abstract.

CLIENT STEPS	AGENCY ACTIONS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client approaches Social Worker for interview and assessment and present needed requirements for validation.	1.1 Conduct interview and assessment of his/her case. 1.2 Conduct home visit and gather collateral information. 1.3 Prepare Social Case Study Report		None	1 hour 3-4 hours 1 hour	SOCIAL WORKER/ WELFARE ASSISTANT
2. Receive Approved Social Case Study Report	Issue/Release Social Case Study Report duly signed by the CSWO		None	5 minutes	SOCIAL WORKER/ WELFARE ASSISTANT

7. REQUEST FOR CERTIFICATE OF INDIGENCY

About the Service:

Provision of certificate of indigency to individuals/families to avail of free services/discounts of any goods and/or facilities.

Office or Division:	City Social Welfare & Development Office, Oroquieta City
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

REQUIREMENT(S):

- Barangay Certificate of Indigency duly signed by the Punong Barangay
- In the absence of the above requirement refer to the Certified List of Indigent Families per barangay or National Household Targeting System (NHTS) data.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach Social Worker for interview and assessment.	1.1 Interview and assess client 1.2 Prepare Certificate of Indigency to be signed by the City Social Welfare Officer for approval.	None	5 minutes 3 minutes	SOCIAL WORKER/ WELFARE ASSISTANT
2. Present the requirement to the worker concerned and receive said document.	Issue Certificate of Indigency to the client	None	1 minute	SOCIAL WORKER/ WELFARE ASSISTANT

CITY ENGINEER'S OFFICE
Upper Langcangan, Oroquieta City
(088) 531-1232



CITY ENGINEER'S OFFICE

SECURING BUILDING PERMIT

ABOUT THE SERVICE

A Building Permit is required prior to construction, erection, additional, alternation, major repair, or renovation or conversion of any building/ structure owned by private entities or by Government, pursuant to Sec. 301 of the implementing Rules and Regulation, P.D. 1096 National Building Code of the Philippines which states;

Sec. 301. Building Permits:

No persons, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building is located or the building work is to be done.

Sec. 305. Validity of Building Permits

A Building Permit issued under the provisions of this Code shall expire and become null and void if the building or work authorized therein is not commenced within the period of one year from the date of such permit, or if the building or work so authorized 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
Classification	: Simple / Complex/ Highly Technical
Type of Transaction	: Government to Government Units and Citizens
Who may avail	: Government Offices, Government Employees, Business Sectors and Citizens

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<p>Application Forms – must be filled-up completely</p> <ul style="list-style-type: none"> • Building • Civil/ Structural • Architectural • Excavation & Ground Preparation • Sanitary/ Plumbing • Electrical • Electronics • Mechanical <p>Five (5) sets of lot survey plans, design plans, specifications and other documents prepared signed and sealed over the printed names of the duly licensed and registered professionals.</p> <ul style="list-style-type: none"> • Geodetic Engineer, in case of lot survey plan (with certification of GE that proposed building will not encroach on adjoining properties ; • Architect, in case of architectural documents; in case of architectural interior/exterior design documents, either an interior designer may sign; • Civil Engineer, in case of civil/ structural documents; • Professional Electrical Engineer, in case of electrical documents; • Professional Mechanical Engineer, in case of mechanical documents; 	<p>City Engineer's Office – Building and Industrial Safety Division</p> <p>Private Professional Practitioners</p>

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
<ul style="list-style-type: none"> Sanitary Engineer, in case of sanitary documents; Master Plumber, in case of plumbing documents; Electronics Engineer, in case of electronics documents; <p>Bill of Materials & Cost Estimates- 5 copies</p> <p><i>In case the applicant is the registered owner of the lot;</i></p> <ul style="list-style-type: none"> Certified copy of OCT/TCT- 5 copies Latest Tax Declaration - 5 copies Current Real Property Tax Receipt – 5 copies <p><i>In case the applicant is not the registered owner of the lot, a duly notarized copy of the following (whichever is applicable)</i></p> <ul style="list-style-type: none"> Deed of Absolute Sale Authorization from the Lot Owner Affidavit of Heirship Contract of Lease Board Resolution with Secretary Certificate for authorized signatory Certification from Developer (for Subdivision) 	<p>Registry of Deeds City Assessor's Office Real Property Tax Office</p>
Project Specifications – 5 copies	Registered Civil Engineer
Structural Design Analysis – for Two (2)- Storey and above with attic-mezzanine/roof deck/penthouse – 2 copies	Registered Civil Engineer/ Structural Engineer
Previous approved or permit for in case of addition, alteration & renovation – 2 copies	
Certification from Civil Engineer in-charge of project, regarding Structural stability of existing building in its foundation and columns and beams in case of addition of floor level – 3 copies	Registered Civil Engineer
Site Development Plan indicating the setback/yard distances at the front, sides and back with Perspective – 5 copies	Registered Geodetic Engineer
Soil Boring Test Result – for Four (4) Storey and above or 4 storey with attic/mezzanine/roof deck / penthouse .Hole 15 meters depth min.– 3 copies	Registered Structural Engineer
Plate Load Test Analysis –for 3 Storey of 2 Storey with attic/mezzanine/ roof deck/ penthouse – 2 copies Construction Logbook – 1piece	Registered Structural Engineer
<p>Clearance from other government agencies exercising regulatory functions.</p> <p>Such clearances are:</p> <ul style="list-style-type: none"> Locational Clearance and Zoning Certification - for zoning and land use of all types of building/structures Fire Safety Evaluation Clearance - for all types of building/ structures Construction Safety and Health Program- (CSHP) – DOLE for Commercial, Industrial, Agricultural & Institutional Buildings Environmental Compliance Certificate (CECC)– for Commercial, Institutional, Industrial and Agricultural Buildings <ul style="list-style-type: none"> - for health hazard-related buildings/structures - for building/structures exceeding 45 meters in height - for tourist-oriented projects - for Institutional Buildings/School Buildings 	<p>City Planning and Development Office</p> <p>Bureau of Fire Protection</p> <p>Department of Labor and Employment</p> <p>Environment and Natural Resources Office/Department of Environment and Natural Resources</p> <p>Department of Health</p> <p>Air Transportation Office</p> <p>Philippine Tourism Authority</p> <p>Department of Education</p>

To facilitate processing: please take note of the following before submitting the plans and other requirements above to the CEO:

- Requirements of the National Building Code
- Requirements of the Referral Codes (Architectural Code, Philippine Electrical Code (PEC), Revised Plumbing Code, Structural Code (NSCP) Mechanical Engineering Code (PSME))
- Laws and City Ordinances affecting the design/project.
- Compliance with BP 344 (Accessibility Law) should be indicated in detail on plans for commercial, institutional and public buildings.
- If setback/yard requirements are not met on the sides and the back/rear then a Firewall (strictly no opening extending up to at least 1 meter from the roof level shall be provided. It shall be indicated on the site development plan with owner's conformity.
- Grease Traps/Oil Separators shall be provided for hotels, restaurants, eateries, terminals, gasoline stations, auto repair shops, bakeries and other similar establishments.
- All revisions/additions made in the plans shall have an acknowledgement of the designer.
- Special Power of Attorney shall be provided if the owner is not the signatory in all application forms, plans and documents.
- All applications forms and letters must be filled-up with all the necessary information available.
- Forms and letters, Plans, Specification, Bill of Materials and Cost Estimates and other pertinent documents must be signed and sealed by the designer and signed by the owner.

NOTE:

Pursuant to EOB Law, RA 11032; "EASE OF DOING BUSINESS & Efficient Delivery of Government Services (EDGS)"

- | | | |
|--------------------------------|---|---|
| • Simple transactions | - | 3 working days |
| • Complex transactions | - | 7 working days |
| • Highly Technical transaction | - | 20 working days (This can be extended for another twenty(20) days or 45 days) |

NOTE:

For any inquiry/comments and complaints: Kindly call CEO-BIS Div. Tel. No. 088-530-5169; OR approach the Office Front Desk Officer.

FEE(S) AND OTHER CHARGES

- Please refer to the revised National Building Code of the Philippines & its Revised Implementing Rules & Regulations, approved by DPWH and took effect on April 30, 2005.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Building Permit Application Forms	Go to frontline staff, secure & accomplish building permit application.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Julie. A. Dela Cerna Clerk (Job Order) Receiving Officer
2. Submit Application Forms, Plans & complete documents (with clearances)	<p>After securing clearances from other regulatory agencies, Bldg. staff evaluates/ review documents & assess for building permit fees as to the ff. technical requirements:</p> <p>a. Civil Engineer – Line & Grade verification (con-ducs site inspection to establish and determine setbacks and grades in relation to road lots, property lines, streets or highways whether existing or proposed, including road widening and construction of various public utilities and other infrastructure project)</p> <p>b. Architect – Architectural Plans & related documents</p> <p>c. Sanitary Engineer/ Master Plumber – Plumbing/Sanitary Plans & related documents</p> <p>d. Electrical Engineer – Electrical Plans & related documents</p> <p>e. Mechanical Engineer – Mechanical Plans & related documents</p> <p>f. Electronics Engineer – Electronics Plans & related documents</p>		<p>Average of 2 hours and 30 minutes and Maximum of 2 days (Simple Transaction)</p> <p>2 days Maximum of 6 days (Complex Transaction)</p> <p>6 days Maximum of 15 days (Highly Technical Transaction)</p>	Engr. Jessie L. Enerio Engineer II Engr. Richial M. Babia Engineer II Engr. Clint T. Mañabo Engineer I Engr. Richmond D. Gabi Engineer I Engr. Panfilo L. Bañez Jr. Special Agent I

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. a Return of Plans & Documents to Applicant – <i>in case for any deficiencies during evaluation. If none proceed to step 3.</i></p>	Inform the applicant to withdraw the submitted plans & documents for correction with the checklist of lacking/ additional requirements.		15 minutes	<p>Ms. Shirley D. Saramosing Clerk</p> <p>Ms. Marynie A. Sumagang Clerk (Job Order)</p> <p>Receiving Officer</p>
<p>2.b Submit Lacking Documents & Corrected Plans</p>	<p>Technical staff will re-evaluate the plans & check the completeness of the documents.</p> <p>Provide applicant a claim stub for claiming approved application.</p>		15 minutes	
<p>2.c Approval of Permit</p>	Building Official approves Building Permit			<p>Engr. Cheryl B. Quidet Engineer IV</p> <p>Engr. Fernan V. Marcial City Engineer Building Official</p>
<p>3. Pay Building Permit Fees</p>	Inform the applicant through text concerning the Order of Payment and the exact amount. The applicant present Order of Payment to Revenue Collection Office at City Treasurer Office & pay the required fees.		5 minutes	<p>Cash Division City Treasurer's Office</p>
<p>4. Release of Permit</p>	Bldg. Staff records permit, assigns corresponding no. & release owner's copy of approved permit.		10 minutes	<p>Ms. Shirley D. Saramosing Clerk</p> <p>Ms. Rowena Grace Alutaya Clerk (Job Order)</p>

SECURING ANCILLARY & ACCESSORY PERMITS

ABOUT THE SERVICE

Aside from a building permit, the office of the Building Official/ City Engineer's Office issue other permits that are required before the renovation, construction or demolition of any structure.

The Ancillary Permits duly signed and sealed by the corresponding professionals and the plans and specifications shall be submitted together with the duly notarized application for Building Permit. The Building Permit is null and void if not accompanied by the Ancillary Permits. The prescribed Ancillary and other Accessory Permits/ forms shall likewise be used whenever applicable. The Ancillary Permits are the following:

- Architectural Permit
- Civil/Structural Permit
- Electrical Permit
- Mechanical Permit
- Sanitary Permit
- Plumbing Permit
- Electronics Permit

The Accessory permits are issued by the Building Official for activities being undertaken prior to or during the processing of the building permit. 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.

TYPES OF PERMIT AND REQUIREMENT(S)

ELECTRICAL PERMIT

The document is required before putting up new additional, or alteration of electrical installations. For new buildings, this form is part of the requirements for Building Permit Application.

Requirements:

- Electrical Permit Application Form signed by a Professional Electrical Engineer
- Electrical Plans
- Electrical Specifications
- Bill of Materials & Cost Estimates
- Electrical Design Analysis (For large electrical installation)

MECHANICAL PERMIT

This is required before the installation of new or additional, removal or alteration of machinery of at least 20 HP. For new buildings, this form is part of the requirements for a Building Permit Application.

Requirements:

- Mechanical Permit Application Form signed by a Professional Mechanical Engineer
- Mechanical Plans
- Mechanical Specifications
- Bill of Materials & Cost Estimates

SANITARY/ PLUMBING PERMIT

This document is required before the construction of new or additional, or altering existing plumbing installation, water supply, storm drainage, water purification and sewerage plants. For new buildings, this form is part of the requirements for a Building Permit Application.

Requirements:

- Sanitary/ Plumbing Permit Application Form signed by a Sanitary Engineer or Master Plumber
- Sanitary/ Plumbing Plans
- Sanitary/ Plumbing Specifications
- Bill of Materials & Cost Estimates

ELECTRONICS PERMIT

This document is required before the installation of telecommunications system, broadcasting systems, television systems, information technology (IT), security and alarm systems, navigation aids & control, indoor and outdoor signage's, electronically controlled conveyance systems, building automation management & control system, etc.

Requirements:

- Electronics Permit Application Form signed by an Electronics Engineer
- General layout Plans with legends
- Single line diagram
- Riser diagram
- Isometry of the system
- Equipment's Specifications
- Design Analysis, as applicable
- Bill of Materials & Cost Estimates

ARCHITECTURAL PERMIT**Requirements:**

- Architectural Permit Application Form signed by an Architect Engineer
- Architectural Plans Drawings
- Architectural Interior/ Exterior Design
- Plans & Specifications of all accessibility facilities of scale of at least 1:100
- Detailed design of all accessibility facilities outside & around buildings/ structures including parking areas & their safety requirements at a scale 1:50
- Fire Safety documents

CIVIL/STRUCTURAL PERMIT

This document is required before construction, additional, renovation of buildings/ structures and before pouring concrete of the structural members. This form is part of the requirements for Building Permit Application.

Requirements:

- Civil/ Structural Permit Application Form signed by a Professional Civil Engineer
- Site Development Plan
- Structural Plans
- Structural Analysis & Design for all building/ structures, except for one-storey & single detached building structure with a total floor area of 20.00 sq.m. or less.
- Boring and Load Test
- Seismic Analysis
- Bill of Materials & Cost Estimates

FENCING PERMIT

This permit is secured prior to actual construction of a fence.

Requirements:

- Fencing Permit Application Form
- Fencing Plan
- Bill of Materials and Cost Estimates
- Lot Plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties
- Transfer Certificate of Title
- Deed of Sale/ Lease Contract/ Contract to Sell (if the TCT is not the name of the owner/ applicant)
- Updated Real Property Tax Declaration
- Certificate of Real Property Tax Payment
- Bill of Materials & Cost Estimates

DEMOLITION PERMIT

This permit is secured prior to the systematic dismantling or destruction of a building or structures in whole or in part.

Requirements:

- Demolition Permit Application Form
- Sketch Plan of area to be demolished
- Certificate of Real Property Tax Payment
- Tax Declaration of Real Property (Bldg.)

TEMPORARY SERVICE CONNECTION PERMIT

This permit is secured for temporary service connection to a power utility for lighting and power construction, Christmas decorative lighting, lighting of cemeteries, temporary lighting for carnivals/ fiestas, testing, etc.

Requirements:

- Permit Form (DPWH Form No. E-03)
- Building Permit (for new construction)
- Electrical Plan/ Layout
- Undertaking Form, duly accomplished

EXCAVATION AND GROUND PREPARATION PERMIT

This permit is secured prior to actual ground preparation and excavation after the building line is established. It is also a requirement for a Water Connection request to the OCWD.

Requirements:

- Accomplished Permit Form (NBC Form No. – A - 02)
- For MOWD connection purposes, present letter request, location plan & excavation plans & details
- O.R. for payment of excavation fee

TEMPORARY SIDEWALK ENCLOSURE & OCCUPANCY PERMIT

This permit is secured for use of road shoulders & sidewalk for temporary stockpile of materials aggregates and repair of sidewalk.

Requirements:

- Accomplished Permit Form (NBC Form No. – B - 02)
- Sketch Plan & dimension of stockpile
- Location Plan

SCAFFOLDING PERMIT

This permit is secured whenever the erection of scaffolding occupies street lines.

Requirements:

- Accomplished Permit Form (DPWH ACCESSORY FORM NO. 2003-011-B)
- Sketch Plan of street line to be occupied

SIGN PERMIT

This permit is secured prior to the installation, erection, attachment, painting of any form of signage.

Requirements:

- Sign Permit Form (NBC Form No. B-07)
- Building Permit Form whenever there is a concrete/ steel structure
- Structural Analysis whenever there is a concrete/ steel structure
- Sketch Plan of signage/s to be installed/erected
- Location/ vicinity plan
- Lot documents whenever it occupies a private lot
- DPWH clearance (for national roads/highways)

APPLICATION FOR ELECTRICAL PERMIT

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure Electrical Permit Application Forms	Go to frontline staff & secure Electrical Permit Application Form with the list of requirements.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Rebecca Patoy Clerk (Job Order) Receiving Officer
Submit Application Forms with complete requirements	Building staff evaluates submitted application form, electrical plan & complete requirements.		25 minutes	Engr. Richmond D. Gabi Engineer I (Job Order)
2.a. Electrical Inspection at Site	Assess for electrical permit fees. Building staff conducts building Electrical Inspection at site. If deficiencies are noted in actual installation, an inspection report is furnished to applicant. If none proceed to step 3.		1 Hour	Engr. Panfilo L. Bañez Jr. Special Agent I
2.b Correction on actual electrical installation	Make the necessary electrical correction to conform to the National Building Code & Philippines Electrical Code (PEC).			James C. Abuton Electrician (Job Order)

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.c Pay Electrical permit fees	If necessary electrical correction has been completed, Electrical Engineers will re-inspect.			James C. Abuton Electrician (Job Order)
	Submit O.R. to building staff		10 min	Ms. Rebecca Patoy Job Order Clerk Ms. Russelle Basalo Job Order Clerk
3. Approval of Permit	Building Official approves Electrical Permit		10 minutes	Engr. Cheryl B. Quidet Engineer IV Engr. Fernan V. Marcial City Engineer Building Official
4. Pay Electrical Permit Fees	Inform the applicant through text concerning the Order of Payment and the exact amount. The applicant present Order of Payment to Revenue Collection Office at City Treasurer Office & pay the required fees.		5 minutes	Cash Division City Treasurer's Office
5. Release of Permit	Bldg. Staff records permit, assigns corresponding no. & release owner's copy of approved permit.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Ruselle Basallo Clerk (Job Order)
6. MOELCI – I Sub- Office	Bldg. Staff will instruct the applicant to proceed to MOELCI-I for schedule of energization.			MOELCI-I Electrical In-Charge

APPLICATION FOR FENCE PERMIT

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Fencing Permit Application Forms	Go to frontline staff & secure Fencing Permit Application Form with the list of requirements.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Marynie A. Sumagang Clerk (Job Order) Receiving Officer
2. Submit Application Forms with complete requirements	Building staff evaluates submitted application form, Lot Sketch plan & complete requirements. Assess for Fencing permit fees.		Average of 1 hour and 30 minutes	Engr. Panfilo L. Bañez Jr. Special Agent I Engr. Jessie L. Enerio Engineer II
2.a. Inspection at Site	Building staff conducts fence construction inspection at site. If violations are noted in actual construction, an inspection report is furnished to applicant. If none proceed to step 3.		1 Hour	Engr. Richial M. Babia Engineer II Engr. Clint T. Mañabo Engineer I
2.c Approval of Permit	Provide applicant a claim stub for claiming approved application. Building Official approves Electrical Permit		10 minutes	Engr. Fernan V. Marcial City Engineer Building Official
3. Pay Fencing Permit Fees	Inform the applicant through text concerning the Order of Payment and the exact amount. The applicant present Order of Payment to Revenue Collection Office at City Treasurer Office & pay the required fees.		5 minutes	License Division City Treasurer's Office
4. Release of Permit	Bldg. Staff records permit, assigns corresponding no. & release owner's copy of approved permit.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Julie Dela Cerna Clerk (Job Order)

APPLICATION FOR SIGN PERMIT/ SCAFFOLDING PERMIT/ DEMOLITION PERMIT & PERMIT FOR TEMPORARY SIDEWALK ENCLOSURE & OCCUPANCY

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Forms	Go to frontline staff & request for relevant permit forms with the list of requirements.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Rowena Grace Alutaya Clerk (Job Order) Receiving Officer
2. Submit Application Forms with complete requirements	Building staff evaluates submitted application form with complete requirements. Assess for permit fees.		Average of 1 hour and 30 minutes	Engr. Panfilo L. Bañez Jr. Special Agent I Engr. Jessie L. Enerio Engineer II
2.a. Inspection at Site	Building staff conducts inspection at site.		1 Hour	Engr. Clint T. Mañabo Engineer I
3. Pay Permit Fees	Inform the applicant through text concerning the Order of Payment and the exact amount. The applicant present Order of Payment to Revenue Collection Office at City Treasurer Office & pay the required fees.		5 minutes	License Division City Treasurer's Office
3.a Approval of Permit	Building Official approves relevant Permits		10 minutes	Engr. Fernan V. Marcial City Engineer Building Official
4. Release of Permit	Bldg. Staff records permit, assigns corresponding no. & release owner's copy of approved permit.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Rebecca Patoy Clerk (Job Order)

APPLICATION FOR MECHANICAL, ELECTRONICS, ARCHITECTURAL, CIVIL/ STRUCTURAL & SANITARY/PLUMBING PERMITS

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Forms	Go to frontline staff & request for relevant permit forms with the list of requirements.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Ruselle Basallo Clerk (Job Order) Receiving Officer
2. Submit Application Forms with complete requirements	Building staff evaluates submitted application form with complete requirements.		Average of 1 hour and 30 minutes	Engr. Panfilo L. Bañez Jr. Special Agent I
2.a. Inspection at Site	Assess for permit fees. Building staff conducts inspection at site.		1 Hour	Engr. Jessie L. Enerio Engineer II
2.b Correction on actual Mechanical, Electrical installation, Civil Structural & Sanitary/ Plumbing Requirements	Make the necessary correction on actual installation to conform the provisions of National Building Code (NBC) Processing Permits			Engr. Clint T. Mañabo Engineer I Engr. Richial M. Babia Engineer II
2.c Approval of Permit	Building Official approves relevant Permits		10 minutes	Engr. Cheryl B. Quidet Engr. IV Engr. Fernan V. Marcial City Engineer Building Official
3. Pay Permit Fees	Inform the applicant through text concerning the Order of Payment and the exact amount. The applicant present Order of Payment to Revenue Collection Office at City Treasurer Office & pay the required fees.		5 minutes	License Division City Treasurer's Office
4. Release of Permit	Bldg. Staff records permit, assigns corresponding no. & release owner's copy of approved permit.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Rowena Grace Alutaya Clerk (Job Order)

SECURING A CERTIFICATE OF OCCUPANCY PERMIT

ABOUT THE SERVICE

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.

Rule II National Building Code, Sec. 309 Certificate of Occupancy

Inspected as to the following requirements:

- Land Use & Architectural
- Line & Grade
- Structural
- Electrical
- Mechanical
- Electronics

CHECKLIST OF REQUIREMENT(S)	WHERE TO SECURE
Certificate of Completion Form (NBC Form No. B-10) Certificate of Completion – duly notarized <i>Architectural</i> <i>Mechanical</i> <i>Electrical</i> <i>Sanitary/ Plumbing</i> <i>Civil/ Structural</i> <i>Electronics</i> Construction Logbook (<i>signed & sealed by the owner's, Architect or Civil Engineer who under took full-time inspection and supervision</i>) Building Inspection Sheet (<i>If undertaken by contract</i>), signed & sealed by Architect or Civil Engineer As built plans & specifications – duly signed & sealed by the respective design professionals (<i>If there are changes made from the submitted building plans</i>) – 4 sets Fire Safety Inspection Certificate (FSIC) Current Real Property Tax Receipt- 3 copies Photos of Site/ Project showing substantial completion (<i>Back, Front and Sides</i>) Issued Fire Safety Evaluation Clearance (FSEC) Construction Signboard Picture	City Engineer's Office – Building and Industrial Safety Division Private Professional Practitioners Bureau of Fire Protection Real Property Tax Office Bureau of Fire Protection

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Certificate of Completion Forms	Secure from Building staff one (1) set of Completion form (NBC No. B-10) with the list of requirements.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Marynie A. Sumagang Clerk (Job Order) Receiving Officer
2. Submit Application Forms – <i>duly accomplished completion form</i>	Building staff evaluates submitted application form with complete requirements. Assess for permit fees.		Average of 1 hour and 30 minutes	Engr. Panfilo L. Bañez Jr. Special Agent I
2.a. Building Inspection	Building Inspection Team conducts actual inspection of the completed building/ structure; and check if the same as in accordance with the approved plans and specifications.		1 Hour	Engr. Jessie L. Enerio Engineer II Engr. Clint T. Mañabo Engineer I Engr. Richial M. Babia Engineer II
2.b Preparation of Inspection Report (Optional)	If the building inspectors find that the completed project had deviations from the approved plans, applicant will be given an inspection report, that lists the needed corrections or other documents required. If there are no deviations, proceed to step 3. Processing Permits			Richmond D.Gabi Electronics Engineer – Job Order James C. Abuton Electrician – Job Order
2.c Approval of Permit	Building Official approves relevant Permits		10 minutes	Engr. Cheryl B. Quidet Engr. IV Engr. Fernan V. Marcial City Engineer Building Official

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay Permit Fees	Inform the applicant through text concerning the Order of Payment and the exact amount. The applicant present Order of Payment to Revenue Collection Office at City Treasurer Office & pay the required fees.		5 minutes	Cash Division City Treasurer's Office
4. Release of Certificate of Occupancy & Certificate of Final inspection	Bldg. Staff records permit, assigns corresponding no. & release owner's copy of approved permit.		10 minutes	Ms. Shirley D. Saramosing Clerk Ms. Ruselle Basallo Clerk (Job Order)
5. MOELCI – I Sub-Office	Building staff instruct the applicant to proceed to MOELCI-I for schedule of energization.			

SECURING BUILDING INSPECTION CLEARANCE FOR BUSINESS PERMIT

HOW TO AVAIL OF THE SERVICE

FOR RENEWAL F BUSINESS PERMIT APPLICATION

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to CEO-BIS Division – <i>present the Business License Application Form to bldg. staff</i>	Building staff will review the documents submitted & assess the required building inspection fees.		10 minutes	Engr. Cheryl B. Quidet Engineer IV Engr. Jessie L. Enerio Engineer II
Payment of Building Inspection Fee	The building staff issue order of payment to applicant to be presented to License Division at City Treasurer's Office & pay the required fees.		5 minutes	Cash Division City Treasurer's Office
Issuance of Certificate of Annual Building Inspection- <i>applicant submit official receipt.</i> 3.a approval	Bldg. Staff records application in logbook. Prepares & process Certificate of Annual Inspection (NBC Form No. B-10) . Final review by Div. Chief Building Official approves the clearance and signs the Business License Application Form.		10 minutes 5 minutes	Engr. Jessie L. Enerio Engineer II Engr. Cheryl B. Quidet Engineer IV Engr. Fernan V. Marcial City Engineer Building Official

FOR NEW ENTERPRISE:

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Business License Application Form to bldg. staff & request schedule for inspection	Building staff will review the documents submitted & assess the required building inspection fees.		10 minutes	Engr. Cheryl B. Quidet Engineer IV
1.a Building Inspection	Building Inspection Team conducts actual inspection to verify compliance with the National Building Code, Referral Code, Laws and Ordinances.		1 hour	Ms. Shirley D. Saramosing Clerk Building Inspection Team
1.b Preparation of Inspection Report and perform corrections, comply with Bldg. Code requirements	Building Inspection Team prepares inspection report detailing violation if any. Furnish copy of Report to owner, if no violation proceeds to step 2. Make necessary corrections; comply with Bldg. Code requirements enumerated in the report. Prepares assessment fees of corresponding application.		Next day	Building Inspection Team
2. Payment of Building Inspection Fees	The building staff issue order of payment to applicant to be presented to Revenue Collection Office at City Treasurer Office & pay the required fees.		10 minutes	Cash Division City Treasurer's Office

CITY TREASURER'S OFFICE

Ground Floor, City Hall Main
Independence street, Oroquieta City

(088) 531-1214

(088) 531-0134



CITY TREASURER'S OFFICE

VISION

The Office of the City Treasurer is dedicated in finding better ways to serve the public, and as such, will pursue new programs and progressive reforms that will assist both the taxpayers and community entities. Operating in an efficient manner through a competent and friendly staff, the City Treasurer will act professionally and responsibly in line with its mandate function, viz:

1. Collect local taxes, fees and other charges pursuant to the provisions of the Local Government Code of 1991.
2. Take custody and disburse all city government funds and such other funds entrusted to the Treasurer by law or other competent authority.
3. Advise the Mayor, Sangguniang Panlungsod and other local government officials on issues or matters related to public finance.
4. Inspect private commercial and industrial establishment within the jurisdiction of the city.
5. Examine the books of accounts and other pertinent records of any person, partnership, corporation or association subject to local taxes, fees and charges.
6. Issue licenses to business establishments within the jurisdiction of the city.

MISSION

The office of the City Treasurer, by and through quality management and competent and friendly staff, will strive to:

1. Inspire taxpayers' trust in the operation and management of the office.
2. Collect taxes, fees and other charges and disburse funds in a timely, equitable, efficient and responsible fashion.
3. Develop innovative and progressive tax measures and programs for recommendation and approval by the SP and the City Mayor.
4. Invest funds in compliance with laws, and in a manner that seeks to ensure the preservation of government equity by maintaining sufficient liquidity to meet all current obligations.
5. Establish tax information programs to increase public awareness in the payment of taxes, fees and other charges.

SECURING BUSINESS LICENSE

ABOUT THE SERVICE

All business are required to secure a business license by way of paying the corresponding business taxes, fees and other charges before the start of its operation, in the renewal of license, the business tax, fees and other charges must be paid on or before the 20th day of January of every year, or, if paid in semi-annually installments and quarterly installments, payment shall be made as follows: 1st Semi-annually (for January 1-June 30) on or before January 20; 2nd Semi-annual installment (for July 1-December 31) on or before July 20; and quarterly installments, on or before January 20; on or before April 20; on or before July 20; on or before October 20, as the case may be. For new business, the tax shall be assessed on the basis of its capitalization, except however, on other type or kind of business wherein business taxes are fixed by the local tax code. For renewal, based on the gross sales/receipts of the preceding year. Failure to pay the taxes or charges within the time required shall subject the taxpayer to a surcharge of 25% of the amount of the taxes, fees or charges plus an interest of 2% per month, but in no case shall the total interest exceeds 36 months.

Office or Division:	LICENSE AND FEES DIVISION
Classification:	SIMPLE
Type of Transaction:	GOVERNMENT TO CLIENT

REQUIREMENTS:

FOR NEW BUSINESS

- Community Tax Certificate (Individual, Corporation & Partnership).
- Barangay Clearance for Business (where the business establishment is located).
- Contract of Lease (if the applicant is renting the building or land used in the business).
- DTI Certificate of business name registration, SEC Registration for partnership & corporation, and CDA registration for cooperatives.
- Authorization letter or SPA authorizing person/representative to transact with CTO.
- CEEDO clearance (if business is located at public market, town center and "haling-halang" area)

FOR RENEWAL OF BUSINESS

- Community Tax Certificate (Individual, Corporation & Partnership).
- Barangay Clearance for Business (where the business establishment is located).
- Contract of Lease (if the applicant is renting the building or land used in the business).
- Certified Statement of Gross Sales/Receipts for the preceding year.
- Joint Statement of Annual Income subject to Gross Receipts tax
(for Banks and Lending Institutions)
- Authorization letter or SPA authorizing person/representative to transact with CTO.
- CEEDO clearance (if business is located at public market, town center and "haling-halang" area)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the filled-out Mayor's Business Permit Application Form	Electronic inputting of business registration data	None	10 minutes per application form	I.T Personnel, Data Encoder
2. Submit the computer generated Application form to the Business License Assessor	Assessment of Business Taxes, Fees and Other Charges		10 minutes per assessment	LTOO IV LTOO III LTOO II RCC I (Designate)
(Backroom Processing) Go to the Bureau of Fire Office	Assessment of Fire Safety Inspection Fee	10% of the Regulatory Fees and Other Charges	15 minutes per Assessment	Bureau of Fire Personnel
3. Submit the Assessment Record form to the Revenue Collector	Received the payment of Business taxes, Fees and Other Charges	Base on the computation derived from declared Gross receipts/ Capital	10 minutes per Assessment	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collectors)

RETIREMENT OF BUSINESS

ABOUT THE SERVICE

Abandonment /closures/stoppage of business operation must be reported for retirement purposes to the Office of the City Treasurer on or before the expiration date set forth in the business license or permit. Failure to surrender the permit and/or license on or before the expiration date shall be considered to mean that the business or trade is still being continued and taxes, fees and other charges corresponding to the succeeding quarter/s due and payable plus surcharge and interest.

REQUIREMENTS:

- Certification from barangay where the business is located attesting to the fact of its closure/ stoppage.
- Sworn Statement of the gross sales or receipts for the current year (standard form to be provided by the office).
- Surrender mayor's business permit & license for the current year.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit barangay certification and Notarized Sworn Statement for verification/ Examination	Verify and Examine the Notarized Sworn Statement		10 minutes per Documents	LTOO IV LTOO III LTOO II RCC I (Designate)
2. Secure generated computerized tax assessment record as basis for payment to Cash Receipts Division	Assessed the Business tax derive from the gross sales declared from Sworn Statement		5 minutes per Assessment Record	LTOO IV LTOO III LTOO II RCC I (Designate)
3. Submit the Computer generated Assessment Record the Revenue Collector	Received the payment of Client	Based on the Declared Gross Sales of the Sworn Statement	5 minutes per Assessment Record	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)

SECURING FRANCHISING AUTHORITY AND PERMIT TO OPERATE MOTORIZED TRICYCLE-FOR-HIRE (MCH) SERVICE

ABOUT THE SERVICE

Operators of Motorized Tricycle-for-Hire (MCH) service have to pay franchise tax, fees and other charges before they are granted franchising authority and permit to operate same by the Office of the City Mayor and by the Sangguniang Panlungsod, respectively, within the jurisdiction of the city. Franchising Authority and Permit shall be renewed every three (3) years and failure to renew shall be subject to P50.00 penalty plus 2% interest per month. All other fees and charges not paid on due date shall subject the operator the surcharge of 25% and interest of 2% per month.

REQUIREMENTS:

FOR NEW APPLICANT

- Community Tax Certificate
- Application Form for New Franchising Authority to Operate Motorized Tricycle-for-Hire (MCH) Service already subscribed & sworn to before a notary public (form can be secured from SP)
- PANUMPA Form (form can be secured from SP)

FOR RENEWAL

- Community Tax Certificate
- Application Form for Renewal of Franchising Authority to Operate Motorized Tricycle-for-Hire (MCH) Service already subscribed & sworn to before a notary public (form can be secured from SP)
- PANUMPA Form (form can be secured from SP)

FOR CHANGE OF UNIT/TRANSFER/AMENDMENT

- Community Tax Certificate
- Application Form for Change of Unit/Transfer/Amendment of Franchising Authority to Operate Motorized Tricycle-for-Hire (MCH) Service already subscribed & sworn to before a notary public (form can be secured from SP)
- PANUMPA Form (form can be secured from SP)

FOR ANNUAL RENEWAL/PAYMENT OF GRADUATED FRANCHISE TAX & ISSUANCE OF SIDE CAB STICKER

- Community Tax Certificate
- Clearance from Oroquieta City Traffic Management Bureau (OCTMB)

FOR NEW APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements duly checked by SP for Assessment	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	1,542.75	10 minutes per Payment Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
4. Secure identification Card with the signature of the City Treasurer	Produce the Identification Card with the Signature of the City Treasurer	None	5 minutes per Identification Card	Administrative Aide I Job Order Worker (License and Fees Personnel)
5. Present the confirmation slip for the signature of the City Treasurer	The City Treasurer affix his signature	None	3 minutes per Confirmation Slip	City Treasurer
6. Secure Motorized Tricycle Operator's Permit for the signature of the City Mayor	Sanguniang Panlungsod making resolution for the approval of Franchise	None	7 to 10 working days	Sanguniang Panlungsod Personnel

FOR RENEWAL

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements duly checked by SP for Assessment	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	1,137.75	10 minutes per Payment Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
4. Secure identification Card with the signature of the City Treasurer	Produce the Identification Card with the Signature of the City Treasurer	None	5 minutes per Identification Card	Administrative Aide I Job Order Worker (License and Fees Personnel)
5. Present the confirmation slip for the signature of the City Treasurer	The City Treasurer affix his signature	None	3 minutes per Confirmation Slip	City Treasurer
6. Secure Motorized Tricycle Operator's Permit for the signature of the City Mayor	Sanguniang Panlungsod making resolution for the approval of Franchise	None	7 to 10 working days	Sanguniang Panlungsod Personnel

FOR CHANGE UNIT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Change in Unit/Transfer/ Amendment of Franchising Authority to Operate Motorized Tricycle-for-Hire (MCH) Services	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	190.00	10 minutes per Payment Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
4. Secure identification Card with the signature of the City Treasurer	Produce the Identification Card with the Signature of the City Treasurer	None	5 minutes per Identification Card	Administrative Aide I Job Order Worker (License and Fees Personnel)
5. Present the confirmation slip for the signature of the City Treasurer	The City Treasurer affix his signature	None	3 minutes per Confirmation Slip	City Treasurer
6. Secure Motorized Tricycle Operator's Permit for the signature of the City Mayor	Sanguniang Panlungsod making resolution for the approval of Franchise	None	7 to 10 working days	Sanguniang Panlungsod Personnel

RENEWAL/PAYMENT OF GRADUATED FRANCHISE TAX & SIDE CAB STICKER

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CEDULA, OCTMB Clearance and SP Clearance	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	929.25		LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)

SECURING ENTRY PERMIT FOR NON-OROQUIETA CITY MOTORCABS (MOTORCAB OPERATIONS FROM THE MUNICIPALITIES OF ALORAN AND LOPEZ JAENA. MISAMIS OCCIDENTAL)**ABOUT THE SERVICE**

Motorcab operators from the Municipalities of Aloran and Lopez Jaena, Misamis Occidental have to secure Entry Permit before they are allowed to operate within the prescribed route in Oroquieta City. The Entry Permit shall be renewed annually on or before its anniversary date and failure to renew on its due date shall subject the permittee a 25% surcharged and 2% interest per month. Other fees and charges shall be due and payable on or before the 20th day of January of every year, and if paid after the deadline shall subject the permittee a 25% surcharge and 2% interest per month.

REQUIEREMENTS:

- Community Tax Certificate
- Certification from the Municipal Mayor
- Application Form for New/Renewal of Entry Permit for Non-Oroquieta City Motorcabs already subscribed and sworn to before a notary public (form can be used at the SP) PANUMPA Form already subscribed and sworn to before a notary public (form can be secured at the SP)

NEW APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	855.00	5 Minutes per Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
4. Proceed to Sanguniang Panlungsod	Sanguniang Panlungsod making resolution for the approval of Entry Permit	None	7 to 10 working days	Sanguniang Panlungsod Personnel

RENEW APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	550.00	5 Minutes per Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
3. Proceed to Sanguniang Panlungsod	Sanguniang Panlungsod making resolution for the approval of Entry Permit	None	7 to 10 working days	Sanguniang Panlungsod Personnel

SECURING FRANCHISING AUTHORITY AND PERMIT TO PERMIT TO OPERATE NON-MOTORIZED TRICYCLE-FOR-HIRE (NMTH)

• ABOUT THE SERVICE

Operators of Non-Motorized Tricycle-for-Hire (NMTH) service have to pay franchise tax, fees and other charges before they are granted franchising authority and permit to operate same by the Office of the City Mayor and by the Sangguniang Panlungsod, respectively, within the jurisdiction of the city. Franchising Authority and Permit shall be renewed annually on its anniversary date and failure to renew shall be subject to the penalty of P 10.00. Franchise tax, fees and other charges not paid on or before anniversary date shall subject the operator a surcharge of 25% and 2% per month.

REQUIREMENTS:

FOR NEW/TRANSFER/AMENDMENT OF NMTH

- ✓ Community tax Certificate (cedula)
- ✓ Application Form for New/Transfer/Amendment to operate Non-Motorized Tricycle-for-Hire (NMTH) Service already subscribed & sworn to before a notary public (form can be secured from SP)
- ✓ PANUMPA Form (form can be secured from SP)

FOR RENEWAL OF NMTH

- ✓ Community Tax Certificate (cedula)
- ✓ Application Form for New/Transfer/Amendment to operate Non-Motorized Tricycle-for-Hire (NMTH) Service already subscribed & sworn to before a notary public (form can be secured from SP)
- ✓ PANUMPA Form (form can be secured from SP)

FOR NEW/TRANSFER/AMENDMENT OF NMTH APPLICANT

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents duly checked by SP for Assessment	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees Personnel)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	335.00	5 Minutes per Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
4. Secure Driver's License Card with the signature of the City Treasurer	Produce Driver's License Card with the Signature of the City Treasurer	None	5 minutes	Administrative Aide I Job Order Worker City Treasurer
1. Proceed to Sanguniang Panlungsod to secure the NMTH Permit	Sanguniang Panlungsod making resolution for the approval of NMTH Permit	None	7 to 10 working days	Sanguniang Panlungsod Personnel

FOR RENEWAL OF NMTH

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents duly checked by SP for Assessment	Verify the completeness of the submitted requirements	None	5 minutes per Application	Administrative Aide I Job Order Worker (License and Fees)
2. Secure Payment order Slip for the Tax, Fees and Other Charges	Assessed the corresponding Tax, Fees and Other Charges	None	2 minutes per Application	Administrative Aide I Job Order Worker (License and Fees)
3. Pay the tax, Fees and Other charges based on the payment Order Slip	Received the payment of Tax, Fees and other charges and indicate the number, amount paid and date paid on the slip and affix signature thereon	160.00	5 Minutes per Order Slip	LRCO II LRCO I RCC III RCC II RCC I (All Revenue Collector)
4. Secure Driver's License Card with the signature of the City Treasurer	Produce Driver's License Card with the Signature of the City Treasurer	None	5 minutes	Administrative Aide I Job Order Worker City Treasurer
5. Proceed to Sanguniang Panlungsod to secure the NMTH Permit	Sanguniang Panlungsod making resolution for the approval of NMTH Permit	None	7 to 10 working days	Sanguniang Panlungsod Personnel

PAYING REAL PROPERTY TAX

• ABOUT THE SERVICE

The real property tax (***basic tax and the additional tax for the SEF***) for any year shall accrue on the ***first (1st) day of January*** and from that date it shall constitute a ***lien*** on the property which shall be superior to any other ***lien, mortgage, or encumbrance of any kind***, and shall be extinguished only upon the payment of the delinquent tax.

The owner of the real property or the person having legal interest therein may pay the ***basic real property tax*** and the ***additional tax for the SEF*** due thereon without interest in ***four (4) equal installments***: the ***1st installment*** to be due and payable on or before the ***31st of March***; the ***2nd installment***, on or before ***30th of June***; the ***3rd installment***, on or before ***30th of September***, and the ***4th or last installment*** on or before ***31st of December***.

Payments of real property taxes ***shall first be applied to prior year(s) delinquencies, interests and penalties***, if any, and only after said delinquencies are settled may tax payments be credited for the current period.

The real property owner or the person having legal interest therein is entitled to ***20% discount*** if the basic tax and the additional tax for the SEF for ensuing calendar year are paid in ***advance*** on or before ***September 30th*** and a ***10% discount*** is granted if ***prompt*** payment for the current year are made on or before ***31st of March***; on or before 30th of June; on or before 30th of September, on or before 31st of December.

• BASIC TAX, ADDITIONAL TAX FOR THE SPECIAL

EDUCATION FUND & TAX ON IDLE LAND

- ✓ Total Assessed Value ***multiplied*** by the ***Tax Rate of 1% equals*** Basic Tax
- ✓ Total Assessed Value ***multiplied*** by the ***Tax Rate of 1% equals*** Additional Tax for the Special Education Fund.
- ✓ Total Assessed Value ***multiplied*** by the ***Tax Rate of 5% equals*** Additional Tax for Idle Land

In case of failure to pay the basic tax, additional tax for the SEF & Tax on Idle Land or any other tax levied relative thereto shall subject the taxpayer to the payment of Interest at the rate of ***2% per month*** on the unpaid amount or a fraction but, in no case shall the total interest on the unpaid tax or portion thereof ***exceed 36 months or 72%***.

Office/Division:	Real Property Tax Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• **REQUIREMENT (S)**

- ✓ Copy of the latest Tax Declaration/s (TD/s)
- ✓ Copy of the latest Real Property Tax Receipt/s (RPTR/s)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the designated computer area for the computerized tax bill to be issued to the taxpayer	Issue computer Generated statement of account (SOA) to clients		3 minutes per Tax Declaration	LTOO IV Utility Worker Job Order Workers <i>(All in the Real Property tax Division)</i>
2. Present the computerized tax bill to the collecting officers/ clerks for payment of the real property taxes and the corresponding real property tax receipts shall be issued	Issue Official Receipts to clients	1% Basic 1% SEF 5% Idle Land	5 Minutes per T.D.	LRCO II RCC III RCC II RCC I <i>(All in the Cash Receipt Division)</i>

PAYING TAX ON TRANSFER OF REAL PROPERTY OWNERSHIP

• **ABOUT THE SERVICE**

The transfer of real property ownership may be by ***sale, barter, donation or any other mode of transferring ownership like succession (by death)***. The tax base is the total consideration of the transfer or the fair market value of the real property whichever is higher and it shall be the duty of the seller, donor, transferor, executor or administrator to ***pay the tax within sixty (60) days from the date of the execution of the deed or from the date of the decedent's death. Notaries public*** shall furnish the city treasurer with a copy of any deed transferring ownership or title to any property ***within thirty (30) days from the date of notarization.***

Office/Division:	Real Property Tax Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

- **REQUIREMENT(S)**

- ✓ Copy of the latest Tax Declaration (T.D.)
- ✓ Deed of Sale/Deed of Donation/Deed of Exchanged/Deed of Judicial/Extra-Judicial Settlement/Affidavit of Consolidation/Any legal document evidencing transfer of property ownership
- ✓ Electronic Certificate Authorizing Registration (eCAR) issued by the Bureau of Internal Revenue (BIR)

- **TAX ON TRANSFER & CERTIFICATION FEES OF REAL PROPERTY TRANSFER**

Fifty percent (75%) of one percent (1%) of the total consideration involved in the acquisition of the property or of the fair market value in case the monetary consideration involved in the transfer is not substantial, whichever is higher.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the required documents as basis for the issuance of an assessment sheet for payment of the tax on transfer & certification fees	Issue assessment sheet to clients		10 Minutes	Asst.City Treasurer LTOO IV Job Order Workers <i>(All in the Real Property Tax)</i>
2. Bring the assessment sheet to the collecting officers/clerks for the issuance of the official receipt	Issue Official Receipts	75% of 1% plus penalty not exceeding 72%	10 Minutes	LRCO II RCC II RCC I <i>(All in the Cash Receipt Division)</i>
3. Certifications re: payments of tax on property transfer & real property tax will be prepared and signed	Issue Certificate of payment of Transfer fee tax	P50.00 Cert. Fee	5 Minutes	LTOO IV Utility Worker Job Order Workers City Treasurer <i>(All in the Real Property Tax Division)</i>

SECURING CERTIFICATION FOR PAYMENT OF REAL PROPERTY TAXES (Tax Clearance)

• ABOUT THE SERVICE

A certification to the effect that real property taxes has been paid is required in certain transactions (e.g. securing a building permit, securing a loan when the property is used as a collateral, etc.) to prove that real property taxes on the subject property/ies have been paid up to the current year. This can be secured at the Real Property Tax Division, City Treasurer’s Office.

Office/Division:	Real Property Tax Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

• REQUIREMENTS(S)

- ✓ Latest copy of the Tax Declaration (T.D.)
- ✓ Present the Official Receipt that certification fee of P50.00 has been paid.
- ✓ If the purpose of the certification is for the transfer of property ownership or title, the following shall be required:
 - (1) Deed transferring ownership or title, and (2) Present the Official Receipt that payment of the tax on transfer has been paid.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay first the certification fee at the Cash Receipt Division	Issue Official Receipt	P 50.00	10 minutes	LRCO II RCC II RCC I <i>(All in the Cash Receipt Division)</i>
2. Present all the requirements for the preparation of the desired certification at the Real Property Tax Division	Preparation of Certification		15 minutes	LTOO IV LTOO III Asst. City Treasurer City Treasurer AA I Job Order Workers <i>(All in the Real Property Tax Div., City Treasurer)</i> Job Order Workers <i>(All in the Real</i>
3. Certification verified and signed	Issue Certificate of Payment of Real Property Tax (Tax Clearance)		3 minutes	LTOO IV LTOO III Asst. City Treasurer City Treasurer AA I Job Order Workers <i>(All in the Real Property Tax Div., City Treasurer)</i>

CASH RECEIPTS DIVISION

- ABOUT THE SERVICE**

The Cash Receipts Division functions in the collection in Business Tax Payment, issuance of Community Tax Certificate (CEDULA), collection of Miscellaneous Fees and Charges Payment, collection of Transfer Tax Payment, collection of Economic Enterprise Revenue and Issuance of certification of No Delinquency on Market Stall Rental Fees.

The Cash Receipts Division function as well in full custody of all types of accountable forms and take charge its control on the release of forms to the collectors, Barangay Treasurer, SK Treasurer, Municipal Treasurer and other local and national agencies.

Office or Division:	CASH RECEIPTS DIVISION				
Classification:					
Type of Transaction:	Government to Taxpayer				
Who may avail:	Business Establishment, Realty owner, Professional, government offices National and Local and individual tax payer				
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE SSING TIME	PAYING CENTER	PERSON RESPON SIBLE
I. Regular Services A. Payment of Realty Tax, Business Tax, CEDULA, Fees and Charges 1. Secure/Present Assessment Payment Form or Payment Slip from the concern agency/office transacted and pay at the City Treasurers Office	1.1 Verify payment form indicated according to its purpose 1.2 Issue Official Receipt indicating collectors signature		10 minutes	City Treasurers Office	Revenue Collection Clerk
B. Payment of Market Stall rental, slaughter fee/fish entrance	Accept payment and issue Official Receipts		10 minutes	CEEDO Office	
C. Payment of Terminal fees, Marriage License, Burial Fee and other certification	Accept payment and issue official receipt		10 minutes	Terminal Office	
D. Payment of deep sea fishing by number of Bañeras	Accept payment and issue official receipt		10 minutes	Fish Port Office	
II. Other Service (Accountable Forms) Secure/Present Requisition Issuance Slip (RIS)	Verify RIS and Issue Official Receipt		10 minutes	City Treasurers Office	

CITY TREASURER'S CLEARANCE

• ABOUT THE SERVICE

City Treasurer's Clearance as to Money Accountabilities, Real Property Taxes and City Taxes on Business License and Fees is required and issued to government employees both national and local structures who intend to retire/resign/separate from the government service; apply for terminal leave, transfer of office, maternity leave, travel abroad, study leave; assume to office from leave of absence for thirty (30) days; claim for last salary for local structure only; death claim and any other legal intent.

Section: Records and Administrative Section
Classification: Simple
Type of Transaction: G2G (Government to Government)
Who May Avail: Government employees both national and local structures

Checklist of Requirement: Official Receipt	Where to Secure: City Treasurer's Office
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt	1.Preparation of CTO Clearance	P 100.00	5 minutes	Administrative Officer I, Clerk III, All in Records/Admin Section
	For clearance of the following: 1.1 Money Accountabilities		5 minutes	Cashier IV, Head of Cash Disbursement Division
	1.2 Business, License and Fees Division		5 minutes	LTOO IV, Head of License and Fees Division
	1.3 Real Property Taxes		5 minutes	LTOO IV, Head of Real Property Tax Division
	1.4For signature of CTO Clearance		3 minutes	City Treasurer
	1.5Releasing		1 minute	Administrative Officer I, Clerk III, All in Records & Admin Section

PROCESSING OF DISBURSEMENT VOUCHER, PAYROLL and CHECKS AS TO AVAILABILITY OF FUNDS

• ABOUT THE SERVICE

Claims due to government employees, offices, citizens and suppliers of all kind/type who had tendered goods and services to the local government and to officials and employees both in the national and local structures, to mention like: salaries and wages, bonuses and allowances, employees benefits, cash advances, assistance and any other form of claims in accordance with accounting rules and regulations.

Section: Records and Administrative Section
Classification: Simple
Type of Transaction: G2G (Government to Government) and G2C (Government to Client)
Who May Avail: Government offices, employees both national and local structures, citi-

Checklist of Requirement:	Where to Secure: Office of the
1.Disbursement Voucher and payroll duly audited and certified as to completeness of supporting documents by the Office of the City Accountant.	City Accountant
2.Checks with attached Disbursement Voucher approved for payment and Journal Entry Voucher approved by the City Accountant	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.Present the following: a.)Duly audited and certified Disbursement Voucher/Payroll b.)Checks with attached Disbursement Voucher/JEV approved for payment by the City Accountant	2.Record/Control Disbursement Voucher/payroll and checks	None	5 minutes	Clerk III Records/Admin Section
	2.1For signature of the City Treasurer as to Availability of Funds	None	3 minutes	City Treasurer

BONDING OF ELECTED PUNONG BARANGAY, SK CHAIRMAN AND APPOINTED BARANGAY AND SK TREASURER.

• ABOUT THE SERVICE

Every officer whose duties permit or require the custody of funds, property/accountable forms shall covered by fidelity bond.

Section: Records and Administrative Section
Classification: Simple
Type of Transaction: G2G (Government to Government)
Who May Avail: Elected Punong Barangay, SK Chairman and appointed Barangay and SK Treasurer

Checklist of Requirement: Court Clearance	Where to Secure: Court
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Court Clearance	1.Prepare documents for the application of Fidelity Bond	None	10 minutes	Administrative Officer I, Clerk III, all from Records/ Admin Section
	1.1 Signature of the City Treasurer for the Request of Bonding	None	3 minutes	City Treasurer

CASH DISBURSEMENT DIVISION

• ABOUT THE SERVICE

The main function/duties of the cash disbursement division is to disburse the government funds and to deposit city's collections to the depository banks.

Releasing payment of wages for job-order workers shall be done every 15th and 30th of the month. Payment of honoraria for the barangay health workers (BHW) barangay nutrition scholars (BNS) barangay tanods and day care workers has been scheduled every quarter of the year. The financial support assistance to the beneficiaries of scholarship grant of the City of Oroquieta has been scheduled every first and second semester of the school year. The honoraria to the DEPED personnel, PNP, BJMP and Bureau of Fire has been scheduled twice a year. The wage increment of the qualified job-order workers; the honoraria increment of BHW, BNS, Day Care Workers, Barangay Tanods, PNP, BJMP and BFP has been scheduled every-end of the year.

• PAYMENT OF PETTY CASH VOUCHERS

The approved petty cash vouchers such as reimbursement of travel expenses up to ₱2,000.00, reimbursement of expenses for office supplies of the different offices; reimbursement of expenses for E-loads of the city officials and financial assistance to indigent claimants, shall be paid upon verification of identification and signatures.

• PAYMENT OF DISBURSEMENT VOUCHERS

Usually/always, the approved disbursement vouchers shall be paid by issuance of check, such as disbursement voucher of the suppliers; disbursement voucher for cash advance for travel, RATA, Terminal leave, payment of water and electric bills, telephone bills, registration and insurance fees of various government vehicles to the LTO and remittances to GSIS, Phil-health and BIR. The releasing of check shall be done upon verification of identification presented by the claimant and by issuing official receipts.

• REQUIREMENT(S)

- o Valid ID preferably government issued
- o Community Tax Certificate (CTC)
- o Official Receipt (O.R)
- o Special Power of Attorney (SPA)

Office or Division:	Cash Disbursement Division			
Classification:	Simple			
Type of Transaction:	Government to Government Employees and Citizens			
Who may avail:	Government Offices, Government Employees, Suppliers and Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification / Special Power of Attorney / Community Tax Certificate	1.1 Verify Identification / Special Power of Attorney / Community Tax Certificate as to validity		2 Minutes	<i>Cashier III Cashier I All of Cash Disbursement Division</i>
	1.2 Present disbursement vouchers Payroll to the claimant for signature		3 Minutes	<i>Cashier III Cashier I All of Cash Disbursement Division</i>
	1.3 RELEASING PAYMENT OF WAGES / HONORARIA / PETTY CASH VOUCHERS		3 Minutes	<i>Cashier III Cashier I All of Cash Disbursement Division</i>
2. Present / Issue Official Receipt / Special Power of Attorney	2.1 Verify Government Official Receipt / Company / Business Establishment and Special Power of Attorney as to validity		3 Minutes	<i>Cash Clerk II Job Order Worker All of Cash Disbursement Division</i>
	2.2 Present disbursement vouchers to claimant for signature		3 Minutes	<i>Cash Clerk II Job Order Worker All of Cash Disbursement Division</i>
	2.3 RELEASING OF CHECK		3 Minutes	<i>Cash Clerk II All of Cash Disbursement Division</i>
3. Depository Banks (Time and Current) collections deposit	3.1 Present approved deposit slip		25 Minutes	<i>Cashier IV Cashier III All of Cash Disbursement Division</i>
	3.2 DEPOSIT OF CITY'S COLLECTION		30 Minutes	<i>Cashier III Cashier IV All of Cash Disbursement Division</i>

CITY ECONOMIC ENTERPRISE DEVELOPMENT OFFICE

Public Market Building
Poblacion 2, Oroquieta City
(088) 531-1798



CITY ECONOMIC ENTERPRISE DEVELOPMENT OFFICE

SECURING PERMIT FOR BERTH/ANCHORAGE**ABOUT THE SERVICE:**

A permit for berth/anchorage is required before any vessel can be provided space in the wharf to dock.

Office Division	Port Division
Classification	Simple
Type of Transaction	G2C-Government to Citizen

REQUIREMENT(S):

1. Recent Community tax and/or valid ID.
2. Application for business permits.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION OF REQUIREMENTS. Application for berth/anchorage stating the vessel's information, such as: <ol style="list-style-type: none"> a. Name of Vessel and Voyage Number; b. Last Port of Call, Date and Time of Arrival; c. Next Port of Call, Date and Time of Departure; and d. Other information. 			5 minutes	Administrative Aide Administrative Aide Administrative Aide I
2. VERIFICATION OF DOCUMENTS Submit the said application for berth/anchorage to the port personnel concerned for verification.			5 minutes	Administrative Aide III Administrative Aide
3. ISSUANCE OF BERTH/ANCHORAGE PERMIT If all basic requirements are properly submitted, an issuing clerk prepares the permit and indorse to the port manager for approval upon payment of the required port fees.			5 minutes	Administrative Aide Administrative Aide Supervising Administrative Officer (Port Manager)
4. PAYMENT OF PORT CLEARANCE DUES: <ol style="list-style-type: none"> a. Usage fee b. Wharfage services c. Mooring/Unmooring d. Others 			20 minutes	Revenue Collection Officer Revenue Collector Aide CTO
5. APPROVAL OF CLEARANCE for DEPARTURE The boat captain or his duly authorized representative present pre-departure documents to the port personnel for departure clearance approval.			5 minutes	Administrative Aide III Administrative Aide Adm. Officer V Supervising Administrative Officer (Port Manager)

FEES

Computation of Port Fees and Charges (Pres. Manuel L. Quezon Port) based on City Ordinance No. 728 – 2017; San Vicente Bajo Port based on City Ordinance No. 727 – 2017 and Philippine Port Authority MC No. 06-2001.

SECURING A REGISTRATION OF LARGE CATTLE**ABOUT THE SERVICE:**

Any person who wants to secure certificate of ownership and certificate of transfer, follow steps 1 and 2 below mentioned.

For transport purposes, upon the completion of the certificate of ownership and transfer, the said certificate shall be submitted to the City Treasurer's Office (CTO) personnel assigned at the City Economic Enterprise Development Office (CEEDO) to issue the official receipt and permit to transport.

Proceed to the Provincial Veterinary Office to secure quarantine certificate before transporting the said animal.

FEES:

	Forms 52 & 53	Official Receipt (Local)	Totals
1. Certificate of ownership	₱ 5.00	₱ 100.00	₱ 105.00
2. Certificate of Transfer	10.00	100.00	110.00
3. Registration of Private Brand		100.00	100.00
Transport Fee:		Per Head	
1. Large Cattle/Hogs/Goats, Sheep etc.		₱ 50.00	

SECURING PERMIT TO SLAUGHTER**ABOUT THE SERVICE:**

Before any animal is slaughtered for public consumption, a permit shall be secured from the City Health Officer or his duly authorized representative.

For large cattle, a certificate of ownership and/or certificate of transfer shall also be required before issuing permit to slaughter.

Office Division	Slaughterhouse
Classification	Simple
Type of Transaction	G2C-Government to Citizen

REQUIREMENT/S:

Certification of the Barangay Captain:

HOW TO AVAIL OF THE SERVICE

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION OF REQUIREMENT/S: Secure certification from the Barangay Captain where the animal belongs.	Check the certification from the Brgy.		10 minutes	Barangay Captain
2. VERIFICATION OF DOCUMENTS: Submit the said certification to the Slaughterhouse personnel for verification and inspection and for registration of ownership and transfer.	1. Issue certificate of ownership 2. Issue certificate of transfer.	₱105.00 ₱110.00	10 minutes	Meat Inspector Revenue Collection Clerk
3. DEPOSITING THE ANIMAL FOR ANTE-MORTEM INSPECTION. Deposit said animal in a corral for ante-mortem inspection.	Secure the animal in a corral		5 minutes	Meat Inspector
4. SLAUGHTERING PROCEDURE: Slaughtering the animals, cleaning, inspecting (post-mortem) and branding of carcasses and issuance of Meat Inspection Certificate (MIC) to the meat owner.	Issue Meat Inspector Certificate	₱100.00	1 hour	Butcher Meat Inspector
5. DISPOSAL AND DELIVERY: Disposal and delivery of carcasses through meat delivery van.	Secure that carcasses is delivered on time	Large Cattle ₱50.00/head Hogs ₱50.00/head Goats ₱50.00/head Sheep ₱50.00/head	15 minutes	Driver & Dispatcher

FEES:

Computation of Slaughterhouse Fees based on City Ordinance №. 723 - 2017.

SECURING PERMIT FOR THE USE OF CITY GYM**ABOUT THE SERVICE**

A permit to use the City Gym is required to any person or group of persons or any organization or entity to sponsor, operate or manage any fund raising activities or any ordinary affair/activity.

Office Division	City Gym
Classification	Simple
Type of Transaction	G2C-Government to Citizen

REQUIREMENT (S):

Three (3) copies of Letter–Request for the use of City Gym address to the City Mayor and another 3 copies of Letter-Request for the use of the stand-by generator and operator services in case of brownout.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. VERIFY SCHEDULE OF ACTIVITIES FOR THE MONTH Present schedule of activities for the month to the frontline staff, City Gym Administrator.	Posting/recording of schedule		3 minutes	City Gym Administrator
2. SUBMISSION OF LETTER REQUEST Submit three (3) copies of Letter Request address to the City Mayor through the City Economic Enterprise Development Office (CEEDO) Dept. Head I. Another three (3) copies of Letter Request address to the City Mayor through the General Services Office for the use of the stand-by generator and operator services in case of brown-out.			10 minutes	City Mayor's Office Clerk
3. SECURE 1st INDORSEMENT FROM THE OFFICE OF THE CITY MAYOR (OCM) Upon presenting the Letter Request, an indorsement is prepared for the applicant to secure clearances/approval from the CEEDO Dept. Head thru the City Gym Administrator with the information to pay required fees and charges.			5 minutes	Administrative Officer IV OCM City Gov't. Dept. Head I CEEDO
4. PAYMENT OF FEES Pay the required fees and charges to Revenue Collection Officer assigned at CEEDO tellering office.		ABC GYM ₱300.00 Power Lightning ₱300.00 Water Facilities ₱75.00 Monobloc ₱1.00 each Tables ₱20.00 each U. Worker ₱200.00/activity Generator ₱260.00/hr. Sound System ₱500.00 Sound system with operator ₱200.00 Generator with operator ₱200.00/operator Moist fan ₱300.00/fan Others: Electrician serv. ₱200.00	3 minutes	Revenue Collection Clerk CTO
5. DISTRIBUTION OF COPIES City Gym Administrator segregate copies with attached Officials receipts, 1 copy to the applicant and retain two copies for office file.			3 minutes	City Gym Administrator

FEES/CHARGES:

Computation of fees and charges based on City Ordinance №. 724 - 2017.

SECURING APPLICATION FOR OCCUPANCY AND TRANSFER OF LEASE OF RIGHT OF MARKET STALL

ABOUT THE SERVICE:

Upon retirement and/or surrender of the stallholder/tableholder/spaceholder engaged in business at the Public Market, Reclamation Area (Halang-Halang) Pob. 1, FishPort Area, City Gym, Oroquieta Town Center, and Integrated Bus Terminal, shall be required to submit his/her application to surrender and transfer his/her stall/table/space as the case maybe.

In the award of any market stall/table/space, the awardee shall pay the required payment as provided in Ordinance No. 49-2000 (as amended), Sec. 15 (p) the payment of which shall be applicable to all newly-awarded stall/table/space.

Office Division	Public Market
Classification	Simple
Type of Transaction	G2C-Government to Citizen

REQUIREMENT(S):

1. Affidavit of Waiver or Relinquishment of Right from the Legal Occupant (awardee), as transferor.
2. Sworn Statement of the Gross Sales and/or Receipt for the current year before the business is officially considered retired.
3. Application to Lease Market Stall.
4. Payment of fees as provided in Ordinance No. 49-2000 (as amended), Market Code of Oroquieta City.

<u>FEES:</u>	Transfer Fee	P 1,000.00
	Occupancy Fee	20,000.00
	Application Fee	150.00

HOW TO AVAIL OF THE SERVICE

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. INTENTION TO RETIRE and/or SURRENDER The stallholder/table holder/space holder shall inform the City Economic Enterprise Development Office (CEEDO) thru the Market Supervisor IV of the intention to retire and/or surrender his/her business.	Assessment		5 minutes	Market Supervisor IV City Gov't. Dept. Head I - CEEDO
2. INQUIRE THE BASIC REQUIREMENTS IN THE PROCESSING OF THE RETIREMENT AND TRANSFER Frontline staff interviews the Applicant/Stallholder and give checklist of the required documents in processing the retirement and transfer.	Assessment		5 minutes	Administrative Aide I Administrative Aide III
3. SUBMIT REQUIRED DOCUMENTS Examine/Verify the filled-up Sworn Statement form and Affidavit of Waiver duly subscribed and sworn to before a Notary Public.	Check/ Asses		3 minutes	Administrative Aide III Market Supervisor IV
4. PREPARATION OF APPLICATION TO LEASE MARKET STALL A computerized pro-forma Application to Lease Market Stall is prepared to be signed by the transferee and duly subscribed and sworn to before a Notary Public.	Print form		10 minutes	Computer Operator Administrative Aide III
5. PAYMENT OF REQUIRED FEES Revenue Collection Clerk receives the payment and issue a corresponding computerized Official Receipt.	Checked/ verify Official Receipt		3 minutes	Revenue Collection Clerk
6. PROCESSING OF INDORSEMENT TO THE CITY TREASURER'S OFFICE Indorsement is prepared, signed by the CEEDO Dept. Head I, or his authorized representative together with all supporting documents.	Make Indorsement Letter		10 minutes	Market Supervisor IV City Gov't. Dept. Head I - CEEDO

SECURING an OROQUIETA TOWN CENTER (OTC) and INTEGRATED BUS TERMINAL CLEARANCE

ABOUT THE SERVICE:

OTC-Bus Terminal Clearance is required before registered stallholder can secure business permit from the City Treasurer’s Office.

OTC-Bus Terminal Clearance shall be issued to the stallholders upon completion of the requirements and approval of the Lease of Contract.

OTC-Bus Terminal Clearance is issued yearly upon the renewal of Business Permit and Lease of Contract.

Office Division	Oroquieta Town Center
Classification	Simple
Type of Transaction	G2C-Government to Citizen

REQUIREMENT/S:

1. Clearance from the OTC-Bus Terminal Section
2. Market clearance from CEED Office
3. Recent Community Tax Certificate and/or valid ID.
4. Application from Business License with attached Health Certificate and Identification Card.
5. Contract of Lease approved by the City Mayor & duly sworn by a Notary Public.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUIREMENTS Submit all requirements to the clerk for checking.	Receive for processing		5 minutes	Computer Maintenance Technician I
2. RECORDS VERIFICATION & ASSESS PAYMENT OF STALL RENTAL a. Clerk verifies the individual ledgers, the daily/weekly/monthly payment of stall rentals and assess to determine if there are delinquents. b. Present section clearance to the server for the verification.	Assessment		10 minutes	Administrative Aide III
3. PAYMENT OF DELINQUENTS (IF ANY) Stallholder pays his/her delinquents per computation given by the Clerk to the Revenue Collector.	Revenue Collector issue Receipt		5 minutes	Revenue Collector
4. PREPARATION OF THE OTC-BUS TERMINAL CLEARANCE If no delinquents during the verification and basic requirements are properly submitted, an issuing clerk prepares the OTC-Bus Terminal Clearance immediately.	Preparation of OTC-Bus Terminal clearance		3 minutes	Administrative Aide III
5. PREPARATION OF CONTRACT OF LEASE. a) Ask for Community Tax Certificate of Lessee for Contract of Lease preparation and/or valid ID. b) Encoding Contract of Lease indicating stall/table number and other details. c) Signs Contract of Lease as witnesses for Mayor’s signature and notarization.	Preparation of Contract of Lease		3 minutes	Administrative Aide III Computer Maintenance Technician I
6. APPROVAL OF OTC-BUS TERMINAL CLEARANCE Stallholder presents his/her Application for Business License together with the notarized Contract of Lease to the Market Supervisor IV and CEEDO Department Head I for approval.	Signature of IBTC-Integrated Bus Terminal Clearance, Contract of Lease and releasing		5 minutes	Market Supervisor IV City Gov’t. Dept. Head I – CEEDO

SECURING A MARKET CLERANCE

ABOUT THE SERVICE:

A Market Clearance is required before any registered stallholder/tableholder/vendor from the Public Market, Reclamation Area (Halang-Halang) Pob. 1, City Gym and Fish port area can secure business permit from the City Treasurer's Office.

The Market Clearance is issued yearly upon the renewal of Business Permit and Contract of Lease.

Office Division	Public Market
Classification	Simple
Type of Transaction	G2C-Government to Citizen

REQUIREMENT(S)

1. Section Clearance from Section President/Treasurer where the registered stall/table holder/Vendor belong.
2. Recent Community Tax Certificate and/or valid ID.
3. Application from Business License with attached Health Certificate and Identification Card.
4. Contract of Lease signed by the City Mayor and duly sworn by a Notary Public.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUIREMENTS Submit all requirements to the clerk for proper checking.	Check if the requirements is completed		3 minutes	Administrative Aide I Administrative Aide III
2. RECORDS VERIFICATION & ASSESS PAYMENT OF STALL RENTAL a. Presents Section Clearance to the server for verification b. Check verifies from the individual ledgers the daily/ weekly/ monthly payment of stall/table rentals and assess to determine if there are delinquents.	Make assessment		10 minutes	Administrative Aide I Administrative Aide III Revenue Collection Clerk CTO
3. PREPARATION OF MARKET CLEARANCE If NO delinquents during the verification and basic requirements are properly submitted, an issuing clerk prepares the Market Clearance immediately.	Prepare market clearance		3 minutes	Administrative Aide I Administrative Aide III
4. PREPARATION OF CONTRACT OF LEASE. d) Ask for Community Tax Certificate of Lessee for Contract of Lease preparation and/or valid ID. e) Encoding Contract of Lease indicating stall/table number and other details. f) Signs Contract of Lease as witnesses for Mayor's signature and notarization.	Issue Contract of Lease		3 minutes	Administrative Aide III Administrative Aide III Computer Operator Market Supervisor IV City Gov't. Dept. Head I – CEEDO
5. APPROVAL OF THE MARKET CLEARANCE Stallholder/tableholder/ vendor presents his/ her Application for Business License together with the notarized Contract of Lease to the Market Supervisor IV and CEEDO Dept. Head I for market clearance approval.	Signature of Market Clearance, Contract of Lease and releasing.		3 minutes	Market Supervisor IV City Gov't Dept. Head I - CEEDO

CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

**Oroquieta Town Center
Canubay, Oroquieta City
(088) 564-0611
(088) 586-0246
09093478433**



CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

I. Mandate

To support disaster risk management activities such as, but not limited to, pre – disaster preparedness programs including training, purchasing life saving rescue equipment, supplies and medicines, for post-disaster activities and for the payment of premiums on calamity.

II. Vision

A safe risk free and better quality of life for the people of Oroquieta through a responsive and caring City Disaster Risk Reduction and Management Office

III. Mission

Provide a functional Disaster Management Operation Center manned by skillful, trained, active and civic-spirited CDRRMO personnel and volunteers 24 hours, 7 days a week.

IV. Service Pledge

DEPENDABILITY. We secure our constituents all the way.

SPEED. We live speed with a sense of urgency and correctness.

CHANGE. Never stops, it's a part of our DNA.

COMMITMENT. We are committed to serve until the last drop of our sweat and blood.

TRUST. We are totally engaged and actually living with a heart.

EMERGENCY RESPONSE SERVICES

Service Information

The City Disaster Risk Reduction and Management Office (CDRRMO) is the leading local agency that responds to any emergencies and calamities happening within the territorial jurisdiction of Oroquieta City. The Emergency Rescue Unit (ERU) of CDRRMO is equipped with facilities like handheld radios, base radio, chainsaws, extrication tools, rescue vehicles, SCUBA gear, 4x4 vehicle, tower lights, fire truck, water pump, dump trucks, rescue boat and mini combi backhoe loader to respond to emergencies ranging from road crashes, medical transport, conflagration, and any other similar incidents. Emergency Medical Responders are also trained in basic life support, first aid, water search and rescue and fire fighting.

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Written request for emergency assistance or verified report that an emergency/ accidents happens.	Office of the City Mayor when applicable			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUIREMENTS Submit request/relay info by text(SMS), telephone calls or radio through OCDECT COM NET and CDRRMO hotline numbers.	1.1 VERIFICATION The clerk verifies the document or the radio controller verifies the reported incident	N/A	1 minute	LDRRMO II LDRRMO I LDRRM Assistant Admin and Training Radio Controller
	1.2 APPROVAL OF THE REQUEST The CDRRMO officer will give approval of the request		1 minute	CGDH-1
	1.3 DEPLOYMENT The clerk or radio controller will instruct the Emergency Medical Responder's Team Leader to act upon the request or reported incident.		5-15 seconds	RadioController/ Dispatch

CAPACITY BUILDING/TRAININGS/LECTURE

Service Information

In order to build resilient communities, the City Disaster Risk Reduction and Management Office will conduct capability training, seminar, drills in disaster preparedness, mitigation to the 47 barangays and even to non-government organizations and other stakeholders. Techniques in basic life support, first aid and fire fighting are also integrated in the training as well as the climate change adaptation.

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> Written request for training/seminar/drill/lecture. 	Office of the City Mayor when applicable			
<ul style="list-style-type: none"> The requesting party will shoulder all the expenses of the training including the meals of the staff conducting the training/seminar/drill/lecture. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUIREMENTS Submit letter of request	1.1 VERIFICATION The clerk verifies the document including its purpose and specified date. The clerk will check if there is no conflict of schedule on the specified date of training/ lecture/ seminar/ drills.	N/A	1 minute	LDRRMO II LDRRMO I LDRRM Assistant Admin and Training
	1.2 REVIEW OF THE REQUEST Admin and Training/ LDRRMOII/ LDRRMO I/ Computer Operator and LDRRM Assistant reviews the request and confers with CDRRMO officer about the proposal including the corresponding assignment of resource person.		5-10 minutes	LDRRMO II LDRRMO I LDRRM Assistant Admin and Training Computer Operator
	1.3 APPROVAL OF THE REQUEST The CDRRMO officer will give approval of the said request.		1 minute	CGDH-1

GUARD RAILINGS and other Equipment

Service Information

The guard railings and other equipment of the City Disaster Risk Reduction and Management Office (CDRRMO) are intended to be used during calamities; however these could also be used in some important activities or event of the city (subject to availability).

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<ul style="list-style-type: none"> Written request to borrow guard railings and other equipments from the Office of the City Mayor or his/her representative. 	Office of the City Mayor when applicable			
<ul style="list-style-type: none"> The borrower should provide their own vehicle for the transportation of the guard railings. 				
<ul style="list-style-type: none"> For other equipment: No service fee but the requesting party should be responsible for the gasoline or other expenses needed to operate the equipment. 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT REQUIREMENTS Submit letter of request	1.1 VERIFICATION The clerk verifies the document including it's purpose and specified date. The clerk will check if there are still available railings or the equipment requested.	N/A	1 minute	LDRRMO II Computer Operator
	1.2 APPROVAL OF THE REQUEST The CDRRMO officer will give approval of the		1 minute	CGDH-1
	1.3 RELEASE The clerk will record and release the specified number of railings or equipments.		3 minutes	LDRRMO I Computer Operator Radio Controller/ Dispatch
	1.4 RETURN The clerk will conduct inventory of the returned railings/equipment.		2 minutes	

Office	Address	Contact Information
CDRRMO (Monday-Friday)	Town Center, Canubay, Oroquieta	564-0611
OCDECT COM NET(24/7)		586-0246
		09093478433

CITY PUBLIC SERVICES OFFICE

Upper Langcangan, Oroquieta City
(088) 531-0573



OFFICE OF THE CITY PUBLIC SERVICES

VISION:

To be an effective and efficient arm of the local government unit in attaining its thrust to make the City of Oroquieta "a City of Good Life" by providing prompt and excellent response and delivery of sound basic services to the general public.

To ensure efficient utilities such as water and electrical power and motorpool services.

MISSION:

To provide and ensure well-lighted streets in the urban and rural areas of Oroquieta City, to provide easy access of potable water to rural and urban constituents not under the service of the city water district. To provide assistance in the maintenance of electrical and water facilities in the public buildings and to provide a well-maintained government equipment and vehicles.

MANDATES:

To serve the constituents of the City of Oroquieta willingly and in excellence, disregarding private interests for the common good of the public being the implementing arm of the local executive with Proverbs: 29:18 which states: "Without a vision, the people perish," and Colossians 3:23 which says "Whatever you do, do it wholeheartedly as unto the Lord" as our guide.

I. OBTAINING ELECTRICAL SERVICES:

• ABOUT THE SERVICE:

a. This is securing repair, replacement and installation of electrical lamps (luminaire or bulb) of street lights in urban and rural barangays; and public buildings.

Division/Section:	EMD - Electrical Services			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials, LGU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• File/submit request	Front Desk			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/secure preliminary request for repair/rehab/ replacement and installation of lamps.	1.1 Receiving & Approval of the request.	None	2 minutes	Front Desk (Laborer II), CGDH-I, PSO IV, PSO III,
	1.2 Schedule & execution of services on a first come, first served basis.	None	1 day (after request received)	Engineer I, Electrician Foreman Electrician II, Electricians (Job Order Workers)

b. This is securing assistance in the pruning/cutting of trees that can be of danger to the lives and properties of the people.

Division/Section:	EMD - Electrical Services Section			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Barangay Officials			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• Letter request with Indorsement by the City	OCM Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/submit request for cutting/pruning of trees	1.1 Receiving & Approval of the request cutting/prunnig of trees.	None	1 minute	<i>Front Desk (Laborer II), CGDH-I, PSOVI, PSO III</i>
	1.2 Inspection of the area	None	1 hour	<i>Engineer I, Electrician Foreman, Electrician II, Chainsaw Operator (Job Order Worker)</i>
	1.3 Execution scheduled	None	Once a week	<i>Engineer I, Electrician Foreman, Electrician II, Chainsaw Operator (Job Order Worker)</i>

II. AVAILING WATER SERVICES:**• ABOUT THE SERVICE:**

This is to repair/rehabilitation of deep and shallow wells and installation of Water System (Spring Development) and water facilities in the public buildings.

Division/Section:	EMD - Water Services Section			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials, LGU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• File/submit request	Front Desk			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/secure preliminary request.	1.1 Receiving & Approval of the request.	None	2 minutes	<i>Front Desk (Laborer II), CGDH-I, PSO IV, PSO III</i>
	1.2 Schedule & execution of services on a first come, first served basis.	None	1 day (after request received)	<i>Engineer I, Plumber Foreman, Well Driller II, Carpenter II, Well Driller I, Laborer II, Job Order Workers</i>

III. EQUIPMENT UTILIZATION/MOTORPOOL SHOP SERVICES:**• ABOUT THE SERVICE:**

a. This is the use of various equipment (heavy and light) free of rental fees, but not the fuel consumption and per diems of the drivers/operators and truckmen (when utilized after regular office hours).

Division/Section:	Motorpool Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Barangay Officials, LGU, NGO			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• File/submit request	Front Desk			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File preliminary request form to obtain important data to fill-up EUR/Equipment Utilization Request.	1.1 Receiving & Approving for the preparation of EUR.	None	2 minutes	<i>Front Desk (Laborer II) CGDH-I Engineer IV</i>
	1.2 preparation of EUR	None	1 minute	<i>Computer Operator- (Job Order Worker)</i>
2. Signed the EUR	Approval/ Releasing	None	1 minute	<i>CGDH-I Engineer IV HEO III HEOII Driver II HEO I</i>

b. This is to repair, rehab, replacement of spare parts of government equipment and vehicles.

Division/Section:	Motorpool Division			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• Secure Work Order	Mechanic I			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File/secure Work Order for inspection and repair of equipment/ vehicle	Receiving & Approval of Work Order.	None	2 minutes	<i>Mechanic I, Engineer IV</i>
2. Driver will assist the mechanics during repair	Inspection & Repair	None	1 to 7 days	<i>Mechanical Shop Foreman, Mechanic III, Mechanic II, Mechanic I, Welder II, Machinist II, Laborer II Job Order Workers</i>

c. This is the issuance of Pre-Inspection, Post Inspection and Wear & Tear Certification to government equipment & vehicle.

Division/Section:	Motorpool Division			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	LGU			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• File a request	Mechanic I			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File request for issuance of Pre-Repair Post Inspection Report and Wear & Tear Certification	1.1 Receiving/ Preparation/ Computeration	None	2 minutes	<i>Mechanic I, Computer Operator- (Job Order Worker)</i>
	1.2 Checked/ Certified & Noted	None	2 minutes	<i>Mechanical Shop Foreman, Engineer IV, CGDH-I</i>

IV. TRACTOR SERVICES

• ABOUT THE SERVICE:

This is to avail the use of tractors for plowing and harrowing activities for government and non-government organizations. For government requisitioners, rental fee and fuel are free. However, for non-government or private requisitioners are required to pay the rental fee and provide for the fuel of the tractor and honorarium of the operator when utilized after regular office hours.

Division/Section:	Motorpool Division – Tractor Services Section			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2C - Government to Citizen			
Who may avail:	LGU, NGO, Citizen			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
• File a request	Head, Tractor Services Section			
• Submit Official Receipt	CTO Personnel			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File preliminary request form for utilization	1.1 Receiving/ Negotiation for arrangement of schedule	None	2 minutes	<i>Head Tractor Services Section (HEO II)</i>
	1.2 Inspection/ Measuring the area	None	1 day	<i>Head Tractor Services Section (HEO II), Tractor Operators</i>
2. Pay the corresponding amount per hectare at the City Treasurer Office and present	Receive OR and prepare the EUR	P 1,800 per Hectare	1 Minute	<i>Head Tractor Services Section (HEO II), Computer Operator- (Job Order Worker)</i>
3. Signed the EUR	3.1 Approval/ Scheduling		1 Minute	<i>CGDH-I, Head Tractor Services Section, Tractor Operators,</i>
	3.2 Execution of services (Harrowing/ Plowing)	None	7 days	<i>Tractor Operators, Driver I, Laborer II</i>

CITY ACCOUNTING OFFICE

2nd Floor City Hall Main Building

Poblacion 2, Oroquieta City

(088) 531-1831

ACCOUNTING DEPARTMENT

- **ABOUT THE SERVICE**

As mandated under Section 474 of the Republic Act No. 7160 otherwise known as the Local Government Code of 1991, this Department make certain that the City's internal audit system is installed and in place to ensure all resources are utilized in conformity with laws, rules, policies and are safeguarded against loss, wastage, and misuse. Thus, its main function is to review supporting documents before payment to be done to determine completeness of requirements and its allotment obligated for the intended purpose.

- **DOCUMENTARY REQUIREMENTS PER COA CIRCULAR 2012-1 dated June 14, 2012**

- **PAYROLL:**

- Regular

1. Approved Obligation Request
2. Daily Time Record / Attendance Sheet during sessions for SP members
3. Approved Leave Application
4. Approved Travel / Memo Order
5. Medical Certificate
6. Other documents deem necessary for the transaction to be processed.

- Job Order

1. Approved Obligation Request (not applicable for Trust Fund)
2. Daily Time Record with work accomplishment
3. Approved Job Order Contract
4. Program of Works (those charges to a specific project)
5. Approved Travel / Memo Order
6. Other documents deem necessary for the transaction to be processed.

- **SUPPLIER:**

1. Approved Obligation Request (not applicable for Trust Fund)
2. Certificate of Distribution of Bids
3. Letter request for review duly received by COA
4. Approved Purchase Request
5. Purchase Order
6. Acceptance Inspection Report
7. Requisition and Issue Slip/Acknowledgment Receipt of Equipment/Inventory Custodian Slip
8. Quotation Invitation to Bid

9. Abstract of Bids
10. Official Receipt / Invoice
11. Waste Material Report
12. Certificate of Wear and Tear
13. Warranty Certificate
14. Brochure
15. Request for COA Inspection
16. Other documents deem necessary for the specific transaction

○ CONTRACTOR:

- Advance Payment /15% Mobilization:
 1. Approved Obligation Request (not applicable for Trust Fund)
 2. Surety Bond
 3. Contract and Agreement
 4. Letter request from contractor
- First Partial Payment:
 1. Statement of Work Accomplished
 2. Statement of Time Elapsed and Work Accomplished
 3. Copy of paid disbursement voucher for 15% advance payment, if there is any
 4. Request letter for first partial billing
 5. Certificate of Distribution of Bids or Quotation
 6. Bid Doc Fee
 7. Project Procurement Management Plan
 8. Annual Procurement Plan
 9. Subject: Review of Contract Papers
 10. Approved Budget for the Contract
 11. Minutes of the meeting (Approval to use Public Bidding)
 12. Section I: Invitation to Bid
 13. Section II: Instruction to Bidders
 14. Section III: Bid Data Sheet
 15. Section IV: General Conditions of Contract
 16. Section V: Special Conditions of Contract
 17. Section VI: Drawings
 18. Section VII: Technical Specifications

19. Section VIII: Bill of Quantities
20. Section IX: Bidding Forms
21. Minutes of Meeting (Pre-bid Conference)
22. Minutes of Meeting (Opening of Bids)
23. Envelope 1: First Bidder
24. Envelope 1: Second Bidder, if there is any
25. Envelop 2: First Bidder
26. Envelop 2: Second Bidder, if there is any
27. Minutes of Meeting (Awarding to the lowest bidder)
28. Bid Evaluation Report
29. Abstract as read and as calculated
30. Minutes of the Meeting (Post Qualification)
31. Notice of meeting
32. Notice of Award
33. Contract and Agreement
34. Performance Bond
35. Individual Program of Work
36. Certificate as to Availability of Funds
37. Approved Obligation Request
38. Notice to Proceed
39. Other documents deem necessary for the specific transaction

➤ Progress Billing:

1. Approved Obligation Request (not applicable for Trust Fund)
2. Statement of Work Accomplished
3. Statement of Time Elapsed and Work Accomplished
4. Paid disbursement voucher of the previous billing
5. Statement of Work Accomplished
6. Statement of Time Elapsed and Work Accomplished
7. Billing from contractor

➤ Final Payment:

1. Statement of Work Accomplished
2. Statement of Time Elapsed and Work Accomplished
3. Paid disbursement voucher of the previous billing/s
4. Statement of Work Accomplished

5. Statement of Time Elapsed and Work Accomplished
6. Copy of paid disbursement voucher for 15% advance payment, if there is any
7. Request letter for final billing
8. Transmittal Letter for monthly status report
9. PMC Form 1-1
10. PMC Form 1-2
11. PMC Form 1-3
12. Computation of liquidated damages, if there is any
13. Suspension Order/s, if there is/are any
14. Resume Order/s, if there is/are any
15. Certificate of Acceptance
16. Post Completion and Turn Over Report of Infrastructure Projects
17. Final Inspection Report
18. Monitoring Report
19. Surety Bond (Warranty)
20. Affidavit on payment to laborers and materials used
21. Material Testing Laboratory Result
22. Pictures (before, ongoing, completed, tarpaulin)
23. Certificate of Distribution of Bids or Quotation
24. Bid Doc Fee
25. Project Procurement Management Plan
26. Annual Procurement Plan
27. Subject: Review of Contract Papers
28. Approved Budget for the Contract
29. Minutes of the meeting (Approval to used Public Bidding)
30. Section I: Invitation to Bid
31. Section II: Instruction to Bidders
32. Section III: Bid Data Sheet
33. Section IV: General Conditions of Contract
34. Section V: Special Conditions of Contract
35. Section VI: Drawings
36. Section VII: Technical Specifications
37. Section VIII: Bill of Quantities
38. Section IX: Bidding Forms

39. Minutes of Meeting (Pre-bid Conference)
40. Minutes of Meeting (Opening of Bids)
41. Envelope 1: First Bidder
42. Envelope 1: Second Bidder, if there is any
43. Envelop 2: First Bidder
44. Envelop 2: Second Bidder, if there is any
45. Minutes of Meeting (Awarding to the lowest bidder)
46. Bid Evaluation Report
47. Abstract as read and as calculated
48. Minutes of the Meeting (Post Qualification)
49. Notice of meeting
50. Notice of Award
51. Contract and Agreement
52. Performance Bond
53. Individual Program of Work
54. Certificate as to Availability of Funds
55. Approved Obligation Request
56. Notice to Proceed
57. Other documents deem necessary for the specific transaction

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	Government to Government Employees and Citizens			
Who may avail:	Government Offices, Government Employees, Suppliers and Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit payroll and voucher (suppliers/cash advances)	1.1 Receive payroll and voucher		2 Minutes	<i>Accounting Clerk II All of Receiving Personnel</i>
	1.2 Pre-audit payroll and voucher		20 Minutes	<i>Accountant III All of Pre-Audit Personnel</i>
	1.3 Control payroll and voucher		5 Minutes	<i>Records Officer All of Control Personnel</i>
	1.4 Approve payroll and voucher		5 Minutes	<i>City Accountant Authorized Representative</i>
	1.5 Assignment and Stamping of Disbursement Voucher Number in each document attached		10 Minutes	<i>Accounting Clerk II All of Releasing Personnel</i>
2. Forward Approved Voucher and Check	2.1 Prepare Journal Entry Voucher		5 Minutes	<i>Accounting Clerk II All of Bookkeeping Division</i>
	2.2 Prepare Accountant's Advice		5 Minutes	<i>Accounting Clerk I Job Order Worker</i>
	2.3 Approval of JEV and Accountant's Advice		10 Minutes	<i>Accountant III City Accountant</i>
	2.4 Release of Voucher, Check, and Accountant's Advice		5 Minutes	<i>Accounting Clerk II All of Releasing Personnel</i>
3. Present Official Receipt (Net Take Home Pay)	3.1 Prepare take home pay		3 Minutes	<i>Payroll In-charge</i>
	3.2 Approval of net take home pay		5 Minutes	<i>City Accountant</i>

Office or Division:	Office of the City Accountant			
Classification:	Complex			
Type of Transaction:	Government to Government Employees and Citizens			
Who may avail:	Government Offices, Government Employees, Suppliers and Citizens			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit voucher	1.1 Receive voucher		2 Minutes	<i>Accounting Clerk II</i> All of Receiving Personnel
	1.2 Pre-audit voucher		4 hours	<i>Accountant III</i> All of Pre-Audit Personnel
	1.3 Control payroll and voucher		10 Minutes	<i>Records Officer</i> All of Control Personnel
	1.4 Approve voucher		30 Minutes	<i>City Accountant</i>
	1.5 Assignment and Stamping of Disbursement Voucher Number in each document attached		20 Minutes	<i>Accounting Clerk II</i> All of Releasing Personnel
2. Forward Approved Voucher and	2.1 Prepare Journal Entry Voucher		10 Minutes	<i>Accounting Clerk II</i> All of Bookkeeping Division
	2.2 Prepare Accountant's Advice		5 Minutes	<i>Accounting Clerk I</i> Job Order Worker
	2.3 Approval of JEV and Accountant's Advice		10 Minutes	<i>Accountant III</i> City Accountant
	2.4 Release of Voucher, Check, and Accountant's Advice		10 Minutes	<i>Accounting Clerk II</i> All of Releasing Personnel

CITY GENERAL SERVICES OFFICE

Ground Floor, City Hall Main building

Independence street,

Poblacion 2, Oroquieta City

(088) 531-1516

(088) 531-0713



GENERAL SERVICE OFFICE

I. PROCUREMENT SERVICES

1. REQUEST FOR PRICE QUOTATIONS FOR GOODS AND SERVICES SUBJECT TO SHOPPING AND SMALL VALUE PROCUREMENTS

- ABOUT THE SERVICE**

Being the designated procurement arm of the LGU, this office receives all procurement requests so that price quotations can be requested from known suppliers. Procurement through shopping entails a threshold amount of not more than P120,000.00 while that of Small Value Procurement has a threshold amount of above P120,000.00 but not over P600,000.00. These Requests for Price Quotations(RFQs), once retrieved, will be the basis for the preparation of the abstract of bids and the corresponding award of contract in the form of a purchase order.

Office Division:	Property and Supply Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Agency Department Requisitioning Officers

- REQUIREMENTS**

1. Approved Purchase Request
2. Applicable Supporting documents (i.e. PPMP, AIP, Activity Proposal, Sample Design, List of End-Users, Pre-Repair Inspection Report)

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request (PR)	1.1. Check the supporting documents, receive the Approved Purchase Request(PR)	None	5 Minutes	Admin. Aide at the GSO-Delivery Section
	1.2. Record Received PR	None	2 Minutes	Supply Officer I
	1.3. Forward to Bids and Awards Committee all PRs amounting to above P120K	None	3-5 Days	Supply Officer I Records Officer III
	1.4. Prepare price quotations for requests amounting to P60,000 and below	None	5 Minutes	Job Order Computer Encoders/ Admin Aide III
	1.5. Post RFQ in the PhilGeps website for requests amounting to P50,000 up to P600,000	None	5 Minutes	Admin. Aide III BAC Secretariat
	1.6. Prepare price quotations for requests amounting to above P120,000 up to P600,000	None	5 Minutes	BAC Secretariat/ Admin. Aide III
	1.7. Distribute and retrieve the RFQ forms to and from known suppliers	None	3-5 days	Designated GSO Buyers
	1.8. Request price quotation at PS Sub-Depot for Common-Use Office Supplies	None	1 Hour	Storekeeper III at the Delivery Section

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.9. Prepare Abstract of Bids and Purchase Order for Shopping	None	30 Minutes	Job Order Computer Operators/ Admin. Aide III
	1.10. Prepare Abstract of Bids and Purchase Order for Small Value Procurement	None	30 Minutes	BAC Secretariat Admin. Aide III
	1.11. Follow up approval of Abstract of Bids and Purchase Order	None	3-5 Days	Job Order GSO Liason Officer/ Concerned Requisitioning Officer
	1.12. Serve Purchase Order to Supplier	None	10 Minutes	Designated GSO Buyers
	1.13. Forward Procurement Documents to COA for Contract Review	None	10 Minutes	Buyer III/ BAC Secretariat Admin. Aide III

2. REQUEST FOR PROCUREMENT OF GOODS AND SERVICES

SUBJECT TO PUBLIC BIDDING

- ABOUT THE SERVICE**

This particular Request for Price Quotations(RFQs) refers to purchase requests amounting to above P600,000.00 which are subject to Public Bidding.

Office Division:	Property and Supply Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Agency Department Requisitioning Officers

- REQUIREMENTS**

1. Approved Purchase Request
2. Applicable Supporting documents (i.e. PPMP, AIP, Activity Proposal, Program of Works, Sample Design, List of End-Users, Pre-Repair Inspection Report)

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request (PR)	1.1. Check the supporting documents, receive the Approved Purchase Request(PR)	None	5 Minutes	Admin. Aide at the GSO-Delivery Section
		None	2 Minutes	Supply Officer I
	1.2. Record Received PR	None	3-5 Days	Records Officer III
	1.3. Forward to Bids and Awards Committee all PRs amounting to above P600K			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Recom-mends to the Head of Procuring Entity through a resolution the mode of procurement	None	1 - 2 Days	Bids and Award Committee BAC Secretariat
	1.5. Prepare Bidding Documents	None	1 Day	BAC Secretariat
	1.6. Conduct Pre-Procurement Conference if Approved Budget Cost (ABC) is P2M and above	None	2 Hours	Bids and Award Committee
	1.7. Post Invitation to Bid	None	At Least 7 Days	BAC Secretariat
	1.8. Conduct Pre-Bid Conference if Approved Budget Cost (ABC) is at Least P1M	None	2 Hours	Bids and Award Committee
	1.9. Open Bids Submitted	None	2 Hours	Bids and Award Committee
	1.10. Evaluation of Bids	None	1 Day	BAC TWG
	1.11. Conduct Post Qualification of Lowest Bidder	None	2 Days	BAC TWG
	1.12. Approve Resolution of Award	None	1 Day	Bids and Awards Committee/BAC Secretariat/ Head of Procuring Entity
	1.13 Require Supplier to post performance security.	None	5 Days	BAC Secretariat/ Supplier
	1.14. Prepare Contract Agreement and have it signed	None	1 Day	BAC Secretariat/ Head of Procuring Entity/Supplier
	1.15. Prepare and Issue Notice to Proceed	None	1 Day	BAC Secretariat/ Head of Procuring Entity/Supplier

3. REQUEST FOR PROCUREMENT OF CIVIL WORKS SUBJECT TO PUBLIC BIDDING

• ABOUT THE SERVICE

This particular request for procurement refers to Infrastructure projects amounting to above P600,000.00 which is subject to Public Bidding.

Office Division:	Property and Supply Division
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	All Agency Department Requisitioning Officers

• REQUIREMENTS

1. Approved Program of Work and Detailed Estimates
2. Certificate of Availability of Funds
3. Applicable Supporting documents (i.e. Indicative PPMP, Approved Budget Cost, Drawing Plan)

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Program of Work (POW)	1.1. Check the supporting documents, receive the Approved Program of Work (POW)	None	5 Minutes	BAC Secretariat/ Records Officer III
	1.2. Record Received POW	None	2 Minutes	Records Officer III
	1.3. Forward to Bids and Awards Committee all POW	None	3-5 Days	Records Officer III

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4. Recom-mends to the Head of Procuring Entity through a resolution the mode of procurement	None	1 - 2 Days	Bids and Award Committee BAC Secretariat
	1.5. Prepare Bidding Documents	None	1 Day	BAC Secretariat
	1.6. Conduct Pre-Procurement Conference if Approved Budget Cost (ABC) is P5M and above	None	2 Hours	Bids and Award Committee
	1.7. Post Invitation to Bid	None	At Least 7 Days	BAC Secretariat
	1.8. Conduct Pre-Bid Conference if Approved Budget Cost (ABC) is at Least P1M	None	2 Hours	Bids and Award Committee
	1.9. Open Bids Submitted	None	2 Hours	Bids and Award Committee/ TWG
	1.10. Evaluate Bids opened.	None	1 Day	BAC/TWG
	1.11. Conduct Post-Qualification of Lowest Bidder	None	2 Days	BAC/TWG
	1.12. Approve Resolution of Award	None	1 Day	Bids and Awards Committee/BAC Secretariat/ Head of Procuring Entity
	1.13. Require Supplier to post performance security.	None	5 Days	BAC Secretariat/ Supplier
	1.14. Prepare Purchase Order and have it signed	None	1 Day	BAC Secretariat/ Head of Procuring Entity/Supplier
	1.15. Prepare and Issue Notice to Proceed	None	1 Day	BAC Secretariat/ Head of Procuring Entity/Supplier

4. ISSUANCE OF BID DOCUMENTS

• ABOUT THE SERVICE

With procurements involving public bidding, interested bidders have to buy the bid documents as prescribed by the rules and regulations of the procurement law which is available in the Office of the General Services through the BAC Secretariat. These documents will be available at a period stipulated in the Invitation to Bid being posted in the PhilGeps website and conspicuous places in the premises of the local government.

Office Division:	Property and Supply Division
Classification:	Simple
Type of Transaction:	G2C - Government to Client
Who May Avail:	Interested Bidders

• REQUIREMENTS

1. Official Receipt for Payment of Bid Documents
2. Valid ID (if buyer is first-timer)

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Express intent to buy bid documents	Give Payment Order Slip	None	1 Minute	BAC Secretariat Admin. Aide III
2. Pay corresponding cost of bid documents at the Office of the City Treasurer-Cash Receipt Division	Issue Official Receipt for payment of bid documents	<u>Cost of Bidding Documents, viz:</u> P500T and Below... P 500 More than P500T up to 1 Million... P1,000 More than 1 Million up to 5 Million... P5,000 More than 5 Million up to 10 Million..P10,000	5 Minutes	Local Revenue Collection Clerk in the Office of the City Treasurer-Cash Receipt Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		More than 10 Million up to 50 Million..P25,000 More than 50 Million up to 500 Million..... P50,000 More than 500 Million P 75.000		
3. Submit Official Receipt to BAC Secretariat	Issue Bid Documents		2 Minutes	BAC Secretariat
4. Affix signature on the Certificate of Issuance of Bid Document Form to acknowledge receipt of Bid Documents	Guide the buyer in filling up the form and provide other instructions relevant to the submission of bids.	None	2 Minutes	BAC Secretariat

5. DELIVERY OF GOODS

• ABOUT THE SERVICE

In accordance with the delivery date indicated in the Approved Purchase Order, the concerned supplier will deliver ordered items at the Delivery Section of this office and issue corresponding delivery receipt. The end-user or requisitioning office will immediately be notified that claim could be made 24 hours after delivery was completed.

Office Division:	Property and Supply Division-Delivery
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All Requisitioning Offices

• REQUIREMENTS

1. Approved Purchase Order
2. Duly Accomplished Requisition Slip (RIS)
3. Presence of LGU Inspectorate and COA Representative

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claim delivery of goods at the Delivery Section	Verify items as indicated in the approved Purchase Order	None	15 Minutes	Job Order Worker/ Clerk III/Storekeeper III
2. Acknowledge receipt of items by signing RIS	2.1. Release Goods to End-User or authorized representative of requisitioning office	None	2 Minutes	Job Order Worker/ Clerk III/ Storekeeper III
	2.2. Forward pertinent documents to LGU Inspectorate for the possible preparation of Acceptance and Inspection Report	None	1 Day	Job Order Worker/ Clerk III/ Storekeeper III

6. FUEL ISSUANCE

• ABOUT THE SERVICE

Vehicular support is deemed necessary in the LGU's operation so maintenance for these government service vehicles and heavy equipment are backed up with appropriate budget which includes daily fuel and oil requirements. This office is tasked to issue the daily needed refueling, at two(2) designated gasoline stations in the locality.

Office Division:	Property and Supply Division-Delivery Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	All LGU Service Vehicle Official/Designated Drivers &

• REQUIREMENTS

1. Approved Fuel Issuance Slip
2. Duly Accomplished Driver's Trip Ticket
3. Red Plate visible on the service vehicle and Heavy Equipment

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Official/Designated Drivers of LGU service Motorcycles present their Fuel Issuance Slip to the designated GSO Inspector assigned at SB Gasoline Station	Issue fuel in accordance with the quantity indicated in the Fuel Issuance Slip	None	10 Minutes	Designated GSO Job Order Worker
2. Official/Designated Drivers/Operators of LGU service vehicles & Heavy Equipment present their Fuel Issuance Slip to the designated GSO Inspector assigned at WBC Caltex Service Station	Issue fuel in accordance with the quantity indicated in the Fuel Issuance Slip	None	10 Minutes	GSO Clerk III

7. REQUEST FOR WASTE MATERIAL REPORT

• ABOUT THE SERVICE

Waste Material Report is a report that shows itemized spare parts and other materials that are categorized as “waste” for being replaced in a repair done on a specific government vehicle to keep it in good running condition. Also indicated in the report is the recommendation for disposal. This report is one of the supporting documents needed in the disbursement for the procurement of spare parts and other materials for LGU government vehicle and heavy equipment.

Office Division:	Property and Supply Division-Delivery Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	Concerned LGU Requisitioning Officers

• REQUIREMENTS

1. Damaged spare parts and other materials of government vehicle and heavy equipment.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Surrender damaged spare parts and other materials of a particular service vehicle or heavy equipment	1.1. Prepare Waste Material Report 1.2. Attach report to Disbursement Voucher 1.3. Furnish copy to COA	None	10 Minutes	Buyer I

8. REQUEST FOR HISTORY OF VEHICLE REPAIR

• ABOUT THE SERVICE

This office maintains/keeps record of all repair and maintenance expenses of every LGU service vehicle and heavy equipment. Requests for a copy of the history of vehicle repair are made to satisfy documentary requirements for every disbursement made for subject vehicle or heavy equipment which undergoes repair, reconditioning or rehabilitation anytime during its lifecycle.

Office Division:	Property and Supply Division-Delivery Section
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	Concerned LGU Requisitioning Officers

NO REQUIREMENTS

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the History of Vehicle Repair	1.1.. Verifies office record on file for Vehicle Repair	None	15 Minutes	Records Officer III
	1.2. Prepare the History of Vehicle Repair and attach copy to disbursement voucher.		15 Minutes	Records Officer III

II. CUSTODIAL SERVICES

1. ISSUANCE OF PROPERTY CLEARANCE

- ABOUT THE SERVICE**

Property Clearance is an integral component in the issuance of Agency Clearance to local and national employees relative to property accountabilities. It is used for various purposes: Retirement from government service; Terminal Leave Claims, Maternity Leave Claims, Official Travel Abroad, Death Benefit Claims and Transfer of Work Station. The service is classified into two, namely: 1. Simple – covered are employees without records of property accountability; and 2. Complex, for employees with property accountabilities.

Office Division:	Records Management Division
Classification:	Simple
Type of Transaction:	G2G- Government to Government

- REQUIREMENT(S) (FOR EMPLOYEES WITHOUT PROPERTY ACCOUNTABILITIES)**

1. Duly accomplished Customer Assistance Slip
2. Duly accomplished Agency Clearance Form (CS Form#7 revised 2018) with Official Receipt Number and Date indicated on the upper portion.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill- up Customer Assistance Slip (CAS) and submit to staff.	1.1. Verify Records / Memorandum Receipts on file		5 Minutes	Clerk II Job Order Workers
	1.2. Validation of Records		5 Minutes	Records Officer IV
	1.3. Encodes/ Prepares Property Clearance		2 Minutes	Job Orders Workers
	1.4. Approves Property Clearance		1 Minute	City General Services Officer
	1.5. Logs/ releases Property Clearance		1 Minute	Records Officer IV

1. ISSUANCE OF PROPERTY CLEARANCE (Continued)

Office Division:	Records Management Division
Classification:	Complex
Type of Transaction:	G2G- Government to Government

- REQUIREMENT(S) (FOR EMPLOYEES WITH PROPERTY ACCOUNTABILITIES BUT UNSERVICEABLE)**

1. Duly accomplished Customer Assistance Slip
2. Duly accomplished Agency Clearance Form (CS Form#7 revised 2018) with Official Receipt Number and Date indicated on the upper portion.

HOW TO AVAIL OF THE SERVICE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Customer Assistance Slip (CAS) and submit to staff	1.1. Verify records/ Memorandum Receipts on file		10 minutes	Clerk II Job Order Workers
	1.2. Validates records and logs number of Memorandum Receipts /pages		10 minutes	Records Officer IV
2. Files request for copy of Memorandum Receipts	2.1. Approves request		2 minutes	Records Officer IV
	2.2.. Proceeds with photocopy of Memorandum Receipts		10 minutes	Clerk II
3. Makes arrangement for the inventory taking schedule	3.1. Conducts physical inventory of properties issued		1 to 5 days depending on PPEs issued	Clerk II Job Order Worker

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to CGSO unserviceable properties	4.1. Contacts Property Inspectorate for inspection of unserviceable properties			Clerk II Job Order Workers
	4.2. Marks Memorandum Receipts / property as unserviceable			Audit Management Analyst I (Admin)
	4.3. Prepares Property Return Slips and send same to concerned office for signature by the Head of Office			Job Order Workers
	4.4. Approves Property Return Slips			City General Services Officer
	4.5. Prepares/ encodes Property Clearance			Job Order Employees
	4.6. Approves Property Clearance			City General Services Officer
	4.7. Logs/ releases Property Clearance			Records Officer IV

1. Submit Request Form or Letter Request.	1.1. Stamp Receive Request indicating date, time and initials.		5 Minutes	Supply Officer IV
	1.2. Schedule Day and Time for deployment		5 Minutes	Supply Officer IV
	1.3. Conduct Check-Up/ Repair of plumbing fixtures and connections.		1 Day	Painter I

CITY BUDGET OFFICE

2nd Floor Oroquieta Town Center
Canubay, Oroquieta City
(088) 564-0766



CITY BUDGET OFFICE

Budget Monitoring System

- for Budgeting system and expenditures

Procedures in inputting data:

1. Receive the documents from the clients;
2. Review the completeness of the document—Obligation Request;
3. Stamp the document, Obligation Request (OBR), with its specific-official number;
4. Those received Obligation Requests will be transferred to the control section for controlling such and be verified if existing balance in appropriation will suffice the needed amount. If not, document/s will be returned;
5. After an obligation request got controlled with its specific-official number, the process goes in encoding such number and other important details into the system. The latter procedure be done if the obligation request's QR Code (which is vital) can't be read; otherwise, manual encoding of payee, particulars, FPP, RC, Account Code, charges, and amount are a must.
6. Obligation Request is out; and
7. File the obligation requests according to the sequence of stamped number and be in group when certain month falls on.

Document processing:**How to avail of the services?**

Frontline Services	Response Time	Attendant's Responsible
1. Receive and check the completeness of documents from the clients.	5 minutes	
2. Numbering and Recording of Obligation Request (OBR) and	5 minutes	
3. Verify items in PR whether included in the Annual Procurement Plan (APP) and/ Project Procurement	5 minutes	Budget Officer III
4. Controlled as to the appropriation of the documents. a.) General Fund and Special Education Fund. b.) Local Development Plan and General Fund.	5 minutes 5 minutes	Budgeting Assistant Budget Officer II
5. Review Barangay Budget and prepare recommendation.	1 hour	
6. Review and approve Barnagay Budget Recommendation for approval of the Sanggunian.	1 hour	Budget Officer
7. Approve duly recorded OBRs, PRs and Abstract.	1 minute	Budget Officer
8. Encoding/feeding duly approved Obligation requests (OBRs) to Budget Monitoring System	10 mins.	

CITY AGRICULTURE AND FISHERIES OFFICE
Lower Lamac, Oroquieta City
(088) 531-1631



CITY AGRICULTURE & FISHERIES OFFICE

MISSION

To provide good managerial and technical leadership that will lead to complete implementation of the Agricultural plan, and to establish its goals to improve the productivity in agriculture to achieve economic prosperity and accelerate better means of living in the community.

VISION

The City Agriculture and Fisheries Office promotes good quality of life through innovative technology design to strategic development that will strengthen all household in the community for a sufficient, productive and sustainable way of living for peace and unity.

GOALS

1. Enhance the farmers scientific and technical knowledge.
2. Develop farmers and Fisherfolks to be more productive and self-reliant.
3. Create a safe and ecologically friendly environment.
4. Provide Farmers and Fisherfolks appropriate skills and positive attitude to meet the challenges of a changing and competitive global society.

REDEMPTION OF AN IMPOUNDED DOG

ABOUT THE SERVICE

The Dog Pound of the City Agriculture and Fisheries Office is tasked to impound all astray dogs found in all public places in the city such as but not limited to public markets, plaza, churches, streets, beaches and other similar places where person or group of person's converge.

Office/ Division:	Poverty Alleviation and Food Security Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All dog owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at CAFO if your dog is impounded	Ocular inspection. Check the dog pound if the dog is impounded.	None	10 mins.	<i>Veterinarian Admin aide (All in CAFO)</i>
2. Submit yourself for interview	Interview and assess the client	None	10 mins.	<i>Veterinarian Livestock Technician (All in CAFO)</i>
3. Payment of due fees	Issue Official Receipt	Penalty: PHP 100.00 Anti-rabies vaccine: PHP100.00 Dog tag fee: PHP50.00	15 mins.	<i>RCC I RCC II RCCIII (All in City Treasurer's Office, City Hall)</i>
4.Go back to CAFO and give the official receipt	Dog name and official receipt will be recorded in the logbook		5 mins.	<i>Veterinarian Admin Aide (All in CAFO)</i>
5. Redemption of impounded dog	Release the dog	None	10 mins.	<i>Veterinarian Laborer</i>

ANTI-RABIES VACCINATION

ABOUT THE SERVICE

The City Agriculture and Fisheries Office offers vaccine at a lower cost to its constituents. Rabies is a zoonotic disease that is transmitted from mammals (e.g dog and cat) to humans. This is fatal to both human and dogs when left untreated. Prevention, thru vaccination is the key in controlling the spread of this disease.

Office/ Division:	Poverty Alleviation and Food Security Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Dog and Cat

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at CAFO if there is available anti-rabies vaccine, Submit yourself for interview	Record the given data .	None	10 mins.	<i>Veterinarian Admin aide (All in CAFO)</i>
2. Payment of due fees	Issue Official Receipt	Anti-rabies vaccine: PHP100.00	15 mins.	<i>RCC I RCC II RCCIII (All in City Treasurer's Office, City Hall)</i>
3. Proceed to CAFO. Bring the dogs/cats to be vaccinated with anti-rabies vaccine	Give anti-rabies vaccine to cats/ dogs		10 mins.	<i>Veterinarian Livestock Tech. (All in CAFO)</i>

LIVESTOCK TECHNICAL ASSISTANCE

ABOUT THE SERVICE

The City Agriculture and Fisheries Office offers free technical assistance to all constituents of Oroquieta City. Services we offer like treatment, deworming, Hemosep vaccination, Hog cholera vaccination, La sota vaccination, artificial insemination to livestock animals.

Office/ Division:	Poverty Alleviation and Food Security Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry about your concern. Submit yourself for interview	Assess the client. Record the given data .	None	15mins.	<i>Veterinarian Livestock Technician (All in CAFO)</i>
2. Treatment of animals	If medication is available, treatment will be given immediately. If not, we will prescribe necessary medication to be bought in any agricultural supply		15 mins.	<i>Veterinarian Livestock Technician (All in CAFO)</i>
3. Availment of home or on sight treatment	Assigned technician will assist any individual, if available. If not we will schedule it on the day when the technician is available		15 mins.	<i>Veterinarian Livestock Technician (All in CAFO)</i>
4. Give contact details such as name of contact person , complete address (with landmark) and contact number	Keep on record the given contact details so as to assist properly the client during on sight treatment.		10 mins.	<i>Veterinarian Livestock Tech. (All in CAFO)</i>

ACQUISITION OF PLANTING MATERIALS

ABOUT THE SERVICE

Provisions of planting materials/ seeds to all eligible farmers of Oroquieta City.

Office/ Division:	Poverty Alleviation and Food Security Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make an inquiry if there are seeds available 1.1 Availment of Seeds (Rice, Corn and Veg.) 1.1a Submit yourself for interview.	1.1 Assess the client. Record the given data 1.1a Prepare forms for signature. Seeds will be granted.	None	15mins.	<i>.Nursery Foreman)</i>
1.2 Availment of lumberable seedlings and Fruit trees 1.2a Secure from the City Mayor's Office 1.2b Submit yourself for interview	Staff will prepare forms for signature. Seeds will be granted	None	15 mins	<i>Office of the City Mayor</i> <i>Labor Foreman</i>

TRACTOR OPERATION

ABOUT THE SERVICE

Plowing will be served to farmers after inspection to have assurance that said area is ideal for planting

Office/ Division:	Poverty Alleviation and Food Security Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for interview	Gather data. Inspect the area		30 mins.	<i>Laborer II</i>
2. Payment of Tractor rental	Issue Official Receipt	Tractor Rental PHP1,800.00	10 mins.	<i>RCC I RCC II RCCIII (All in City Treasurer's Office, City Hall)</i>
3. Go back to CAFO : Present the Official Receipt . Ask for the schedule of plowing.	Keep on record the official receipt. Schedule the plowing		10 mins	<i>Laborer II</i>

ATTEND CALLERS

· ABOUT THE SERVICE

Farmer who has problems in their farm will be attended by technical staff involve in its specific commodity.

Office/ Division:	Administrative Division Planning &Monitoring Division Poverty Alleviation and Food Security Division Agri-business Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Look for AT's of Rice , Corn, Veg., Root crops, Fruits and etc. Submit for interview/ confide your problem	Attend the client		5 mins.	<i>Agri. Tech.</i>
2. Logbook	Agri. Tech will attend the problem thru farm visitation. Give advices.		1 hour	

Vermi cast is given to identified demo farms by the City Agriculture and Fisheries Office.

Office/ Division:	Planning &Monitoring Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of farm area, size, location and crops to be planted.	1.1 Inspect the farm area.	½ day		<i>Agri. Tech.</i>
	1.2 Agri tech prepares assessment report on organic recommendation duly approved by the division head	½ day		<i>Senior Agriculturist</i>
	1.3 Release of Vermicast			<i>Laborer</i>

ABOUT THE SERVICE

Free availment of vermiworm(African night crawler) to farmer individual/group who would like to engage in vermin production (Vermi Culture)

Office/ Division:	Planning &Monitoring Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Farmers

CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
Individual/group farmers who are willing to engage in vermi composting are required to produce a suitable site which is approved by CAFO personnel upon inspection	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit yourself for instructions	Give instruction to clients on how to make vermin beds	None	11/2 hr.	<i>Senior Agriculturist Agriculturist 1 (All in CAFO)</i>
2. Substrate preparation for vermin compost	1.1 Inspection of vermin site/substrate 1.2 Release of vermin worms to recipient	None	1 hr.	<i>Senior Agriculturist Agriculturist 1 (All in CAFO)</i>

FREE SOIL ANALYSIS

· ABOUT THE SERVICE

Provision of free soil analysis to individual/group farmers by using soil test kit.

Results are interpreted and used as a basis in making a recommendation on the right kind and amount of fertilizer for a particular crop when grown in the soil being tested.

Office/ Division:	Planning &Monitoring Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	
CHECKLIST FOR REQUIREMENTS	WHERE TO SECURE
1. Submission of properly collected soil samples. 2. weighing about ½ kg. that will represent the soil in large area.	In clients farm

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to CAFO. Submit yourself for instruction in proper collection of soil sample.	Instruct the client in proper collection of soil sample for soil analysis	None	1 hr.	<i>Agri I</i>
2. Submission of soil sample	2.1 Inspect the soil sample, 2.2Gather data on the sample submitted 2.3 Analyze the sample.	None	3.5 hr	
3. Ask for recommendation	Fertilizer computation and recommendation	none	3 hrs.	<i>Agri. Tech.</i> <i>(All in CAFO)</i>

APPLICATION FOR REGISTRATION OF FISHERFOLK, BOAT AND GEAR PARAPHERNALIAS

· ABOUT THE SERVICE

Registration of municipal fisherfolk and it's fishing gear paraphernalias
Registration of Boat / Vessel (Motorized and Non-Motorized)

Office/ Division:	Agri-Business Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Fisherfolks from Oroquieta and neighboring municipality

CHECKLIST OF REQUIREMENTS(one (1) copy each)	WHERE TO SECURE
Barangay Clearance	Barangay Secretary
Brgy certification that the applicant has planted mangrove trees along the river or coastal areas.	Barangay Secretary
Residence Certificate #	Barangay Treasurer/ City Treasurers Office
Cert. fom the Municipal Agriculture Office that the applicant is a registered fisherfolk in their Municipal-	Outside Oroquieta

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements for checking, submit yourself for interview	1.1 Check the requirements 1.2 Encode the info given by clients	None	5 mins.	<i>Veterinarian Admin aide (All in CAFO)</i>
2. Bring the fishing vessel and paraphernalias to designated area for inspection	Inspect the fishing paraphernalias	None	5 mins.	<i>Utility Worker (CAFO)</i>
3. Bring back the forms to CAFO for signature	Signed by the City Agriculturist or Officer-in- Charge	None	5 mins.	City Agriculturist / Officer-in-Charge
4. Present the forms to the City Treas. Office for payment of fees	Issue official receipt to client	Registration of Fisherfolk and Fishing/ Gear: PHP240.00 Reg. of Fishing Vessel: PHP160.00 Maritime Clearance PHP50.00	5 mins.	<i>RCC I RCC II RCCIII (All in City Treasurer's Office, City Hall)</i>
5. Proceed to Maritime Office for Issuance of Maritime Clearance	Issue maritime Clearance	None		<i>Maritime staff (Fishport Canubay, Oroq. City)</i>
6. Proceed to Mayor’s office for approval /signature of the City Mayor	Get the documents for Mayors signature	None		<i>OCM Staff Town Center)</i>
7. Go back to City Agri. and Fisheries Office	Get file copy	None	3 mins.	<i>Admin Aide Utility Worker/Clerk</i>

LOCAL CIVIL REGISTRY OFFICE

Oroquieta Town Center
Canubay, Oroquieta City
(088) 531-0887



LOCAL CIVIL REGISTRY OFFICE

VISION

THE City Civil Registry Office is an honest and reliable provider of civil registration products and services

MISSION

As the Primary Civil Registration Agency of the City Government, the City Civil Registry Office Produces and Provides Quality Civil Registration Products and Services

SECURING CERTIFICATION OF BIRTH, DEATH, AND/OR MARRIAGE

☒ ABOUT THE SERVICE

A certification of birth, death, and/or marriage is a certified transcription issued by the City Civil Registrar or her authorized representative for any legal purpose, e.g. school enrolment, applying for driver's license, etc. The documents is valid only up to 6 months from date of issuance as per DFA and other agencies' policy.

☒ REQUIREMENT(S)

- √ Accomplished Verification Slip Form (VSF)
- √ For birth - written authority if applicant is not the owner of the documents, parent, grandparents, spouse, or children of the owner.

☒ REQUIREMENT(S)

- √ Verification Fee P 30.00
- √ Certification Fee:
 - Destroyed or not available P 50.00
 - Available P 50.00
- √ DST P 15.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. VERIFICATION √ Clerk aide verifies document using index card register, or file copy and if already encoded, computer files. For delayed, registered documents, manual verification takes a long time. You will be informed either to wait or return the next day.	5 minutes - for timely registration No definite minutes, hours, days, - for delayed registration	CONCEPCION M. PACANA LIEZEL C. TAC-AN
2. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid	1 minute	

4. PAYMENT OF FEES ✓ Applicant proceeds to City Treasurer's Office for payment of require fees.	5-10 minutes	Bus Terminal Ticket Booth <i>City Treasurer's Office</i>
5. DOCUMENT REGISTRATION ✓ Clerk Aide assigns Registry Number and tupe the number in the item provided for such and the item for approved portion of the City Civil Registrar.	5 minutes	CONCEPCION M. PACANA LIEZEL C. TAC-AN
6. APPROVAL OF CERTIFICATION ✓ The city Civil Registrar affixes his signature to the Documents.	1 minutes	ENGR. BEAU L. CABAUG
7. DISTRIBUTION OF CODES ✓ Clerk Aide gives 1 copy to applicant and retains 3 copies of documents.	1 minute	CONCEPCION M. PACANA LIEZEL C.

AUTHENTICATION OF BIRTH, DEATH, MARRIAGE, COURT DECREE, AND/OR LEGAL INSTRUMENT

☒ **ABOUT THE SERVICE**

Authentication of civil registry documents are required for various legal purpose, e.g. PSA, GSIS & SSS claims, etc.

☒ **REQUIREMENT(S)**

- ✓ Accomplished Verification Slip Form (VSF) for birth, death, or marriage.
- ✓ For birth - written authority if applicant is not the owner of the documents, parents, grandparents, spouse, or children of the owner.
- ✓ Owner's copy of registered documents.
 - Special power of attorney (original copy must be surrendered by the requester)
 - Affidavit of guardianship (original copy must be surrendered by the requester)
 - Affidavit of kinship (original copy must be surrendered by the requester)

☒ **REQUIREMENT(S)**

- | | |
|--|---------|
| ✓ Authentication fee per sheet | P 50.00 |
| ✓ Verification Fee (if applicant has no original copy of the document) | P 30.00 |

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS ✓ Submit VSF and other applicable requirements. <ul style="list-style-type: none"> • For Birth, Death, and/or marriage • For Court Decree or Legal Instrument 	1 minutes 1 minutes	LUZ SILAGON / LIEZEL C. TAC-AN
2. INTERVIEW & VERIFICATION ✓ You will be interviewed to determine when document was registered. Verification follows. <ul style="list-style-type: none"> • For birth, death, and/or marriage • For court decree or legal instrument 	10-15 minutes 10-30 minutes	CONCEPCION M. PACANA
3. SECURE PAYMENT ORDER SLIP ✓ This slip specifies the fees to be paid <ul style="list-style-type: none"> • For birth, death, and/or marriage • For court decree or legal instrument 	1 minute 1 minute	JEAN N. ROLLINAS

4. PAYMENT OF FEES ✓ Applicant proceeds to City Treasurer's Office for the payment of require fees.	5-10 minutes	Bus Terminal Ticket Booth <i>(City Treasurer's Office)</i>
5. STAMPING OF CERTIFIED MACHINE COPY & OFFICIAL RECEIPT NUMBER ✓ Clerks request O.R. from applicant and stamps each sheets to be authenticated. <ul style="list-style-type: none"> • For birth, death, and/or marriage • For court decree or legal instrument 	2 minutes	LUZ SILAGON/ LIEZEL C. TAC-AN CONCEPCION M. PACANA JEAN N. ROLLINAS
6. SIGNING AND ISSUANCE ✓ City Civil Registrar affixes her signature per sheet and gives copy of document to applicant	1 minute / per sheet	ENGR. BEAU L. CABAUG

REGISTRATION OF BIRTH, DEATH, OR MARRIAGE (TIMELY)

☒ ABOUT THE SERVICE

Authentication of civil registry documents are required for various legal purpose, e.g. NSO, GSIS & SSS claims, etc.

☒ REQUIREMENT(S)

√ 4 copies of Certificate of Death, Certificate of Fetal Death and/or Certificate of Marriage duly accomplished.

☒ REQUIREMENT(S)

- √ Documentation Fee:
 - Birth, Death/Fetal Death P 30.00
 - Marriage P 50.00
- √ Burial Permit Fee P 50.00
- √ Admission of Paternity P 100.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS <ul style="list-style-type: none"> √ Document submitted is carefully reviewed to determine if there are un-affixed signature and/or unfilled-up items. You will be instructed what to do if there are items that are lacking 	2 - 5 minutes	LIEZEL C. TAC-AN/ CONCEPCION M. PACAÑA
2. DOCUMENT EVALUATION AND REVIEW <ul style="list-style-type: none"> √ Document is evaluated, in case of birth certificates, to determine legitimacy status of child. If illegitimate birth and father acknowledges child, the clerk-aide fills up the affidavit of Admission of Paternity (AOP) and have the father signed then swore before a public or private attorney. The AOP is then, registered in the Register of Legal Instrument. 	30 minutes to 1 hour	
3. SECURE PAYMENT ORDER SLIP <ul style="list-style-type: none"> – This slip specifies the fees to be paid 	1 minute	CONCEPCION M. PACAÑA LIEZEL C. TAC-AN
4. PAYMENT OF FEES <ul style="list-style-type: none"> √ Applicant proceeds to City Treasurer's Office for payment of required fees. 	5-10 minutes	Bus Terminal Ticket Booth (City Treasurer's Office)

5. DOCUMENT REGISTRATION ✓ Clerk Aide assigns Registry Number and type the number in the item provided for such and the item for approved portion of the City Civil Registrar	5 minutes	CONCEPCION M. PACAÑA LIEZEL C. TAC-AN
6. APPROVAL OF REGISTRATION ✓ The City Civil Registrar affixes her signature to the document.	1 minutes	ENGR. BEAU L. CABAUG
7. DISTRIBUTION OF COPIES ✓ Clerk Aide gives 1 copy to applicant and retains 3 copies of document	1 minute	CONCEPCION M. PACAÑA LIEZEL C. TAC-AN

REGISTRATION OF BIRTH, DEATH, OR MARRIAGE (DELAYED)

☒ ABOUT THE SERVICE

A report of vital event made beyond the reglementary period is considered delayed. Delayed registration of events is posted for ten (10) days to determine if someone opposes the registration or not Births prior to February 27, 1931 can now be registered.

☒ REQUIREMENT(S)

FOR BIRTH: (2 copies each)

1. Affidavit of 2 interested persons attesting the facts of birth of the child
2. Any 2 of the following documentary evidences:
 - a. Baptismal Certificate
 - b. COMELEC VRR with information of parents
 - c. School Record (Elementary or High School Form 137A), and/or
 - d. Any document showing the name of the child, date and place of birth
3. If married, copy of marriage certificate

FOR DEATH: (2 copies each)

- Any 2 of the following documentary evidences:
- a. Copy of Burial Permit Fee
 - b. Certification from the church authority or cemetery caretaker where deceased person was buried
 - c. Affidavit of 2 disinterested persons attesting the facts of death of the deceased person.

FOR MARRIAGE: (2 copies each)

1. Copy of License
2. Copy of Application of Marriage License
3. Affidavit of delayed registration of marriage

OTHER REQUIREMENTS FOR ALL TYPES OF DOCUMENT

1. NSO negative certification (if age is 10 years old or over)
2. Currents Community Tax Certificate of Father/Applicant

☒ REQUIREMENT(S)

- √ Documentation Fee:
Delayed Birth, Marriage & Death P 50.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ Document with the applicable requirements is reviewed. If event occurred outside of hospital, Assistant Registration Officer (ARO) prepares applicable certificate.	5-10 minutes	attorney. The AOP is then, registered in the Register of Legal Instrument. ARO also fill up the affidavit of Delayed Registration. CONCEPCION M. PACAÑA LIEZEL TAC-AN
2. EVALUATION AND REVIEW √ Document is evaluated, in case of birth certificates, to determine legitimacy status of child. If illegitimate birth and father acknowledges child, the clerk-aide fills up the Affidavit of Admission of Paternity (AOP) and have the father signed then swore before a public or private attorney. The AOP is then, registered in the Register of Legal Instrument. ARO also fill up the affidavit of Delayed Registration.	30 minutes to 1 hour	

APPLICATION FOR MARRIAGE LICENSE

☒ ABOUT THE SERVICE

For a marriage to be valid, the essential requisites and formal requisites should be present. The essential requisites includes the legal capacity of the contracting parties who must be male and female; and their consent freely given in the presence of the Solemnizing Officer. One of the formal requisites of marriage is a valid marriage license

☒ REQUIREMENT(S)

FILIPINO CITIZENS:

1. Birth Certificates of Contracting Parties
2. Parental Consent signed by father, or both father & mother, if age is 18 years old and below 21 years old.
3. Parental Advice signed by Father or Mother, or both, if age is 21 years old and below 25 years old.
4. CENOMAR issued by NSO if age is 25 years old and over.
5. Current Community Tax Certificates

FILIPINO CITIZENS AND FOREIGNER::

1. Same as Requirement 1 and 4 of Filipino Citizens
2. Legal Capacity to Contract marriage/Affidavit in lieu of the Legal Capacity to Contract Marriage issued by the authorized official of their embassy in Metro Manila, Philippines
3. If divorced, copy of the divorce decree

☒ FEES

√ Application for Marriage License	
Filing Fee	P 150.00
Application Form	P 30.00
PMC Trust Fund (CHO)	P 60.00
Advice upon intended Marriage	P 30.00
Sworn Statement Advice	P 30.00
Consent	P 30.00
√ Registration Fee	P 30.00
√ License Fee	P 25.00
√ Solemnization Fee	P 30.00
√ Marriage Form	P 30.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ Present all required documents to Registration Officer II (R.O. II)	5 minutes	NILDA C. BADIANG
2. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid	1 minute	
3. PAYMENT OF FEES √ Applicant proceeds to City Treasurer's Office for payment of required fees	5 –10 minutes	Bus Terminal Ticket Booth <i>City Treasurer's Office</i>
4. INTERVIEW √ You will be asked for any information not found in the submitted documents, if necessary. If one of the contracting parties is a foreigner, RO II registers the Legal Capacity in the Register of Legal Instrument.	5-10 minutes	NILDA C. BADIANG

5. PREPARATION ✓ A set of applicants forms will be filled up for the contracting parties, RO II assigns a Register Number and post the document in the Register of Application for Marriage License then submits to the City Civil Registrar (CCR).	20 minutes	NILDA C. BDIANG
6. APPROVAL OF REGISTRATION ✓ Contracting parties are subjected to further interview for other information needed by CCR. If everything is in order, contracting parties sign document. DDR also affixes her signature on the document then gives the necessary instruction and furnishes 1 copy of the Notice to the contracting parties	15-20 minutes	ENGR. BEAU L. CABAUG
7. PUBLICATION OF NOTICE ✓ The clerk aide posts 1 copy of the Notice and the Application for Marriage License at the LCRO Bulletin Board	10 days	LIEZEL TAC-AN
8. SUBMIT MARRIAGE COUNSELLING CERTIFICATE/S (MCC) ✓ Contracting parties give copy of the MCC/s to Clerk Aide and secure payment order slip for additional fees.	5 minutes	
9. PAYMENT OF ADDITIONAL FEES ✓ Applicant proceeds to City Treasurer's for payment of required additional fees	5 – 10 minutes	Bus Terminal Ticket <i>(City Treasurer's Office)</i>
10. SORTING OF COPIES ✓ The clerk aide sorts the copies of the documents as required and gives all sorted copies to the CCR	10 - 15 minutes	LIEZEL TAC-AN
11. ISSUANCE OF LICENSE ✓ The CCR reviews all sorted copies and affixes his signature to the Marriage License. He then give the copies to the contracting parties and the solemnizing officer.	5 minutes	ENGR. BEAU L. CABAUG

REGISTRATION OF COURT DECREE

☒ ABOUT THE SERVICE

A court decree concerning the status of a person should be registered on the Local Civil Registry Office where the Court is functioning within.

☒ REQUIREMENT(S)

LOCAL PETITIONERS:

3 authenticated copies of court decision, Entry of Judgment and Certificate of Finality

OUT-OF-TOWN PETITIONERS:

4 authenticated copies of court decision, Entry of Judgment and Certificate of Finality
If delayed, equivalent copies of Affidavit of Delayed Registration of Court Decree

☒ FEES

√ Registration Fee Refers to Oroquieta City Tax Ordinance by Type of Court Decree

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ Present all required documents to Clerk III	5 minutes	JEAN N. ROLLINAS
2. EVALUATION AND REVIEW √ The documents are checked by Clerk III for the signature of Clerk of Court in every page and to determine if the Certificate of Finality is within the reglementary period. If beyond, Clerk III requires Affidavit of Delayed Registration	15 minute	
3. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid	1 minutes	
4. PAYMENT OF FEES √ Applicant proceeds to City Treasurer's Office for payment of required fees.	5-10 minutes	Bus Terminal Ticket Booth <i>City Treasurer's Office</i>
5. POSTING IN REGISTER OF COURT DECREE √ The document is assign a registry number and posted in the Register of Court Decree	3 minutes	JEAN N. ROLLINAS
6. STAMPING OF REGISTRY NUMBER AND OTHER APPLICABLE STAMPS √ The document is assign a registry number and posted in the Register of Court Decree	15 minutes	
7. APPROVAL OF REGISTRATION √ The City Civil Registrar affixes her signature to every page of the document and gives a copy to the owner. If out-of-town petitioner, 2 copies are given. 1 copy for the owner and 1 copy for the municipal civil registrar where event is registered.	5 minutes	ENGR. BEAU L. CABAUG

ELECTRONIC ENDORESEMENT

☒ ABOUT THE SERVICE

This is a kind of service intended to shorten the processing time for those negative documents like birth, death and or marriage to become positive and or available in the NSO database.

☒ REQUIREMENT(S)

√ PSA NEGATIVE COPY OF THE DOCUMENTS

☒ FEES

√ AUTHENTICATION FEE P 50.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ The documents will be scrutinize by the clerk II and will be further verified.	15 minutes	LIEZEL TAC-AN CONCEPCION M. PACAÑA
2. EVALUATION AND REVIEW √ If found complete, the Clerk II will then prepare the papers.	15 minute	
3. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid.	1 minutes	
4. PAYMENT OF FEES √ Client proceeds to the City Treasurer's Office for the payment of required fees.	1 - 5 minutes	Bus Terminal Ticket Booth <i>(City Treasurer's Office)</i>
5. APPROVAL √ The City Civil Registrar will do the final checking and if found complete will affix his signature.	3 minutes	ENGR. BEAU L. CABAUG
6. MAILING TO NSO-OZAMIZ CITY √ The client will be advised to mail the document to NSO-Ozamiz City as per required by the Provincial Statistics Officer of PSA(NSO)	15 minutes	

ADVANCE ELECTRONIC ENDORESEMENT

☒ ABOUT THE SERVICE

This is a kind of service intended to shorten the processing time for those negative documents like birth, death and or marriage to become positive and or available in the PSA database.

☒ REQUIREMENT(S)

√ CLIENT'S LETTER REQUEST TO PSA (NSO)

☒ FEES

√ AUTHENTICATION FEE P 50.00

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ The documents will be scrutinize by the clerk II and will be further verified.	15 minutes	CONCEPCION M. PACANA LIEZEL TAC-AN
2. EVALUATION AND REVIEW √ If found complete, the Clerk II will then prepare the papers.	5 minutes	
3. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid.	1 minute	
4. PAYMENT OF FEES √ Client proceeds to the City Treasurer's Office for the payment of required fees.	1 - 5 minutes	Bus Terminal Ticket Booth (City Treasurer's Office)
5. APPROVAL √ The City Civil Registrar will do the final checking and if found complete will affix his signature.	3 minutes	ENGR. BEAU L. CABAUG
6. MAILING TO PSA-OZAMIZ CITY √ The client will be advised to mail the document to NSO-Ozamiz City as per required by the Provincial Statistics Officer of PSA(NSO)	15 minutes	

R. A. 9048

☒ ABOUT THE SERVICE

It is an act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order.

☒ REQUIREMENT(S)

√ FOR CHANGE OF FIRST NAME

* NSO BIRTH CERTIFICATE

* AT LEAST TWO OF THE FOLLOWING:

**BAPTISMAL CERTIFICATE
COMELEC VOTER AFFIDAVIT
HIGH SCHOOL FORM 137-A
MARRIAGE CERTIFICATE (If Married)
BIRTH CERTIFICATES OF SONS/DAUGHTERS
PASSPORT
ANY VALID PUBLIC DOCUMENTS**

* BARANGAY, POLICE AND NBI CLEARANCES

* CERTIFICATE OF EMPLOYMENT (FOR EMPLOYED)/AFFIDAVIT OF UNEMPLOYMENT (FOR NOT EMPLOYED)

* PUBLICATION

√ FOR CORRECTION OF CLERICAL ERRORS

√ NSO BIRTH, MARRIAGE AND OR DEATH CERTIFICATE

√ AT LEAST TWO SUPPORTING PAPERS (Public Documents) FOR EVERY ERROR.

☒ FEES

√ FOR CHANGE OF FIRST NAME

P 3,000.00 (FOR R.A. 9048)

P 30.00 (FOR U.P. RESEARCH FEE)

√ FOR CORRECTION OF CLEARICAL ERRORS
9048)

P 1,000.00 (FOR R.A.

P 10.00 (FOR U.P. RESEARCH FEE)

How to Avail of the Service

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ Present all required Documents to the City Civil Registrar	15 minutes	JEAN N. ROLLINAS ENGR. BEAU L. CABAUG
2. EVALUATION AND REVIEW √ The Documents are checked by the City Civil Registrar and if found complete, the CCR will then assists the client in making the petition for correction.	15 minute	
3. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid.	1 minutes	
4. PAYMENT OF FEES √ Applicant proceeds to the City Treasurer's Office for the payment of required fees.	1 - 5 minutes	Bus Terminal Ticket Booth <i>City Treasurer's Office</i>

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
5. POSTING THE PETITIONS FOR CORRECTION ✓ The client will then be advise to come back on schedule date (at least 2 months after application)	3 minutes	JEAN N. ROLLINAS ENGR. BEAU L. CABAUG
6. DECISION OF PETITIONS FOR CORRECTION ✓ The CCR will render decision for the petitions.	15 minutes	
7. REQUESTING FOR A SECURITY PAPER (ANNOTATED) TO NSO MANILA ✓ The client will be advised to get a PMO from the post office for the amount equivalent to number of PSA SECPA as wished by the client.	15 minutes	

R. A. 10172

☒ ABOUT THE SERVICE

It is an act authorizing the C/MCR to correct clerical or typographical errors in the birth certificate specifically in the errors in the day/and or month in the date of birth and sex.

☒ REQUIREMENT(S)

√ For the Gender

- * EARLIEST SCHOOL RECORDS
- * BAPTISMAL CERTIFICATE
- * MEDICAL RECORDS
- * CERTIFICATE OF EMPLOYMENT (IF EMPLOYED/AFFIDAVIT OF UNEMPLOYMENT (FOR UNEMPLOYED)
- * MEDICAL CERTIFICATE (ACCREDITED GOVERNMENT DOCTORS OF THE LOCALITY
- * PUBLICATION
- * BARANGAY, POLICE AND NBI CLEARANCES

√ For Birth Day and or Birth Month

- * EARLIEST SCHOOL RECORDS
- * BAPTISMAL CERTIFICATE
- * CERTIFICATE OF EMPLOYMENT
- * PUBLICATION
- * BARANGAY, POLICE AND NBI CLEARANCES

☒ FEES

√ For both Gender and Birth Date or Birth Month Issue
FEE)

P 3,000.00 (FOR R.A. 10172)
P 30.00 (FOR U.P. RESEARCH

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. SUBMIT REQUIREMENTS √ Present all required Documents to the City Civil Registrar	15 minutes	ENGR. BEAU L. CABAUG
2. EVALUATION AND REVIEW √ The Documents are checked by the City Civil Registrar and if found complete, the CCR will then assists the client in making the petition for correction.	15 minute	
3. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid.	1 minutes	
4. PAYMENT OF FEES √ Applicant proceeds to the City Treasurer's Office for the payment of required fees.	1 - 5 minutes	Bus Terminal Ticket Booth City Treasurer's Office
5. POSTING THE PETITIONS FOR CORRECTION √ The client will then be advise to come back on schedule date (at least 2 months after application)	3 minutes	JEAN N. ROLLINAS
6. DECISION OF PETITIONS FOR CORRECTION √ The CCR will render decision for the petitions.	15 minutes	
7. REQUESTING FOR A SECURITY PAPER (ANNOTATED) TO NSO MANILA √ The client will be advised to get a PMO from the post office for the amount equivalent to number of NSO SECPA as wished by the client.	15 minutes	ENGR. BEAU L. CABAUG

BATCH REQUEST SYSTEM (BREQS)

☒ ABOUT THE SERVICE

It is an offline version of securing Birth, Marriage, Death Certificate and or Certificate of No Marriage (CENOMAR). The City and the PSA-Ozamiz City come into an agreement (MOA) which was signed last 2010.

☒ REQUIREMENT(S)

- √ VALID IDs
- √ AUTHORIZATION LETTER (If the applicant is not the Document Owner, Parents, Grandparents)
- √ CLAIM SLIP
 - Special power of attorney (original copy must be surrendered by the requester)
 - Affidavit of kinship (original copy must be surrendered by the requester)
 - Affidavit of guardianship (original copy must be surrendered by the requester)

☒ FEES

- | | |
|------------------------|-----------------------|
| √ BIRTH CERTIFICATE | P 60.00 (SERVICE FEE) |
| √ MARRIAGE CERTIFICATE | P 60.00 (SERVICE FEE) |
| √ DEATH CERTIFICATE | P 60.00 (SERVICE FEE) |
| √ CENOMAR | P 55.00 (SERVICE FEE) |

HOW TO AVAIL OF THE SERVICE

FOLLOW THESE STEPS	IT WILL TAKE YOU	PLEASE APPROACH
1. FILL UP APPROPRIATE FORMS	5 minutes	SUSAN TIZON ESTER AGUA
2. EVALUATION AND REVIEW √ The Documents are checked by the clerk aide for its validity and consistency.	5 minutes	
3. SECURE PAYMENT ORDER SLIP √ This slip specifies the fees to be paid.	1 minutes	
4. PAYMENT OF FEES √ Applicant proceeds to the City Treasurer's Office for the payment of required fees.	1 - 5 minutes	Bus Terminal Ticket Booth <i>City Treasurer's Office</i>
5. POSTING THE APPLICATIONS TO BREQS SYSTEM √ The client will be given a claim slip to be brought and presented during the claiming of the documents. √ The client will then be advise to come back on schedule date. √ All applications will be brought to NSO-Ozamiz CRS outlet for payment and printing	3 minutes	SUSAN TIZON ESTER AGUA
6. RELEASING OF THE DOCUMENTS √ The documents will be released upon the presentation of valid id, claim slip and or with authorization.	3 minutes	

OFFICE OF THE CITY ADMINISTRATOR
2nd Floor Oroquieta Town Center
Canubay, Oroquieta City
(088) 564-0317

REVIEWING OF DOCUMENTS

As to legality, completeness and correctness of supporting papers, signatories, proper accounting entries, charges and funds.

HOW TO AVAIL OF THE SERVICE

Office or Division:	CITY ADMINISTRATOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Departments & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive and segregate the following documents for review, verification and initial prior to the signature of the City Administrator				
1.1 Payrolls for regular employees, casuals and JO employees and Disbursement vouchers and checks issued			10 mins.	MAA
1.2 Items in Purchase Request (PR) as to Annual Procurement Plan (APP) & Project Procurement Management Plan (PPMP)			5 mins.	MAA
1.3 Items in Purchase Order and Abstract of Bids and Quotations			5 mins.	MAA

REVIEWING OF DOCUMENTS

As to correctness compared to the Purchase Order, Quantity, Description, etc.

HOW TO AVAIL OF THE SERVICE

Office or	CITY ADMINISTRATOR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2G			
Who may	Departments & Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1) Valid Receipt				
2) OR				
3) Charge/ Sales Invoice				
4) Delivery Receipt				
5) Item/s to be inspected				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inspect unserviceable property or item returned			15 mins.	MAA
2. Inspect items delivered at the GSO / Job site or requesting office			15 mins.	MAA
3. Prepare IR based on delivery of supplies/ materials/ equipment			5 mins.	MAA



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