

OROQUIETA CITY  
THE CAPITAL OF MISAMIS OCCIDENTAL

# CITIZEN'S CHARTER





# **CITY GOVERNMENT OF OROQUIETA THE CAPITAL OF MISAMIS OCCIDENTAL**

## **The Revised CITIZEN'S CHARTER of 2024 (1st Edition)**



## **I. Mandate**

The City Government of Oroquieta City, Misamis Occidental strongly implements R.A. 11032 otherwise known as Ease of Doing Business and Efficient Government Services Delivery Act of 2018 to eradicate red tape and or corruption in the bureaucracy. And shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhanced the right of the people to a balance ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants. (Pursuant to Section 16 of Republic Act No. 7160 or the Local Government Code).

## **II. 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.”

## **III. Mission**

We are committed to promote better quality of life by pursuing maximum socio-economic development through improved livelihood opportunities, access to quality education, infrastructure development and sustained delivery of basic services.

## **IV. Service Pledge**

We, the Oroquieta City government officials and employees, commit ourselves to ensure the best delivery of all frontline services that each department within the Local Government Unit must provide to the City's constituents. We shall faithfully discharge our duties and functions with efficiency, honest, promptness and integrity because \*\*\*

Service is the reason of our existence.



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**OFFICE OF THE CITY MAYOR**  
(EXTERNAL)  
2nd Floor Oroquieta Town Center  
Canubay, Oroquieta City



## 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.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay/Municipal Resolution</li> <li>Project Proposal/Activity Design</li> </ul>		<ul style="list-style-type: none"> <li>Respective Barangays/Municipalities</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
Submit Barangay/ Municipal Resolution with Project Proposal/ Activity Design	Receive, record and route in the CMS	None	5 minutes	HRMO III  Community Affairs Officer IV  Special Operations Officer I Records Officer I
	Prepare Memorandum of Agreement to be signed by and between the city and the Punong Barangay concerned and have it notarized by the City Legal Officer; Prepare Obligation Request, Disbursement Voucher and Administrative Order	None	1 day	Records Officer I  Administrative Aide  City Legal Officer
	Submit financial documents with complete supporting documents to concerned offices for processing	None	3 days	Administrative Aide City Administrator City Budget Officer City Accountant City Treasurer
Issue/Submit Official Receipt	Release the FA/ Check		15 minutes	Cashier IV
<b>TOTAL:</b>		<b>None</b>	<b>4 days &amp; 20 minutes</b>	
<b>End of Transaction</b>				



## FINANCIAL ASSISTANCE TO INDIGENTS

### Service Information

Financial Assistance extended to indigent residents who direly need financial support for hospitalization, purchase of medicines, transportation, food, burial expenses, etc.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Indigent residents of the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Certification of Indigency</li> <li>Medical Prescription/Hospital Bill (for hospitalization/medical expenses) or Death Certificate (for burial expenses) and photocopy of Senior Citizen's ID (if senior citizen)</li> <li>Social Case Study Report</li> </ul>		<ul style="list-style-type: none"> <li>Barangay</li> <li>Attending Physician/Hospital where the patient is admitted</li> <li>Local Civil Registry Office</li> <li>City Social Welfare &amp; Development Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
Submit complete requirements to the Office of the City Mayor	Check/verify the completeness of documents	None	3 minutes	Job Order Worker Administrative Aide I
	Prepare Disbursement Voucher and other pertinent documents	None	10 minutes	Administrative Aide I Supervising Manpower Development Officer
Bring the signed financial documents to CTO-Cash Division	Release the exact amount of financial assistance	None	5 minutes	CTO-Cashier
<b>TOTAL:</b>		<b>None</b>	<b>18 minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF MAYOR'S CLEARANCE

### Service Information

Issuance of Mayor's Clearance to individuals for purposes of employment/OJT/Internship.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• Police Clearance</li> <li>• Cedula</li> <li>• Official Receipt</li> <li>• Documentary Stamp</li> </ul>		<ul style="list-style-type: none"> <li>• Concerned Barangay</li> <li>• PNP</li> <li>• Barangay Treasurer/City Treasurer's Office</li> <li>• City Treasurer's Office</li> <li>• BIR</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
Submit complete documentary requirements	Check documents and prepare Mayor's Clearance	P50.00	10 minutes	Tourism Officer II Administrative Aide I
	Forward the clearance for initial and signature		5 minutes	Administrative Aide I Local Chief Executive Executive Assistant IV Community Affairs Officer IV
	Release the Clearance		3 minutes	Administrative Aide
<b>TOTAL:</b>		<b>P50.00</b>	<b>18 minutes</b>	
<b>End of Transaction</b>				

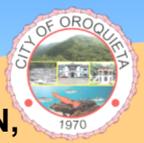


## ISSUANCE OF PERMIT TO TRANSPORT

### Service Information

Issuance of Permit to Transport to individuals who will be transporting scrap iron/crushed plastic to Cagayan de Oro City and other destinations.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Proof of Payment (Official Receipt)		• City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
Present Proof of Payment (Official Receipt)	Prepare Permit to Transport	P100.00	5 minutes	Community Affairs Officer IV
	Forward the Permit for signature	None	3 minutes	Executive Assistant IV
	Release the permit	None	2 minutes	Administrative Aide I
<b>TOTAL:</b>		<b>P100.00</b>	<b>10 minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF PERMIT TO CONDUCT MOTORCADE/PARADE, RECOREDA, FUN RUN, RELIGIOUS PROCESSION, ETC.

### Service Information

Issuance of Permit to groups who wish to use the city streets for motorcade, parade, procession, recoreda, fun run, etc. along city streets is required to ensure safety and security through proper traffic management and active support from the police force.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Letter-Request</li> <li>Route of the Parade/Motorcade/ Procession/Recoreda/Fun Run, etc.</li> <li>Proof of Payment (Official Receipt)</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit Letter – Request with sketch of the route	Receive and record in the CMS	Varying Amount, depending on the activity	5 minutes	HRMO III Administrative Aide II Administrative Aide I
	Prepare Indorsement addressed to the City Treasurer's Office for Assessment of Fees , and to the Special Operations & Concerns Division (SOCD) for issuance of permit	None	20 minutes	Special Operations Officer I Records Officer I Executive Assistant IV
	Forward Indorsement to CTO & SOCD	None	30 minutes	Administrative Aide I Messenger
Pay corresponding fees at the City Treasurer's Office	Issue Official Receipt	None	5 minutes	Revenue Collection Clerk (City Treasurer's Office)
Present Proof of Payment to SOCD (Official Receipt)	Prepare Permit and attach OR	None	5 minutes	Computer Operator (JO)
	Forward the Permit for signature	None	3 minutes	Special Operations Officer IV
	Release the permit	None	2 minutes	Computer Operator (JO)
<b>TOTAL:</b>		<b>None</b>	<b>1 hour &amp; 10 minutes</b>	
<b>End of Transaction</b>				



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

### Service Information

Endorsement/Certification issued to those who seek financial assistance from the Provincial Government to attest their residency.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Barangay Certification of Indigency		• Concerned Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit Requirements and provide necessary data	Receive documents and conduct preliminary interview of client	None	5 minutes	Administrative Aide
	Prepare endorsement Letter	None	5 minutes	Records Officer I Special Operations Officer I Community Affairs Asst II
	Forward the Endorsement for signature	None	3 minutes	Local Chief Executive  Executive Assistant IV
	Record and release the endorsement	None	3 minutes	Administrative Aide Job Order worker
<b>TOTAL:</b>		<b>None</b>	<b>16 minutes</b>	
<b>End of Transaction</b>				



**OFFICE OF THE CITY MAYOR**  
**COOPERATIVE & PUBLIC EMPLOYMENT**  
**SERVICES DIVISION**  
2nd Floor Oroquieta Town Center  
Canubay, Oroquieta City



## AVAILMENT OF CASH INCENTIVES AS COLLEGE GRADUATES WITH LATIN HONORS, BAR/PRC BOARD EXAM TOPNOTCHERS

### Service Information

Granting of Cash Incentives per City Ordinance No. 839-2019 to Oroquieta non topnotchers of bar examination/PRC Board Examination and Tertiary/college graduates with Latin Honors.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Application Letter addressed to the LCE For Latin Honors</li> <li>Certification from school that he/she is a latin honor graduate</li> <li>And/or any other evidence that he/she is a latin honor graduate</li> <li>For BAR/PRC Board Exam Topnotchers</li> <li>Photocopy of the certificate from the Supreme Court/PRC as to passing the BAR/PRC Board Exam</li> <li>Any evidence showing that he/she is a topnotcher of BAR/PRC Board Exam</li> <li>Voter's Certification/Barangay Clearance</li> </ul>		<ul style="list-style-type: none"> <li>Applicant</li> <li>Respective School</li> <li>Supreme Court/Professional Regulation Commission</li> <li>COMELEC/Punong Barangay concerned</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Submit Letter of Intent together with complete documentary requirements	Receive and record in the CMS	None	5 minutes	Administrative Aide I Administrative Aide II
	Prepare and forward duly signed indorsement to the Screening Committee	None	5 minutes	Records Officer I Special Operations Officer I Executive Assistant IV Administrative Aide I
	Assess/Evaluate/ Verify the submitted documents. Once found correct, indorse back to the Office of the city Mayor recommending for its approval	None	1 day	Supervising Labor and Employment Officer
	Preparation of Payroll/ Disbursement Voucher	None	30 minutes	Community Affairs Officer IV
	Submit Payroll/ Disbursement Voucher and complete supporting documents to concerned offices for processing	None	3 days	City Administrator City Budget Officer City Accountant City Treasurer
	Release of Cash Incentive in appropriate ceremonies	None	20 minutes	CTO-Cashier
<b>TOTAL:</b>		<b>None</b>	<b>4 days &amp; 1 hour</b>	
<b>End of Transaction</b>				



## AVAILMENT OF CASH INCENTIVES AS COLLEGE GRADUATES WITH LATIN HONORS, BAR/PRC BOARD EXAM TOPNOTCHERS

### Service Information

Granting of Cash Incentives per City Ordinance No. 839-2019 to Oroquietanon topnotchers of bar examination/PRC Board Examination and Tertiary/college graduates with Latin Honors.

<b>Office or Division:</b>	Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Oroquietanons who graduated with Latin Honor or BAR/ PRC Board Examination Topnotchers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application Letter address to the LCE (1 copy) For Latin Honors</li> <li>Certification from school registrar that he/she is a latin honor graduate (2 copies)</li> <li>Any other evidence that he/she is a latin honor graduate(2 copies)</li> <li>For BAR/PRC Board Exam Topnotchers</li> <li>Photocopy of the certificate from the Supreme Court/PRC as to passing the BAR/ PRC Board Exam (2 copies)</li> <li>Any other evidence showing that he/she is a topnotcher of BAR/PRC Board Exam (2 copies)</li> <li>Voter's Certification or Photocopy of National ID (1 copy)</li> </ul>		<ul style="list-style-type: none"> <li>Applicant</li> <li>Respective School</li> <li>Supreme Court/Professional Regulation Commission</li> <li>COMELEC or PSA</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
Submit Requirements and provide necessary data	Receive and record the documents	None	3 minutes	Administrative Aide I
	Indicate routing and prepare indorsement to the Screening Committee	None	5 minutes	Community Affairs Officer IV, Records Officer I Special Operations Officer I Community Affairs Asst II
	Forward the Indorsement for signature	None	3 minutes	Local Chief Executive Executive Assistant IV
	Record, release and disseminate the indorsement	None	3 minutes	Administrative Aide I
	Assessment/ Evaluation of submitted documents	None	15 minutes	Supervising labor and Employment Officer
	Preparation of Payroll/Disbursement Voucher	None	30 minutes	Community Affairs Officer IV
	Submit Payroll/ Disbursement Voucher and complete supporting documents to concerned offices for processing	None	5 days	City Administrator City Budget Officer City Accountant City Treasurer
	Release of Cash Incentive	None	20 minutes	CTO-Cashier
	<b>Total</b>	<b>None</b>	<b>5 days, 1 hour and 19 minutes</b>	
<b>End of Transaction</b>				



## CITY SCHOLARSHIP PROGRAM FOR COLLEGE, TVET & SENIOR HIGH SCHOOL STUDENTS

Scholarship grant is given to college, TVET and Senior High School students who are indigent / or in-direly need support to support their schooling.

### Application for City Scholarship Program for College, TVET & Senior High School Students

<b>Office or Division :</b>		Cooperative and Public Employment Services Division			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2B – Government to Citizen			
<b>Who may avail :</b>		Tertiary, Tech-Voc and Senior High School Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>Certificate of Indigency / Case Study Analysis ( 2 copies - one original and one photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>CSWD</li> </ul>			
<ul style="list-style-type: none"> <li>Proof of Enrolment (2 copies)</li> </ul>		<ul style="list-style-type: none"> <li>Concerned School</li> </ul>			
<ul style="list-style-type: none"> <li>Barangay Clearance (1 copy)</li> <li>2x2 picture (1 copy)</li> </ul>		<ul style="list-style-type: none"> <li>Concerned Barangay</li> <li>Applicant</li> </ul>			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure, Fill-up and Submit Unified Scholarship Application form together with its documentary requirements	Review the completeness of submitted documents and if complete, receive the application.	None	5 minutes	City Scholarship Staff – Computer Operator  Clerk I
2	Personally appear to the Screening Committee for an interview on agreed schedule	Conduct screening / interview	None	10 minutes	Scholarship Screening Committee
		<b>Total</b>	<b>None</b>	<b>15 minutes</b>	
<b>End of Transaction</b>					



## CITY SCHOLARSHIP PROGRAM FOR COLLEGE, TVET & SENIOR HIGH SCHOOL STUDENTS

Scholarship grant is given to college, TVET and Senior High School students who are indigent / or in-direly need support to support their schooling.

### Application for Renewal for the City Scholarship Program for College, TVET & Senior High School Students

<b>Office or Division :</b>	Cooperative and Public Employment Services Division				
<b>Classification :</b>	Simple				
<b>Type of Transaction :</b>	G2B – Government to Citizen				
<b>Who may avail :</b>	Tertiary, Tech-Voc and Senior High School Students				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul style="list-style-type: none"> <li>Certificate of Indigency / Case Study Analysis ( 2 copies - one original and one photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>CSWD</li> </ul>			
<ul style="list-style-type: none"> <li>Proof of Enrolment (2 copies)</li> <li>Grade Card / Grade Certification with at least 80% grade in all subjects and assessment report for technical-vocational students from the previous semester (2 copies)</li> </ul>		<ul style="list-style-type: none"> <li>Concerned School</li> <li>Concerned School</li> </ul>			
<ul style="list-style-type: none"> <li>Barangay Clearance (1 copy)</li> <li>2x2 picture (1 copy)</li> </ul>		<ul style="list-style-type: none"> <li>Concerned Barangay</li> <li>Applicant</li> </ul>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Secure, Fill-up and Submit Unified Scholarship Application form together with its documentary requirements	Review the completeness of submitted documents and if complete, receive the application.	None	5 minutes	City Scholarship Staff – Computer Operator  Clerk I
	<b>Total</b>	<b>None</b>	<b>5 minutes</b>		
<b>End of Transaction</b>					



## EMPLOYMENT REFERRAL FOR JOBSEEKERS

Employment referral is a core service of the Public Employment Services Office to the jobseekers for purpose of wage employment.

### Issuance of Employment Referral

<b>Office or Division :</b>		Cooperative and Public Employment Services Division			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2B – Government to Citizen			
<b>Who may avail :</b>		Jobseekers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>Duly filled-up NSRP Form 1 for Jobseekers not yet registered to PESO Employment Information System (PEIS)</li> <li>Duly filled-up RFA</li> <li>Resume / Biodata (1 copy)</li> </ul>		<ul style="list-style-type: none"> <li>CPESD (PESO)</li> <li>CPESD (PESO)</li> <li>Applicant</li> </ul>			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit RFA, Resume/Biodata and NSRP Form 1 (if applicable)	Conduct name verification and Job Matching  1.1 If matched, print the employment referral and endorse to the SLEO for signing, then release to the jobseeker.  1.2 If not matched, advise the jobseeker to undergo Career Support Development Program (CDSP)	None	5 minutes  5 minutes	Labor and Employment Assistant (LEA) or Designated Referral and Placement Officer
2	Personally appear to the PESO Manager	Conduct Career Support Development Program (CDSP) and make the necessary recommendation / referral.	None	20 minutes	Supervising Labor & Employment Officer
		<b>Total</b>	<b>None</b>	<b>30 minutes</b>	
<b>End of Transaction</b>					



## PESO REFERRAL FIRST-TIME JOBSEEKERS

PESO Referral is a document issued to 1<sup>st</sup> time jobseekers in order to avail local clearances for free.

### Issuance of PESO Referral for 1<sup>st</sup> Time Jobseekers

<b>Office or Division :</b>		Cooperative and Public Employment Services Division			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2B – Government to Citizen			
<b>Who may avail :</b>		1 <sup>st</sup> time Jobseekers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Oath of Undertaking (1 copy)</li> <li>Duly filled-up NSRP Form 1 for Jobseekers not yet registered to PESO Employment Information System (PEIS)</li> <li>Duly filled-up RFA (1 copy)</li> </ul>			<ul style="list-style-type: none"> <li>Concerned Barangay</li> <li>CPESD / PESO</li>   <li>CPESD / PESO</li> </ul>		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit the Request for Assistance (RFA) together with the Oath of Undertaking and NSRP Form 1 (if applicable)	Review and Conduct name verification	None	5 minutes	Attending PESO Staff
		1.1 If name found in the system, prepare and print PESO Referral		5 minutes	Computer Operator – 1 <sup>st</sup> Time Jobseekers Focal Person
		1.2 If name not found in the system, advise the jobseeker to fill-up the NSRP Form 1, encode the form, prepare and print the PESO Referral		10 minutes	Jobseeker Computer Operator – 1 <sup>st</sup> Time Jobseekers Focal Person
2	Personally appear to the PESO Manager	Review, sign and release the PESO Referral	None	5 minutes	Supervising Labor & Employment Officer
		<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<b>End of Transaction</b>					



## LOCAL RECRUITMENT ACTIVITY

Local Recruitment Activity is conducted by local employers upon the approval and supervision of the Public Employment Service Office.

### Issuance of No Objection Certificate for Local Recruitment Activity

<b>Office or Division :</b>		Cooperative and Public Employment Services Division			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2B – Government to Citizen			
<b>Who may avail :</b>		Placement Agencies / Local Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
<ul style="list-style-type: none"> <li>Letter of Intent address to the Mayor, attention : PESO Manager (1 copy)</li> <li>Company Profile (1 copy)</li> <li>List of Active Job Vacancies (1 copy)</li> <li>SEC / DTI Certificate (if any)</li> <li>Latest Business Permit (1 copy)</li> <li>Duly filled-up NSRP Form 2 for establishment's not yet registered to PEIS</li> <li>Duly filled-up job vacancy solicitation form ( 1 copy)</li> </ul>		<ul style="list-style-type: none"> <li>Requesting Party</li> <li>Requesting Party</li> <li>Requesting Party</li> <li>Requesting Party</li> <li>Requesting Party</li> <li>PESO</li> <li>PESO</li> </ul>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1	Submit all documentary requirements to attending PESO Staff	Check / verify the completeness of documents. If complete, prepare and print the No Objection Certificate (NOC)	None	10 minutes	Labor & Employment Assistant
2	Personally appear to the PESO Manager	Conduct short interview, review and approve the No Objection Certificate (NOC)	None	5 minutes	Supervising Labor & Employment Officer
		<b>Total</b>	<b>None</b>	<b>15 minutes</b>	
<b>End of Transaction</b>					



## SPECIAL RECRUITMENT ACTIVITY

Special Recruitment Activity is conducted by overseas recruitment agencies upon the approval and supervision of the Public Employment Service Office.

### Issuance of No Objection Certificate for Special Recruitment Activity

<b>Office or Division :</b>	Cooperative and Public Employment Services Division				
<b>Classification :</b>	Simple				
<b>Type of Transaction :</b>	G2B – Government to Citizen				
<b>Who may avail :</b>	Overseas Recruitment				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Intent address to the Mayor, attention : PESO Manager (1 copy)</li> <li>Company Profile ( 1 copy)</li> <li>List of Active Job Vacancies (1 copy)</li> <li>DMW Certificate (1 copy)</li> <li>SEC Certificate (1 copy)</li> <li>Oath of Undertaking (1 copy)</li> <li>Authority to Operate a branch in case of branch office (1 copy)</li> <li>Latest Business Permit (1 copy)</li> <li>NOC from DOLE PFO (1 copy)</li> <li>Duly filled-up NSRP Form 2 for establishment's not yet registered to PEIS</li> </ul>			<ul style="list-style-type: none"> <li>Requesting Party</li> <li>BPLO OFFICE</li> <li>DOLE PFO</li> <li>PESO</li> </ul>		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Submit all documentary requirements to attending PESO Staff	Check / verify the completeness of documents. If complete, prepare and print the No Objection Certificate (NOC)	None	10 minutes	Labor & Employment Assistant
2	Personally appear to the PESO Manager	Conduct short interview, review and approve the No Objection Certificate (NOC)	None	10 minutes	Supervising Labor & Employment Officer
		<b>Total</b>	<b>None</b>	<b>20 minutes</b>	
<b>End of Transaction</b>					



## SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS

Special Program for the Employment of Students (SPES) is a program initiated by the DOLE and implemented by PESO that aims to provide employment opportunities to students who want to earn money during vacation.

### Application for the Special Program for the Employment of Students

<b>Office or Division :</b>		Cooperative and Public Employment Services Division			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2B – Government to Citizen			
<b>Who may avail :</b>		Students and OSY aged 15 years old up to 30 years old			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Application Form (1 copy)</li> <li>• Resume / biodata (1 copy)</li> <li>• Duly filled-up NSRP Form 1</li> <li>• Barangay Certification on the combined annual family income (1 copy)</li> </ul>			<ul style="list-style-type: none"> <li>• PESO</li> <li>• Applicant</li> <li>• PESO</li> <li>• Barangay</li> </ul>		
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	Submit all documentary requirements to attending PESO Staff	Check / verify the completeness of documents. If complete, accept the documentary requirements.	None	10 minutes	Community Affairs Assistant / SPES Focal Person
2	Take a qualifying examination & interview	Check the test paper, if passed, advise the applicant to come for a final interview on agreed schedule.	None	10 minutes	Labor & Employment Assistant
		Conduct final interview and recommends approval to the LCE.		10 minutes	Supervising Labor & Employment Officer
		Approval of Application by LCE		5 minutes	City Mayor / Executive Assistant
3	Compliance of SPES Forms 1-6	Review and receive complete documents for submission to DOLE	None	10 minutes	Community Affairs Assistant / SPES Focal Person
		<b>Total</b>	<b>None</b>	<b>45 minutes</b>	
<b>End of Transaction</b>					



**OFFICE OF THE CITY MAYOR**  
**BUSINESS PERMIT & LICENSING DIVISION**  
(External Services)  
Oroquieta Town Center  
Canubay, Oroquieta City



## Issuance of Mayor's Business Permit for New Businesses

All business sectors are required to secure business permits before operation of their business under R.A. 7160.

<b>Office or Division :</b>	BPLO - Business Permit and Licensing Section
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C – Government to Citizen
<b>Who may avail :</b>	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	• BPLO
2. Community Tax Certificate (Individual, Corporation & Partnership)	• CTO City Treasurer's Office
3. Barangay Clearance	• Barangay Office where the business is to be located.
4. Contract of Lease	• If the applicant is renting the building or land used in the business.
5. DTI/SEC/CDA certificates	• DTI Certificate of business name registration, SEC Registration for partnership & corporation, and CDA registration for cooperatives.
6. Authorization letter or SPA authorizing person/representative to transact with CTO.	• From the owner of the business.
7. CEEDO Clearance	• If the business is located on a Government Facility
8. Sanitary Permit	• CHO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the application form and submit requirements for Unified form.	Review/check the requirements submitted and issue the Unified Form. Advise client to proceed to CTO.	None	5 minutes	BPLO in-charge Encoder Personnel
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes.	Assess/collect payment & issue Corresponding OR & CTC Including FSIC. Sign the Assessment form. Advise client to proceed to BPLO.	Based on the assessment record from CTO	10 minutes	CTO License and Fees Division Personnel
3. Receive the data from CTO and release the Mayor's Business Permit with sticker for and Business plate for	Check if requirements are complete. Prepare & release the Mayor's Business Permit.	None	10 minutes	BPLO in-charge Permit Releasing Personnel
	<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<b>End of Transaction</b>				



## Issuance of Mayor's Business Permit for Renewal Businesses

All business permits must be renewed on or before January 20 of the following year. Failure to renew within the required time will subject the taxpayer to a surcharge of 25% of the amount of taxes, fees, or charges due, plus an interest of 2% per month on the unpaid taxes, fees, or charges, including surcharges.

<b>Office or Division :</b>	BPLO - Business Permit and Licensing Section
<b>Classification :</b>	Simple
<b>Type of Transaction :</b>	G2C – Government to Citizen
<b>Who may avail :</b>	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form	<ul style="list-style-type: none"> <li>• BPLO – Business Permit Section</li> </ul>
2. Community Tax Certificate (Individual, Corporation & Partnership)	<ul style="list-style-type: none"> <li>• CTO City Treasurer's Office</li> </ul>
3. Contract of Lease	<ul style="list-style-type: none"> <li>• If the applicant is renting the building or land used in the business.</li> </ul>
4. DTI/SEC/CDA certificates photocopy	<ul style="list-style-type: none"> <li>• DTI Certificate of business name registration, SEC Registration for partnership &amp; corporation, and CDA registration for cooperatives.</li> </ul>
5. Certified Statement of Gross Sales/ Receipts for the preceding year.	<ul style="list-style-type: none"> <li>•</li> </ul>
6. Joint Statement of Annual Income subject to Gross Receipt	<ul style="list-style-type: none"> <li>• For Banks and Lending Institutions only (Standard form to be provided by CTO office)</li> </ul>
7. Authorization letter or SPA authorizing person/representative to transact with CTO.	<ul style="list-style-type: none"> <li>• From the owner of the business.</li> </ul>
8. CEEDO Clearance	<ul style="list-style-type: none"> <li>• If the business is located on a Government Facility</li> </ul>
9. Sanitary Permit	<ul style="list-style-type: none"> <li>• CHO</li> </ul>

CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill up the application form and submit requirements for Unified form.	Review/check the requirements submitted and issue the Unified Form. Advise client to proceed to CTO.	None	5 minutes	BPLO in-charge Encoder Personnel
2	Proceed to CTO for assessment & payments of CTC, fees & other taxes.	Assess/collect payment & issue Corresponding OR & CTC Including FSIC. Sign the Assessment form. Advise client to proceed to BPLO.	Based on the assessment record from CTO	10 minutes	CTO License and Fees Division Personnel
3	Receive the data from CTO and release the Mayor's Business Permit with sticker for (Renewal) and Business plate for (New)	Check if payments has been made. Prepare & release the Mayor's Business Permit	None	10 minutes	BPLO in-charge Permit Releasing Personnel
		<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<b>End of Transaction</b>					



## Retirement of Businesses Permit

Operators of business establishments are required to retire their businesses in order to update records. Failure to do so on the part of the owner would constitute a tax deficiency in business tax payment.

<b>Office or Division :</b>	BPLO – Business Permit and Licensing Section				
<b>Classification :</b>	Simple				
<b>Type of Transaction :</b>	G2C – Government to Citizen				
<b>Who may avail :</b>	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
1. Certification from the Barangay		<ul style="list-style-type: none"> <li>Barangay where the business is located attesting to the fact of its closure/stoppage.</li> </ul>			
2. Sworn Statement of the gross sales or receipts for the current year		<ul style="list-style-type: none"> <li>CTO - City Treasurer's Office (Standard form to be provided by CTO office)</li> </ul>			
3. Surrender Mayor's Business Permit & License for the current year.		<ul style="list-style-type: none"> <li>BPLO – Business permit &amp; Licensing Section</li> </ul>			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements from Barangay Certification.	Review/check the requirements submitted and advise client to proceed to CTO.	None	15 minutes	BPLO in-charge Personnel
2	Proceed to CTO for assessment & payments, fees & other taxes.	Assess/collect payment & issue Corresponding OR. Sign the Assessment form. Advise client to proceed to BPLO.	Based on the assessment record from CTO	30 minutes	CTO License and Fees Division Personnel
		<b>Total</b>	<b>None</b>	<b>45 minutes</b>	
<b>End of Transaction</b>					



## Issuance of Certification or Certified True Copy of Business Permit

<b>Office or Division :</b>		BPLO – Business Permit and Licensing Section			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2C – Government to Citizen			
<b>Who may avail :</b>		Taxpayer who requests for Certification or Certified True Copy of Business Permit.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Any valid ID of Owner			Provided by the requesting party		
2. Any valid ID of the representative together with valid ID of owner, if a representative					
3. Authorization letter, if a representative.					
CLIENT STEPS		AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	At the appointed date and time, client proceeds to BPLO section.	BPLO evaluates and verifies if Business Permit was already issued. When permit is verified, the section issues payment order to be paid at CTO.	None	5 minutes	BPLO in-charge Personnel
2	Pays certification fee at the CTO	CTO receives payment	P 50.00	10 minutes	CTO License and Fees Division Personnel
3	Present OR to the BPLO Section	BPLO section releases the Certification (CTC) of business permit.	None	10 minutes	BPLO Section Personnel
		<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<b>End of Transaction</b>					



## Re - Issuance of Business Permit

<b>Office or Division :</b>		BPLO – Business Permit and Licensing Section			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2C – Government to Citizen			
<b>Who may avail :</b>		Taxpayer who requests for Re - Issuance of Business Permit.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Any valid ID of Owner			Provided by the requesting party		
2. Any valid ID of the representative together with valid ID of owner, if a representative					
3. Authorization letter, if a representative.					
CLIENT STEPS		AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	At the appointed date and time, client proceeds to BPLO section.	BPLO evaluates and verifies if Business Permit was already issued. When permit is verified, the section issues payment order to be paid at CTO.	None	20 minutes	BPLO in-charge Personnel
2	Pays re-issuance fee at the CTO	CTO receives payment	P 50.00	20 minutes	CTO License and Fees Division Personnel
3	Present OR to the BPLO Section	BPLO section releases the new copy of business permit.	None	10 minutes	BPLO Section Personnel
		<b>Total</b>	<b>None</b>	<b>50 minutes</b>	
<b>End of Transaction</b>					



## Business Permit Amendment

Not all business information stays accurate for its entire existence. Some change addresses. In which case, clients are responsible to apply corresponding amendments to their Business Permits accordingly.

### Issuance of an Amended Business Permit

<b>Office or Division :</b>	BPLO – Business Permit and Licensing Section				
<b>Classification :</b>	Simple				
<b>Type of Transaction :</b>	G2C – Government to Citizen				
<b>Who may avail :</b>	Taxpayer who wishes to have information in their Business Permit Amended.				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Any valid ID of Owner			<ul style="list-style-type: none"> <li>• Provided by the requesting party</li> </ul>		
2. Any valid ID of the representative together with valid ID of owner, if a representative					
3. Authorization letter, if a representative.					
4. Board resolution or secretary certificate if corporation					
5. Certificate of Lease / Proof of ownership if the amendment is transfer of location.					
6. Barangay clearance if the location is transferred to another barangay.					
<b>CLIENT STEPS</b>		<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1	At the appointed date and time, client proceeds to BPLO section.	BPLO evaluates and verifies if Business Permit was already issued. When permit is verified, the section issues payment order to be paid at CTO.	None	5 minutes	BPLO in-charge Personnel
2	Pays certification fee at the CTO	CTO receives payment		10 minutes	CTO License and Fees Division Personnel
3	Present OR to the BPLO Section	BPLO section rectify and releases the amended business permit.	None	10 minutes	BPLO Section Personnel
		<b>Total</b>	<b>None</b>	<b>25 minutes</b>	
<b>End of Transaction</b>					



## Issuance of Certifications

No existing Business permits or Existing Business permit or Certification for Business Closure - Certification issued is usually secured for special cases or purposes

<b>Office or Division :</b>		BPLO – Business Permit and Licensing Section			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2C – Government to Citizen			
<b>Who may avail :</b>		Taxpayer who requests for Certifications related to Business Permit			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
1. Any valid ID of Owner			Provided by the requesting party		
2. Any valid ID of the representative together with valid ID of owner, if a representative					
3. Authorization letter, if a representative.					
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	At the appointed date and time, client proceeds to BPLO section.	BPLO evaluates and verifies for Business Permit from database. Prepare payment order to be paid at CTO.	None	20 minutes	BPLO in-charge Personnel
2	Pays certification fee at the CTO	CTO receives payment	P 50.00	20 minutes	CTO License and Fees Division Personnel
3	Present OR to the BPLO Section	BPLO section releases the Certifications.	None	20 minutes	BPLO Section Personnel
		<b>Total</b>	<b>None</b>	<b>60 minutes</b>	
<b>End of Transaction</b>					



**OFFICE OF THE CITY MAYOR**  
**MANAGEMENT INFORMATION SYSTEM DIVISION**  
Oroquieta Town Center  
Canubay, Oroquieta City



## **Background**

A **MANAGEMENT INFORMATION SYSTEMS DIVISION (MISD)** is a system or process that provides the information necessary to manage an organization effectively. MIS generally considered essential components of prudent and reasonable business decisions. Management information systems are comprised of computing and communications hardware, operating system software, applications software to support business functions, and specialized staff to analyze and design systems that help to achieve business goals and objectives. Management information systems support a broad array of business operations and enable interaction with an organization's suppliers, customers and service providers.

## **Mission**

The MIS Office provides technology-based solutions that support the decision-making activities of the City Government of Oroquieta.

## **Vision**

The MISD strives to position the City Government as a leader in the effective, efficient and innovative use and application of Information Technology.



## 1. Service Request for Technical Assistance/System Support

Delivery of ICT related services and assistance through MIS Division such as but not limited to the following:

- Computer Hardware Installation • Computer Hardware Maintenance • Hardware Specification • Hardware Troubleshooting • Hardware Configuration • Internet Connectivity • LAN Installation • Network Installation • Network Troubleshooting • Hardware and Software Installation • Hardware and Software Troubleshooting • Data Back-Up • Reformat • Computer Software Installation • Computer Software Troubleshooting • Etracs & MISD-developed system support • ICT-related request.

<b>Office or Division :</b>		Management Information System Division - IT Infrastructure & Technical Services Section			
<b>Classification :</b>		Highly Technical			
<b>Type of Transaction :</b>		G2G – Government to Government			
<b>Who may avail :</b>		City Government employee/offices/departments with computer/technical devices charged under the City government departments/offices only.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Filled-out Form for Service Request			Provided by the requesting party		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill-out Service Request Form (See Annex A)	1. Check submitted Service Request Form if it is duly filled-out	None	10 minutes	Frontliner/ Receiving Staff
		2. Once service request received, the receiving staff it will addressed to the Section Head of MIS IT Infrastructure & Technical Services Section for task assignment	None	10 minutes	MIS IT Infrastructure & Technical Services Section
		3. Assigned staff attends the requested service	None	Varies on scope of work	Computer Technician/ System Support
		4. Assigned staff submits their filled out service report to the requesting client as proof of service rendered (See Annex B)	None	10 minutes	Computer Technician/ System Support
		<b>Total</b>	<b>None</b>	<b>Varies on scope of work</b>	
<b>End of Transaction</b>					



## 2. LED wall advertisement request" or "digital billboard request

<b>Office or Division :</b>		Management Information System Division - IT Infrastructure & Technical Services Section			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2G – Government to Government, G2C – Government to Citizen			
<b>Who may avail :</b>		Government Office/General Public			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Letter of request from the concerned office/ department/organization or individual with soft & hard copy of the information that needs to be posted			Provided by the requesting party		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of request with soft & hard copy of the information that needs to be posted	1. Forward it to the OCM Receiving area for document assessment/ tracking	None	5 minutes	Concerned Office/ Department/ Requesting party
		2. Prepare the letter for endorsement to MIS-IT Infrastructure & Technical Services Section	None	1 day	Records Officer I Special Operations Officer I Community Affairs Asst II
		3. Receive documents from OCM Dissemination team and review the copy of image/ video for posting	None	1 hour	Frontliner/ Receiving MIS Staff
		4. Post the information provided by the requesting office	None	1 hour	LED Wall Posting MIS Staff
		4. Requesting party will be notified once the information is updated/posted	None	5 minutes	MISD Staff
		Total	None	Varies on scope of work	
End of Transaction					



### 3. System Development

<b>Office or Division :</b>		Management Information System Division - Systems Development Maintenance & Database Management Section			
<b>Classification :</b>		Simple			
<b>Type of Transaction :</b>		G2G – Government to Government			
<b>Who may avail :</b>		Different Offices of LGU Oroquieta			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>		
Letter from requesting office/ department with brief description of the system to be develop			Management Information System Division - Systems Development Maintenance & Database Management Section		
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter with brief description of the system that requested to be develop	1. Once service request received, the receiving staff will addressed to the MISD Division Head & Head of System Dev't Maintenance & Database Management section for assessment	None	Varies on scope of work	MISD Division Head & Head of System Dev't Maintenance & Database Management section
2	Coordinate with MIS Division for more detailed description of system indicated in the letter of request	2. Interview the requesting office on information needed for the new system and/or update on the current system.	None	2 hour	
		3. System research - gathering of information needed for the new system of the requesting office for discussion with programmer	None	Varies on scope of work	Information Systems Analyst I
		4. System Design - construction of database design, system design and data flow design	None	Varies on scope of work	Information Systems Analyst I
		5. System Development - creating and testing databases, coding, compiling, refining program	None	Varies on scope of work	Information Systems Analyst I
		6. System testing - testing if the developed system conforms to the end-user's requirements  6.1 Production version of system  6.2 System for improvement	None	Varies on scope of work	Information Systems Analyst I &  Information Technology Officer I
		7. System Implementation - Installation of product version of system, training of end-user/s	None	Varies on scope of work	Information Systems Analyst I &  Information Technology Officer I
		8. User Acceptatnce - developed system was accepted by the end-user (Annex D)	None	Varies on scope of work	System Impementer
		<b>Total</b>	<b>None</b>	<b>Varies on scope of work</b>	
<b>End of Transaction</b>					



**OFFICE OF THE CITY MAYOR**  
**“SPECIAL OPERATIONS AND CONCERN DIVISION”**  
CEO Compound  
Upper Langcangan, Oroquieta City



## **Mandate**

To enforce and implement all traffic enforcement operations, traffic engineering services, traffic and transport planning, traffic regulations, transport facilities management, traffic education programs, movement of persons and goods, and in charge clearing of obstruction in any form to ensure the smooth flow of traffic.

## **Vision**

Providing and sustaining a responsible traffic management, conducive to economic growth, held in high esteem and supported by the people and stakeholders.

## **Mission**

Safeguarding lives and properties by preventing road crash on roads/ highways and to give an effective, efficient and smooth flow of traffic and responsible for implementation of Traffic Rules and Regulations and other City Ordinances in relation to public safety.



## ISSUANCE OF SOCD CERTIFICATION FOR APPLICATION/RENEWAL OF FRANCHISE, ENTRY PERMIT, CHANGE UNIT / CHANGE OWNERSHIP

Under City Ordinance 891-2021, Section 10 paragraph A sub-paragraph 7, stated that all holder of For-Hire Tricycle/Entry Permit must acquire SOCD Certification to include new applicants. SOCD Certification will serve as the clearance of the motorized tricycle operators and/or drivers for the purposes stated above after attending the “Basic Traffic Education” as embodied in Ordinance No. 206-2005 otherwise known as “Revised/Amended Ordinance Regulating the Granting of Franchise to Tricycle-for-hire” in Oroquieta City.

<b>Office or Division:</b>	Special Operations and Concerns Division – Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Proof of Payment (Official Receipt)</li> <li>• Updated Official Receipt and Certificate of Registration of the motor vehicle</li> <li>• MTOP duly approved by Sangguniang Panlungsod (SP)</li> <li>• And other supporting documents on ownership legality such as deed of sale/deed of donation</li> </ul>		<ul style="list-style-type: none"> <li>• City Treasurer's Office/SOCD Office</li> <li>• Land Transportation Office</li>   <li>• Sangguniang Panlungsod</li> <li>• Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the complete requirements to SOCD	Prepare and review the documents for recording and verification of unsettled penalties.	None	1 minute	SOCD Personnel
2. Payment of unsettled violations and corresponding fee at SOCD Office/City Treasurer's Office	Settle unpaid violations if there are any.	Refer to the previous records	2 minutes	City Treasurer's Office Personnel
	Receive the SOCD Certification payment and issue an Official Receipt (OR).	P20.00	2 minutes	City Treasurer's Office Personnel
3. Attend the Basic Traffic Education Seminar	Conduct seminar to motorized tricycle operators and/or drivers every Tuesday and Thursday of the week at 9:00 A.M. and issue certificates.	None	2 hours	SOCD Personnel/s
4. Release of Certificate	After the orientation, certificates shall be released.	None	3 minutes	SOCD Personnel
<b>TOTAL</b>		<b>P20.00</b>	<b>2 hours and 8 minutes</b>	
<b>End of Transaction</b>				



## SETTLEMENT OF VIOLATIONS

The Special Operations and Concerns Division is the leading office to adjudicate violations of city ordinances.

<b>Office or Division:</b>	Special Operations and Concerns Division – Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Traffic/ Ordinance Violator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>SOCD City Ordinance Unified Violation Receipt (Citation Ticket)</li> <li>Evidences or witnesses (if necessary)</li> </ul>		<ul style="list-style-type: none"> <li>Issued by an enforcer/police officer</li> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Bring the SOCD Violation Receipt (Citation Ticket) at the SOCD Office	<b>VERIFICATION</b> A SOCD personnel will assist the violator and check in the system if the violator has any previous violations.	None	5 minutes	Front Desk/Admin personnel
2. Proceed to the hearing adjudication officer for reduction, cancellation of penalties or extension of payment.	<b>LEGAL PROCESS</b> The assigned adjudicator shall evaluate the application and shall render its judgement.	None	10 minutes	Adjudicator Head of Office
3. Payment of penalties when required	Receive the payment and issue an Official Receipt (OR).	Refer to posted penalty on the Citation Ticket	3 minutes	City Treasurer's Office Personnel
<b>TOTAL</b>	<b>Refer to posted penalty on the Citation Ticket</b>		<b>18 minutes</b>	
<b>End of Transaction</b>				



## REQUEST FOR FREE ASSISTANCE IN LTO PORTAL REGISTRATION (FOR STUDENT PERMIT)

The new guidelines of the Land Transportation Office (LTO) when acquiring a student permit is to register online.

<b>Office or Division:</b>		<b>Special Operations and Concerns Division – Office of the City Mayor</b>		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Indigent residents in this City		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For application of Student Permit: <ul style="list-style-type: none"> <li>Any valid Identification Card/ Voter's Certificate</li> <li>PSA Birth Certificate</li> </ul>		<ul style="list-style-type: none"> <li>Government</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the required documents	1.1 Verify the information from the documents submitted and conduct an interview to fill-up the client's personal details needed on the LTO Portal.	None	5 minutes	SOCD Personnel
	1.2 Check the information carefully on the required field to avoid inaccuracy.	None	3 minutes	SOCD Personnel
	1.3 After receiving the verification link from LTO, confirm the information by creating a strong password for the LTO Client ID.	None	5 minutes	SOCD Personnel
<b>TOTAL</b>		<b>None</b>	<b>13 minutes</b>	
<b>End of Transaction</b>				



## REQUEST FOR FREE ASSISTANCE IN LTO PORTAL REGISTRATION AND EXAMINATION (RENEWAL OF DRIVER'S LICENSE)

The new guidelines of the Land Transportation Office (LTO) for renewal of driver's license is to register online and take an examination.

<b>Office or Division:</b>	Special Operations and Concerns Division – Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Driver's license (must be within 2 months expiration)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the required documents	1.1 Register the client to the LTO Portal if the client didn't have an account.	None	5 minutes	SOCD Personnel
	1.2 The client will be assisted by the assigned personnel during the examination	None	5 minutes	SOCD Personnel
	1.3 After passing the exam (80 % passing score), the SOCD personnel will secure printed certificate (1 copy) and 3 copies to the client to be forwarded to the Land Transportation Office	None	2 minutes	SOCD Personnel
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	
<b>End of Transaction</b>				



## COMPLAINTS IN GENERAL (AGAINST ENFORCERS, MOTORISTS, OTHERS)

The Special Operations and Concerns Division hears comments, suggestions, queries and complaints of the public agency enforcers, motorists, pedestrians and others.

<b>Office or Division:</b>	Special Operations and Concerns Division – Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Verbal/ Written Complaint</li> <li>Documents, pictures, videos or any other supporting evidence against the erring enforcer, motorist and others</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. The complainant must personally appear at the SOCD Office and submit/ state the complaint	Conduct initial interview regarding the complaint	None	5 minutes	Special Operations Officer IV
2. Schedule of hearing	Upon evaluation of the complaint a hearing shall be set to be agreed by both parties.	None	5 minutes	Special Operations Officer IV
3. Hearing Proper	Both parties have the chance to present their arguments. If an enforcer is found guilty based on the evidence, appropriate sanction shall be imposed. If a motorist or driver is found guilty based on the evidence, appropriate penalty shall be imposed.	None	10 minutes	Special Operations Officer IV
4. Payment of necessary fees	Receive the payment and issue a receipt	Refer to the appropriate penalty	3 minutes	City Treasurer's Office Personnel
<b>TOTAL</b>		<b>None</b>	<b>23 minutes</b>	
<b>End of Transaction</b>				

*Note: A recommendation to transfer the case to the police station for additional investigation will be made by the investigator if the case was not successfully settled.*



## ISSUANCE OF SOCD CLEARANCE

SOCD Clearance is one of the requirements to acquire Police Clearance to guarantee that the client is in compliance with the law.

<b>Office or Division:</b>	<b>Special Operations and Concerns Division – Office of the City Mayor</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Any valid ID</li> <li>PSA Birth Certificate/Voter's Certificate</li> </ul>		<ul style="list-style-type: none"> <li>Government</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the requirements	<b>VERIFICATION</b> A SOCD personnel will assist the violator and check in the system if the violator has any previously committed violation.	None	2 minutes	Front Desk/ SOCD Personnel
2. Client shall pay previous violation if any	<b>PAYMENT</b> The office will provide the client's copy of violation receipt for payment.	Refer to the posted penalty on the Citation Ticket	3 minutes	City Treasurer's Office assigned at the SOCD Office
3. Release of the SOCD Clearance	<b>RELEASE</b> The assigned personnel will encode the following information of the clients before completing the clearance ready for the release.	None	3 minutes	Front desk/ SOCD Personnel
<b>TOTAL</b>	<b>Refer to the posted penalty on the Citation Ticket</b>		<b>8 minutes</b>	
<b>End of Transaction</b>				



## RECOMMENDATION FOR ISSUANCE OF PERMITS (PROCESSIONS, MOTORCADE, PARADE)

The Special Operations and Concerns Division approve permits.

<b>Office or Division:</b>	Special Operations and Concerns Division – Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Indorsement Letter approved from the OCM (with schedule and sketch plan of the route)</li> <li>Assessment of fee</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>Office of the City Mayor</li> <li>City Treasurer's Office</li> <li>City Treasurer's Office/Special Operations and Concerns Division Office</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Pay the corresponding fee	Receive the payment and provide and official receipt.	Refer to the assessment of the City Treasurer's Office	3 minutes	City Treasurer's Office Personnel
2. Submit the following requirements	Conduct an interview, check the following documents and issue a permit. Provide a copy to the client and disseminate the indorsement to the Local PNP and Office of the City Mayor	None	3 minutes	SOCD Personnel and Division Head of the Office
<b>TOTAL</b>	<b>Refer to the assessment of the City Treasurer's Office</b>		<b>6 minutes</b>	
<b>End of Transaction</b>				



## RECOMMENDATION FOR ISSUANCE OF PERMIT (PEDDLER'S PERMIT)

The Special Operations and Concerns Division approve permits.

<b>Office or Division:</b>	Special Operations and Concerns Division – Office of the City Mayor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Peddler's Form</li> <li>• Driver's license (with motorcycle unit)</li> <li>• LTO Official Receipt (OR) and Certificate of Registration (CR)</li> <li>• Clearance from City Treasurer's Office signed with the SOCD Division Chief</li> </ul>		<ul style="list-style-type: none"> <li>• Special Operations and Concerns Division Office</li> <li>• Land Transportation Office</li> <li>• Land Transportation Office</li> <li>• Special Operations and Concerns Division Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Personally appear at the office and prepare the following requirements	1.1 Assist the client to fill-up the peddler's form  1.2 Conduct an interview with the business owner and inform about the guidelines.  1.3 Sign the form given by Treasurer's Office for approval.	None	6 minutes	SOCD Personnel, Division Head of the Office
<b>TOTAL</b>	<b>Refer to the posted penalty on the Citation Ticket</b>		<b>6 minutes</b>	
<b>End of Transaction</b>				



## RECOMMENDATION FOR ISSUANCE OF PERMIT (STICKER)

The Special Operations and Concerns Division approve permits.

<b>Office or Division:</b>	<b>Special Operations and Concerns Division – Office of the City Mayor</b>			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Official Receipt (OR) and the Certificate of Registration (CR) of the motor vehicle</li> <li>• Cedula</li> <li>• Motor cab with complete functioning accessories</li> <li>• Motorized Tricycles Operators Permit (MTOPO)</li> <li>• Entry Permit (Green Card <i>for Aloran and Lopez Jaena</i>)</li> </ul>		<ul style="list-style-type: none"> <li>• Land Transportation Office</li> <li>• City Treasurer's Office</li> <li>• Operator/Driver</li> <li>• Sangguniang Panlungsod</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Fill-up the annual inspection checklist form and submit the following requirements	Check the documents submitted and conduct an inspection on the motor cab unit. After inspection, verify the records if the violator has unsettled/pending violations committed.	None	3 minutes	SOCD Personnel
2. Client shall pay unsettled violations if any	The office will provide the client's copy of the violation receipt.	Refer to the posted penalty on the Citation Ticket	3 minutes	City Treasurer's Office Personnel assigned at SOCD Office
<b>TOTAL</b>		<b>Refer to the posted penalty on the Citation Ticket</b>	<b>6 minutes</b>	
<b>End of Transaction</b>				



## PAYMENT OF VIOLATION

The City Treasurer's Office provided a collector at the Special Operations and Concerns Division's request to ease client transactions.

<b>Office or Division:</b>		Special Operations and Concerns Division – Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>SOCD City Ordinance Unified Violation Receipt (Citation Ticket) / Demand Letter</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present the Citation Ticket at the office	The assigned personnel will verify if the client has unsettled/ pending violations committed.	None	3 minutes	Front Desk/ SOCD Personnel
2. After the verification, proceed to the payment section	Receive the payment and issue an Official Receipt (OR)	Refer to the posted penalty on the Citation Ticket	3 minutes	City Treasurer's Office Personnel assigned at SOCD Office
<b>TOTAL</b>	<b>Refer to the posted penalty on the Citation Ticket</b>		<b>6 minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF SPECIAL TRAVEL PERMIT

The Special Operations and Concerns Division issues a travel permit in accordance with Executive Order No. 010-2024, an order setting the guidelines in the issuance of Tricycle for Hire, wherein motorized tricycles granted with MTOP and desiring to travel outside jurisdiction of the city shall secure a Tricycle for Hire Special Travel Permit which shall be valid only on the date specified therein.

<b>Office or Division:</b>		Special Operations and Concerns Division – Office of the City Mayor		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Official Receipt (OR) &amp; Certificate of Registration (CR) of the motorcycle</li> <li>Driver's License</li> <li>Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>Land Transportation Office (LTO)</li> <li>Land Transportation Office (LTO)</li> <li>City Treasurer's Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Pay the corresponding fee	Receive the payment and provide an official receipt.	Refer to the assessment of the City Treasurer's Office	3 minutes	City Treasurer's Office Personnel
2. Submit the following requirements	Review the following documents and conduct an interview	None	3 minutes	S OCD Personnel
3. The client shall pay previous unsettled violations if any	The office will provide the client's copy of the violation receipt for payment.	Refer to the posted penalty on the citation ticket	3 minutes	City Treasurer's Office Personnel
4. Issuance of Special Travel Permit	Office personnel will enter the corresponding information of the client into the SOCD database system and release the permit.	None	3 minutes	S OCD Personnel
<b>TOTAL</b>	<b>Refer to the posted penalty on the Citation Ticket</b>		<b>12 minutes</b>	
<b>End of Transaction</b>				



## **SANGGUNIANG PANGLUNGSOD**

Ground Floor Town Center  
Oroquieta City



## APPLICATION FOR PROVISIONAL MOTORIZED TRICYCLES-FOR-HIRE OPERATOR'S PERMIT (MTOPI)

The **Provisional MTOPI** is granted to any interested residents of Oroquieta who are qualified to operate MTOPI within the territorial jurisdiction of this city which is valid for one (1) month only, giving time to the applicant to change the status of his unit from Private to For-Hire at the LTO., per Section 458., (3), (vi) of R.A. 7160, Local Government Code and City Ordinance No. 206-2005, as revised.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any interested qualified residents of Oroquieta City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original & 2 clear copies of LTO Certificate of Registration (CR) & Official Receipt (OR) of the motorcycle unit	LTO
2. Certificate of Attendance in "Basic Traffic Education"	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
3. Barangay Clearance	Barangay where the applicant resides
4. Latest Voter's Certificate	COMELEC
5. Third Party Liability-Passenger-Liability (TPL-PL) Insurance for for-hire	Any legit insurance company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification & bring whole unit for inspection	<ul style="list-style-type: none"> <li>Receive, assess and verify the required documents submitted</li> <li>Inspect the unit applied for as to its serial no., chassis no., plate no., engine no., type, back, brake &amp; head lights, step board, sidecab no., no-smoking sticker inside the cab &amp; trash/garbage bin</li> </ul>		10 minutes	Any SP Franchising Section personnel
2. Pay the Provisional MTOPI at CTO; and present OR to SP Franchising Section	<ul style="list-style-type: none"> <li>Issue the OR</li> <li>2.2 Check the OR</li> </ul>	P200.00	10 minutes	Any CTO personnel Any SP Franchising Section personnel
3. Receive the issued Provisional Franchise	<ul style="list-style-type: none"> <li>endorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during its regular session done every Monday, thru a Resolution granting the Provisional MTOPI</li> </ul>		2 weeks from the submission of the required documents	Any SP Franchising Section personnel  Committee on Transportation Sangguniang Panlungsod CVM Sec. to the Sanggunian
<b>TOTAL:</b>		<b>P200.00</b>	<b>2 Weeks</b>	
<b>End of Transaction</b>				



## APPLICATION FOR NEW MOTORIZED- TRICYCLES-FOR-HIRE OPERATOR'S PERMIT (MTOPI)

The **New MTOPI** is granted to any interested residents of Oroquieta who are qualified to operate MTOPI within the territorial jurisdiction of this city who has been issued with a Provisional MTOPI, per Section 458., (3), (vi) of R.A. 7160, Local Government Code and City Ordinance No. 206-2005, as amended.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Any interested qualified residents of Oroquieta City who has been issued with Provisional MTOPI

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SP resolution granting Provisional MTOPI in favor of the applicant				
OR & CR for For-Hire of the motorcycle unit		Land Transportation Office (LTO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification & interview	<ul style="list-style-type: none"> <li>Receive, assess and verify the required documents submitted</li> <li>Interview for a few personal data</li> </ul>		10 minutes	Any SP Franchising Section personnel
2. Pay the fees for New MTOPI at CTO; present the OR to SP Franchising Section; ask for duly filled up Application and Undertaking Forms, have it notarized & submit 2 copies of each back to the Franchising Section	<ul style="list-style-type: none"> <li>Issue the OR</li> <li>Check the OR</li> <li>2.3 Provide the duly filled up Application and Undertaking Forms to applicant</li> </ul>	P1,542.75	30 minutes	Any CTO personnel Any SP Franchising Section personnel Any notary public
3. Receive the New MTOPI	<ul style="list-style-type: none"> <li>Franchising Section indorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during the regular session of the SP every Monday of the week, thru a Resolution granting the New MTOPI</li> </ul>		2 weeks from the submission of the required documents	Any SP Franchising Section personnel Committee on Transportation Sangguniang Panlungsod CVM Sec. to the Sanggunian
<b>TOTAL:</b>		<b>P1,542.75</b>	<b>2 Weeks</b>	
<b>End of Transaction</b>				



**APPLICATION FOR RENEWAL OF MOTORIZED TRICYCLES-FOR-HIRE OPERATOR'S PERMIT (MTOPI)**

The **Renewal of MTOPI** is intended to a franchise holder whose franchise is expired after the 3-year term period from the date it is granted, but wish to continue its operation; and/or for those whose franchise has already been cancelled after the given grace period of one (1) month from its expiry but not yet given to other interested qualified applicant, he shall be given the chance to get back subject franchise as NEW APPLICANT, per Section 10 of the Revised City Ordinance No. 206-2005.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Franchise holders with expired 3-year term MTOPIs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• 2 copies of unexpired Certificate of Registration (CR) & Official Receipt (OR) of the motorcycle unit	LTO
• Certificate of Attendance in "Basic Traffic Education"	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
• Third Party Liability-Passenger-Liability (TPL-PL) Insurance for for-hire	Any legit insurance company
• Old MTOPI documents (to be surrendered to the SP Franchising Section)	Applicant
• Duly filled-up Application Form for renewal of MTOPI	(Ask form from SP Franchising Section)
• Duly notarized Undertaking on traffic rules as a driver or operator	Any Notary Public (Ask form from SP Franchising Section)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification & bring whole unit for inspection	1.1 Receive, assess & verify the submitted documents  1.2 inspect the unit for: serial no., chassis no., plate no., engine no., type, back, brake & head lights, step board, sidecab no., no-smoking sticker inside the cab & trash/garbage bin		10 minutes	Any SP Franchising Section personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. - Pay the fees for renewal of MTOP at the CTO and submit the Official Receipt back to SP Franchising Section</p> <p>Receive the duly filled-up Application for Change of Unit and Panunumpa for notary and return it back to SP Franchising Section once notarized</p>	<p>2.1 Issue the OR</p> <p>2.2 Check the OR from CTO</p> <p>2.3 Provide the duly filled up Application, and Panunumpa Forms plus the Confirmation Slip</p>	<p>P1,137.75</p>	<p>30 minutes</p>	<p>Any CTO personnel</p> <p>Any SP Franchising Section personnel</p> <p>Any notary public</p>
<p>3. Receive the renewed MTOP</p>	<p>Franchising Section indorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during the regular session of the SP every Monday of the week, thru a Resolution granting the Renewal of MTOP</p>		<p>2 weeks from the submission of the required documents</p>	<p>Any SP Franchising Section personnel</p> <p>Committee on Transportation</p> <p>Sangguniang Panlungsod</p> <p>CVM</p> <p>Sec. to the Sanggunian</p>
<p><b>TOTAL:</b></p>		<p><b>P1,137.75</b></p>	<p><b>2 Weeks</b></p>	
<p><b>End of Transaction</b></p>				



**APPLICATION FOR TRANSFER/CHANGE OF NAME OF TRICYCLES-FOR-HIRE OPERATOR'S PERMIT (MTOPI)**

The **Transfer/Change of Name of MTOPI** is only allowed for those franchise holders who wish to change their names from single to married and/or through Deed of Sale or Deed of Donation to direct member of family which shall be valid for the unexpired term of the franchise, namely: husband, wife and children of legal ages as declared by the franchise holder upon his application as recorded in the SP Franchising Section, subject to compliance to all the requirements set forth by law, per Section 11, c) of City Ordinance No. 206-2005, as revised.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Husband or wife and children of the MTOPI holder

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
2 clear copies of LTO Certificate of Registration (CR) & Official Receipt (OR) of the motorcycle unit under the name of the transferee/true owner (pls. bring original)	LTO
Certificate of Attendance in "Basic Traffic Education" (operator or driver)	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
Barangay Clearance	Barangay where the applicant resides
Latest Voter's Certificate	COMELEC
Third Party Liability-Passenger-Liability (TPL-PL) Insurance for for-hire	Any legit insurance company
2 copies of Birth Certificate in case of children (pls. bring original) copies of Marriage Contract in case of spouse (pls. bring original)	Applicant or City Civil Registrar's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification & bring whole unit for inspection	<ul style="list-style-type: none"> <li>Receive, assess &amp; verify the submitted documents</li> <li>inspect the unit for: serial no., chassis no., plate no., engine no., type, back, brake &amp; head lights, step board, sidecab no., no-smoking sticker inside the cab &amp; trash/garbage bin</li> </ul>		10 minutes	Any SP Franchising Section personnel
2. Pay the fee for Transfer/Change of Name of MTOP at CTO and submit copy of Official Receipt back to SP Franchising Section	<ul style="list-style-type: none"> <li>Issue the OR</li> <li>Check the OR</li> </ul>	P190.00	10 minutes	Any CTO personnel  Any SP Franchising Section personnel
3. Proceed to steps for issuance of <b>Provisional</b> and then <b>New</b> MTOP				
<b>TOTAL:</b>		<b>P190.00</b>	<b>20 Minutes</b>	
<b>End of Transaction</b>				



**APPLICATION FOR CHANGE OF UNIT OF MOTORIZED TRICYCLES-FOR-HIRE OPERATOR'S PERMIT (MTOPI)**

The **Change of MTOPI Unit** is only applicable to a franchise holder who wish to change his motorcycle unit as declared in his franchise with a new or another one within the unexpired 3-year term period, provided, that he is compliant to all the requirements set forth under the Revised City Ordinance No. 206-2005.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	MTOPI holders who wish to change their units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original & 2 clear copies of LTO Certificate of Registration (CR) & Official Receipt (OR) of the motorcycle unit	LTO
2. Certificate of Attendance in "Basic Traffic Education"	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
3. Third Party Liability-Passenger-Liability (TPL-PL) Insurance for for-hire	Any legit insurance company

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for assessment and verification & bring whole unit for inspection	Receive, assess & verify the submitted documents  Inspect the unit for: serial no., chassis no., plate no., engine no., type, back, brake & head lights, step board, sidecab no., no-smoking sticker inside the cab & trash/garbage bin		10 minutes	Any SP Franchising Section personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. - Pay the Provisional and Change of Unit at the CTO and submit copy of Official Receipts to SP Franchising Section  - Receive the duly filled-up Application for Change of Unit and Panunumpa for notary and return it back to SP Franchising Section once notarized	2.1 <i>Issue</i> the ORs  Check the ORs from CTO  Provide the duly filled up Application, and Panunumpa Forms plus the Confirmation Slip	P200.00- for Provisional  P190.00 for approved Change of Unit	15 minutes  30 minutes	Any CTO personnel  Any SP Franchising Section personnel  Any Notary Public <i>(For Application &amp; Panunumpa only)</i>
3. Receive the issued MTOP with Changed Unit	Franchising Section indorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during the regular session of the SP done every Monday of the week, thru a Resolution granting the Change of MTOP unit		2 weeks from the submission of the required documents	Any SP Franchising Section personnel  Committee on Transportation  Sangguniang Panlungsod  CVM  Sec. to the Sanggunian
<b>TOTAL:</b>		<i>(for Provisional)</i> <b>P200.00</b> <i>(for Change of Unit)</i> <b>P190.00</b>	<b>2 Weeks</b>	
<b>End of Transaction</b>				



## ISSUANCE OF CONFIRMATION SLIP

The **Confirmation Slip** is issued by the LGU of Oroquieta through this office, to Motorized Tricycles-For-Hire (*MTOP*) holders in this city as part of the annual documentary requirements of the LTO and BIR.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	MTOP holders

CHECKLIST OF REQUIREMENT(S)		WHERE TO SECURE		
Issue of Name		SP Franchising Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask Issue of Name Slip	1.1 Provide the applicant with the Name Slip, per records of the SP Franchising Section		3 minutes	Any SP Franchising Section personnel
2. Pay the fee for Confirmation Slip at the City Treasurer's Office (CTO) ; present the OR to SP Franchising Section	2.1 Issue the OR 2.2 Check the OR	P20.00	7 minutes	Any CTO personnel Any SP Franchising Section personnel
3. Receive the Confirmation Slip	Issue the Confirmation Slip		7 minutes	Any SP Franchising Section personnel
<b>TOTAL:</b>		<b>P20.00</b>	<b>17 Minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF MTOP AND ENTRY PERMIT ANNUAL STICKER

The **Annual Sticker** is issued annually by the LGU of Oroquieta through this office, to Motorized Tricycles-For-Hire (*MTOP*) and Entry Permit holders in this city as part of their annual fees to the LGU, per Section 13 of the Revised City Ordinance No. 206-2005, and to prevent from being apprehended by this city's traffic/law enforcers.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C- Government to Citizen			
<b>Who may avail:</b>	MTOP and Entry Permit holders			
<b>CHECKLIST OF REQUIREMENT(S)</b>		<b>WHERE TO SECURE</b>		
SOCD Clearance		Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)		
"Cedula" or Community Tax Certificate		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements to SP Franchising Section	1.1 Receive, assess & verify the submitted documents 1.2 Provide the applicant with the SP Clearance as basis of the CTO		5 minutes	Any SP Franchising Section personnel
2. Pay the fee for Annual Sticker at the City Treasurer's Office (CTO), per the SP Clearance; present the OR to SP Franchising Section	2.1 Issue the OR 2.2 Check the OR	P929.25 for MTOP P303.00 for Entry Permit	10 minutes	Any CTO personnel Any SP Franchising Section personnel
3. Receive the MTOP or Entry Permit Annual Sticker	Issue the MTOP or Entry Permit Annual Sticker		6 minutes	Any SP Franchising Section personnel
<b>TOTAL:</b>		(for MTOP) <b>P929.25</b> (for Entry Permit) <b>P303.00</b>	<b>21 Minutes</b>	
<b>End of Transaction</b>				



## APPLICATION FOR NEW & RENEWAL OF NON-MOTORIZED TRICYCLE- FOR-HIRE (NMTOP) "TRISIKAD"

The **New NON-MOTORIZED TRICYCLE- FOR-HIRE (NMTOP)** which is **RENEWABLE ANNUALLY**, is granted to any interested residents of Oroquieta City who are qualified to operate NMTOP within the specified routes of this city, per the Revised Franchise Ordinance No. 206-2005.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Qualified and interested NMTOP holders of this city

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Certification of Residency	Barangay
2. Certificate of Attendance in "Basic Traffic Education"	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
3. For Renewal: Surrender Orange NMTOP Card	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification & bring whole unit for inspection	1.1 Receive, assess and verify the documents submitted 1.2 Inspect the whole unit if it is fit for operation and the trash/garbage bin		10 minutes	Any SP Franchising Section personnel
2. Pay the fee for New or Renewal of NMTOP at the City Treasurer's Office (CTO); present the OR to SP Franchising Section ; ask for the duly filled up Application and Undertaking Forms and have it notarized and submit back to SP Franchising Section	2.1 Issue the OR	P265.00 for new P210.00 for renewal	10 minutes	Any CTO personnel
	2.2 Check the OR from CTO		30 minutes	Any SP Franchising Section personnel
	2.3 Provide the duly filled up Application and Undertaking Forms to applicant			Any notary public



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the New or Renewed NMTOP	Franchising Section indorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during its regular session done every Monday, thru a Resolution granting the New or Renewed NMTOP		2 weeks from the application and submission of the required documents	Any SP Franchising Section personnel  Committee on Transportation  Sangguniang Panlungsod  CVM  Sec. to the Sanggunian
<b>TOTAL:</b>		<i>(for new)</i> <b>P265.00</b> <i>(for renewal)</i> <b>P210.00</b>	<b>2 Weeks</b>	
<b>End of Transaction</b>				



**APPLICATION FOR NEW ENTRY PERMIT**

The **New Entry Permit** is granted to motorized franchise holders from the municipalities of Aloran and Lopez Jaena, both of Misamis Occidental, who are qualified and approved by their respective LGUs to enter the City of Oroquieta on terminal to terminal basis or specified routes only, with terms and conditions set forth by the Revised Ordinance No. 206-2005 of this city.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Qualified MTOP holders from Aloran and Lopez Jaena

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original & 2 clear copies of LTO Certificate of Registration (CR) & Official Receipt (OR) of the motorcycle unit	LTO
2. Certificate of Attendance in “Basic Traffic Education”	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
3. Certification from the Federated Municipal President of Motorcab Operators and Drivers Association	Lopez Jaena or Aloran
4. Mayor’s Permit indicating that his operation is vice versa from his municipality of origin	Lopez Jaena or Aloran

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification & bring whole unit for inspection	1.1 Receive, assess and verify the documents submitted 1.2 Inspect the whole unit for: serial no., chassis no., plate no., engine no., type, back, brake & head lights, step board, sidecab no., no-smoking sticker inside the cab & trash/garbage bin and color coded flaglet, blue for Lopez Jaena and red for Aloran		10 minutes	Any SP Franchising Section personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the fees for Entry Permit at the City Treasurer's Office (CTO); present the OR to SP Franchising Section; ask for Application and Undertaking Forms, have it notarized & submit 2 copies of each back to the Franchising Section	2.1 Issue the OR  2.2 Check the OR 2.3 Provide the duly filled up Application and Undertaking Forms to applicant	P855.00	30 minutes	Any CTO personnel  Any SP Franchising Section personnel  Any notary public
3. Receive the New Entry Permit	Franchising Section indorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during its regular session done every Monday, thru a Resolution granting the New Entry Permit		2 weeks from the application and submission of the required documents	Any SP Franchising Section personnel  Committee on Transportation  Sangguniang Panlungsod  CVM  Sec. to the Sanggunian
<b>TOTAL:</b>		<b>P855.00</b>	<b>2 Weeks</b>	
<b>End of Transaction</b>				



**APPLICATION FOR RENEWAL OF ENTRY PERMIT**

The **Renewal of Entry Permit** is required **Annually** to granted Entry Permit holders from the municipalities of Aloran and Lopez Jaena, this province, allowed to ply in this city on terms and conditions set forth by the Revised Ordinance No. 206-2005 of Oroquieta City.

<b>Office or Division:</b>	SP Franchising Section, Legislative Division, Office of the Secretary to the Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C- Government to Citizen
<b>Who may avail:</b>	Qualified MTOP holders from Aloran and Lopez Jaena

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original & 2 clear copies of LTO Certificate of Registration (CR) & Official Receipt (OR) of the motorcycle unit	LTO
2. Certificate of Attendance in “Basic Traffic Education”	Special Concerns & Operations Division (SOCD) (CEO Compound, Upper Langcangan)
3. Certification from the Federated Municipal President of Motorcab Operators and Drivers Association	Lopez Jaena or Aloran
4. Mayor’s Permit indicating that his operation is vice versa from his municipality of origin	Lopez Jaena or Aloran
5. Old green card of the expired Entry Permit	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for verification & bring whole unit for inspection	1.1 Receive, assess and verify the required documents submitted 1.2 Inspect the whole unit for: serial no., chassis no., plate no., engine no., type, back, brake & head lights, step board, sidecab no., no-smoking sticker inside the cab & trash/garbage bin and color coded flaglet, blue for Lopez Jaena and red for Aloran		10 minutes	Any SP Franchising Section personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the fees for renewal of Entry Permit at the City Treasurer's Office (CTO) ; submit the OR from CTO back to SP; ask duly filled up Application and Undertaking Forms and have it notarized & submit 2 copies of each back to the SP Franchising Section	2.1 Issue the OR  2.2 Check the OR  2.3 Provide the duly filled up Application and Undertaking Forms to applicant	P550.00	30 minutes	Any CTO personnel  Any SP Franchising Section personnel  Any notary public
3. Receive the Renewed Entry Permit	Franchising Section indorse the applicant's documents to the Committee on Transportation for review and recommendation to the Sanggunian thru a Committee Report for deliberation and approval during the regular session of the SP done every Monday of the week, thru a Resolution granting the Renewal of Entry Permit		2 weeks from the application and submission of the required documents	Any SP Franchising Section personnel  Committee on Transportation  Sangguniang Panlungsod  CVM  Sec. to the Sanggunian
<b>TOTAL:</b>		<b>P550.00</b>	<b>2 Weeks</b>	
<b>End of Transaction</b>				



**REQUEST FOR (HARD & SOFT) COPIES OF SP RECORDS/DOCUMENTS FROM THE SANGGUNIANG PANLUNGSOD**

Any citizen, entity, party, office/agency that wants to request copies of ordinances, resolutions or any public documents from the Office of the Sangguniang Panlungsod for any legal intent, may obtain such from the SP Records Section upon approval of the Secretary to the Sanggunian.

<b>Office or Division:</b>	Records & Archives Division, Office of the Secretary to the Sanggunian
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C-Government to Citizen/Private Entity/Firm G2G-Government to Government
<b>Who may avail:</b>	Any interested citizen, entity, party or government offices/agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. O.R. of payment of documents, if for private purpose/use.		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at the SP Records Division and pay the corresponding fee of records at the City Treasurer's Office, if it is for private purpose/use	1.1 Explain & instruct the requesting party	P20.00/page, per the Local Tax Code of Oroq., or depends on the type of docs.	3 minutes	Any SP Records Division staff
	1.2 Issue the OR		5 minutes	City Treasurer's Office
2. Present the O.R., if there is any, to the SP-OSSP Records & Archives Division, and fill-up the Request Form to ask copies of document(s), to be approved by the Secretary to the Sanggunian	2.1 Check the OR; provide the client the Request Form for him/her to fill up;		10 minutes	Any SP Records Division staff
	2.2 Attach the O.R., if there is any, to the Request Form and submit to the Secretary for approval			
3. Client has to wait for the approval of the request and while the document(s) is being searched and photocopied, and receive it.	3.1 Secretary to the Sanggunian will approve/sign the request form and the client will hand it back to the Records Division		3 minutes	Secretary to the Sanggunian
	3.2 Search the document(s) and produce copies as requested		5 minutes for current records; 10 minutes or more for archived records	Any SP Records Division staff
<b>TOTAL:</b>		<b>P20.00/page</b>	<b>36 Minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF PEOPLE'S LAW ENFORCEMENT BOARD (PLEB) CLEARANCE

Any uniformed or non-uniformed member of the Philippine National Police (PNP) assigned in Oroquieta City (*Oroquieta City Police Station, Misamis Occidental Provincial Police Office and Misamis Occidental 1<sup>st</sup> Provincial Mobile Force Company*) who will retire, travel abroad, undergo schooling, transfer of place of assignment, and for promotion purposes may secure a PLEB Clearance from the PLEB Section of the Sangguniang Panlungsod, per RA 6975.

<b>Office or Division:</b>	PLEB Section, Office of the Secretary to the Sanggunian, Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen (PNP personnel)
<b>Who may avail:</b>	Any uniformed or non-uniformed member of the PNP

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Certification from the Misamis Occidental Provincial Police Office or the City-PNP indicating that the applicant has <b><i>no pending administrative case</i></b>, and its purpose for securing the PLEB clearance;</li> <li>2. Certification from the Misamis Occidental Provincial Internal Affairs Services (MOPIAS) certifying that the applicant has no pending administrative case, and its purpose for securing the PLEB clearance;</li> <li>3. One (1) 2x2 ID picture with name tag</li> </ol>	<p>Misamis Occidental Provincial Police Office (PPO) or Oroquieta City Police Station</p> <p>Misamis Occidental Provincial Internal Affairs Services</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents to SP PLEB Section	1.1 Receive, assess and verify the submitted documents;		5 Minutes	Any of the SP- PLEB support staff



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the PLEB Clearance Fee at the City Treasurer's Office; & submit the OR to SP PLEB Section	2.1 Issue the OR	P100.00	7 minutes	Any CTO personnel
	2.2 Check the OR		5 minutes	Any PLEB support staff
	2.3 Instruct applicant to appear in uniform before the PLEB meeting done at 3:00 p.m. every Wednesday for interview			
3. Receive the PLEB Clearance	3.1 PLEB members will scrutinize the documents submitted and interview the applicant during its meeting		45 minutes	PLEB Members
	3.2 PLEB support staff prepares the PLEB clearance for the Chairman to sign/ affix his signature, once approved by the Board		10 Minutes	PLEB Chairman
	3.3 Seal the PLEB clearance and release thereafter to applicant		5 Minutes	Any PLEB support staff
<b>TOTAL:</b>		<b>P100.00</b>	<b>77 Minutes</b>	
<b>End of Transaction</b>				



## APPLICATION FOR ACCREDITATION OF NON-GOVERNMENT/PEOPLE'S ORGANIZATION (NGO/PO)

Any NGO/PO that wishes to be accredited by the City Government of Oroquieta.

<b>Office or Division:</b>	Records & Archives Division, Office of the Secretary to the Sanggunian, Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to private or people's organization
<b>Who may avail:</b>	Any interested non-government or people's organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>For New Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Letter-request for accreditation, signed by the NGO President;</li> <li>• Duly accomplished Application Form for Accreditation;</li> <li>• Board Resolution signifying intention for accreditation;</li> <li>• List of current officers and members with their respective address;</li> <li>• Constitution and By-Laws of the organization;</li> <li>• Certificate of Registration from SEC/DOLE/CDA, etc.;</li> <li>• Financial Statements; &amp;</li> <li>• Community-based Accomplishment Report/Track Record</li> </ul> <p><b>For Renewal of Accreditation:</b></p> <ul style="list-style-type: none"> <li>• Letter-request for renewal of accreditation, signed by the NGO President;</li> <li>• List of current officers and members with their respective address;</li> <li>• Community-based Accomplishment Report/Track Record; &amp;</li> <li>• Financial Statement of the immediate preceding year</li> </ul>	<p>From the organization</p> <p>From the Office of the Civil Society Desk Officer/PESO (<i>Mr. Mark Anthony Artigas</i>)</p> <p>From the organization</p> <p>From the organization</p> <p>From the organization From SEC/DOLE/CDA, etc.</p> <p>From the organization From the organization</p> <p>From the organization</p> <p>From the organization</p> <p>From the organization</p> <p>From the organization</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements to SP Records & Archives Division	1.1 Receive, verify and assess the documents submitted 1.2 Instruct the applicant to bring his documents to the Civil Society Desk Officer – Mr. Mark Anthony Artigas ( <i>PESO Office</i> ) for preliminary verification		8 minutes	Records Officer or any staff of the SP Records & Archives Division  City PESO Officer or any staff of the PESO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the fee for accreditation of NGO/ PO, and submit all documents duly examined by the PESO back to SP in 5 copies each, with the OR	2.1 Issue O.R.	P400.00 for new application ;	10 minutes	Any CTO personnel
	2.2 Indorse the submitted complete documents to each member of the NGO/ PO TWG composed of the City DILG Officer, CPDC & CSO Desk Officer, for further appropriate action, duly signed by the Secretary to the Sanggunian, cc: President of the Organization	P200.00 for renewal	15 minutes	SP Records Officer  Sec. to the Sanggunian
3. Receive the Resolution and Certificate of Accreditation	3.1 TWG submits its recommendation to the SP		3 days from the time of indorsement of complete documents	TWG
	3.2 Final review of the documents and preparation of committee report – embodying the recommendation of the committee for approval in the plenary		4 days before the session of the Sanggunian	SP Committee on Accreditation of NGOs/POs, Livelihood & Cooperative
	3.3 Approval of the Application by the Sanggunian through a resolution, and Releasing of such resolution together with the Certificate of Accreditation duly signed by the City Mayor		3 days from the approval of the Sanggunian	Sangguniang Panlungsod Secretary to the Sanggunian  City Mayor  SP Records Officer or any staff of the OSSP Records & Archives Division
<b>TOTAL:</b>		<i>(for new application )</i> <b>P400.00</b>	<b>10 Days and 33 Minutes</b>	
<b>End of Transaction</b>				



## APPLICATION FOR LAND RECLASSIFICATION FROM AGRICULTURAL TO OTHER USES

Any citizen who owns agricultural land within the territorial jurisdiction of Oroquieta City who wishes to reclassify his/her land to other uses, may apply for a reclassification in the Sangguniang Panlungsod of Oroquieta City, pursuant to Sections 20 & 458, (2), viii, of RA 7160, Local Government Code.

<b>Office or Division:</b>	Office of the Secretary to the Sanggunian, Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Any citizen who owns an agricultural land within the territorial jurisdiction of Oroquieta City

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Tax Declaration 2. Lot Sketch Plan 3. Latest Tax Official Receipt 4. Certification from the Department of Agriculture 5. Certification from the Department of Agriculture's Regional Land Use Technical Working Group (TWG) 6. Certification from the Department of Agrarian Reform's Regional Center for Land Use Policy, Planning and Implementation (RCLUPPI)		Office of the City Assessor  City Treasurer's Office  DA Regional Office X, Cagayan de Oro City  DAR-RCLUPPI, Regional Office X, Cagayan de Oro City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the complete requirements to the SP Records Division	1.1 Receive, assess and verify the documents submitted		10 minutes	Any personnel of the Records and Archives Division, OSSP, SP
2. Pay the reclassification fee at the City Treasurer's Office	2.1 Issue the OR	P1.00 / sq. m.	7 minutes	CTO personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Receive the approved Ordinance of the Sangguniang Panlungsod reclassifying his/her applied agricultural land (<i>Client is expected to attend a committee meeting in the SP before the approval of the ordinance</i>).</p>	<p>3.1 Check the OR and indorse the documents to the City Land Use Reclassification Board, duly signed by the CVM</p> <p>3.2 TWG of CLURB, thru the Zoning Section, Operations Division, OCPDC inspect the lot</p> <p>3.2 Zoning Section, OCPDC submit back to SP all documents of the applicant with recommendation whether or not to approve the application</p> <p>3.3 Include the application in the Agenda of the regular session of the SP, copies furnish to all members, the submitted documents of the applicant, bearing the recommendation of the TWG</p> <p>3.4 SP refer on first reading all the documents to the Committee on Land Use/Zoning for further appropriate study/action, in aid of legislation, within which, the CLUZ conduct consultative meeting/public hearing and draft an Ordinance relating the matter.</p>		<p>10 minutes</p> <p>1 hour (<i>depending on the distance of the agri-lot</i>)</p> <p>3 days after the inspection of the lot</p> <p>3 days before the Monday's regular session of the SP</p> <p>2 weeks from referral</p>	<p>Any SP Records &amp; Archives staff Sec. to the Sanggunian &amp; CVM</p> <p>Members of the TWG of CLURB, thru the Zoning Section, Operations Division, OCPDC</p> <p>Zoning Section, OCPDC personnel</p> <p>OSSP Records Division personnel</p> <p>Legislative Division, OSSP personnel (<i>SP Sec.</i>)</p> <p>Committee on Land Use/ Zoning, with invited stakeholders</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Receive the approved Ordinance of the Sangguniang Panlungsod reclassifying his/her applied agricultural land (<i>Client is expected to attend a committee meeting in the SP before the approval of the ordinance</i>).</p>	<p>3.5 OCPDC Zoning Section personnel consults with DHSUD Region 10 for the review of the draft ordinance</p> <p>3.6 The CLUZ prepares and renders a Committee Report recommending approval on 2<sup>nd</sup> reading the proposed Ordinance reclassifying the lot, duly reviewed by DHSUD during the Monday's regular session of the SP</p> <p>3.7 The CLUZ submits the Ordinance for 3<sup>rd</sup> and final reading the following Monday session of the SP (<i>if no problem &amp; the Ordinance is already approved on 2<sup>nd</sup> reading</i>)</p> <p>3.8 Finalization of the Ordinance, duly signed by the SP Sec., SP Members, CVM/PO &amp; City Mayor for furnishes to the applicant, concerned offices, submission to the Sangguniang Panlalawigan for review; posting and/ or publication</p>		<p>One (1) week on normal condition only</p> <p><i>5 days from rendering the CLUZ report</i></p> <p>7 days from approval of the Ordinance on 2<sup>nd</sup> reading</p> <p>7 days from approval of the Ordinance on 3<sup>rd</sup> and final reading</p>	<p>OCPDC Zoning Section personnel</p> <p>Committee on Land Use/ Zoning OSSP Legislative Division personnel</p> <p>CLUZ OSSP Legislative Division personnel</p> <p>SP Sec., OSSP Legislative Division staff, SP, CVM &amp; City Mayor</p>
<b>TOTAL:</b>		<b>P1.00/ sq.m.</b>	<b>6 Weeks, 4 Days, 1 Hour &amp; 27 Minutes</b>	
<b>End of Transaction</b>				



**REQUEST FOR CITY RESOLUTION INTERPOSING NO OBJECTION FOR RENEWAL OF SAND AND GRAVEL PERMIT**

Any interested individual/party with an existing sand and gravel permit may secure a Resolution Interposing No Objection for the renewal of the said permit from the Sangguniang Panlungsod, provided that the said applicant has complied all the necessary requirements prior to the submission of application to the Sangguniang Panlungsod, per Sections 16 & 458, (1) (vi) of RA 7160, Local Government Code.

<b>Office or Division:</b>	Records & Archives Division, Office of the Secretary to the Sanggunian, Sangguniang Panlungsod
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Any interested individual/party with an existing sand and gravel permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Applicant must submit 20 copies of each of the following documents:</p> <ol style="list-style-type: none"> <li>1. Barangay Resolution interposing no objection;</li> <li>2. Mayor's Business Permit;</li> <li>3. Business Certificate from the Department of Trade and Industry (DTI);</li> <li>4. Certification from the Local Government Unit (LGU), duly notarized;</li> <li>5. Completion of recommendation of Area Assessment Report conducted by the Provincial Multi-Partite Team-PG ENRO Mis. Occ.;</li> <li>6. Environmental Compliance Certificate (ECC);</li> <li>7. Previous PMRG CSAG Permit;</li> <li>8. Endorsement from the City-ENRO;</li> <li>9. Certification of Public Notice from City-ENRO and concerned barangays</li> </ol>	<ul style="list-style-type: none"> <li>• From the Barangay Council</li> <li>• Office of the City Mayor</li> <li>• Department of Trade and Industry</li> <li>• Office of the City Mayor</li> <li>• PG ENRO Misamis Occidental</li> <li>• Department of Environment and Natural Resources (DENR)</li> <li>• Department of Environment and Natural Resources (DENR)</li> <li>• City-ENRO</li> <li>• City-ENRO</li> </ul>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply all the documentary requirements and submit the same to the Sanggunian, per the required number of copies	1.1 Receive, assess and verify the completeness of the submitted requirements, and forward the same to the Sanggunian Secretary for action		15 minutes	Records Officer or any Records and Archives Division staff  SP Sec.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Receive the enacted/ approved Resolution of No Objection</p>	<p>2.1 Include the application together with the complete documentary requirements in the Agenda of SP Session, cc: all SP members</p> <p>2.2. Refer to the Committee on Environment Protection and Natural Resources for further appropriate action, in aid of legislation;</p> <p>2.3 Committee Conducts committee/ public hearing(s) on the application &amp; submit committee report to the plenary based on the recommendation of the City-ENRO and the submitted documents;</p> <p>2.4 Approve or disapprove the committee report and its corresponding recommendation re application for Renewal of Sand and Gravel Permit</p> <p>2.5 Finalization of the approved Resolution duly signed by the Presiding Officer, SP Sec. &amp; City Mayor; &amp; furnish it to the applicant/client and other concerned offices</p>		<p>3 days before the session of the SP</p> <p>During 2 pm of Monday regular session, &amp; officially forwarded to the CEPNR the following morning.</p> <p>2 Weeks</p> <p>During SP Monday's regular session</p> <p>30 minutes the following day after the regular session</p>	<p>Secretary to the Sanggunian</p> <p>SP Secretary to the Sanggunian</p> <p>OSSP Records Division personnel</p> <p>SP CENR Secretary to the Sanggunian CENRO Applicant; Concerned department heads/ representatives and other resource persons SP SP</p> <p><i>(For finalization)</i> Secretary to the Sanggunian, Presiding Officer City Mayor  <i>(For delivery)</i> Messenger of the OSSP Records and Archives Division-</p>
<p><b>TOTAL:</b></p>			<p><b>2 Weeks, 3 Days, 45 Minutes</b></p>	
<p><b>End of Transaction</b></p>				



**STEPS TO FILE ADMINISTRATIVE CASE AGAINST ANY ERRING ELECTIVE BARANGAY OFFICIALS**

Republic Act No. 7160, otherwise known as the Local Government Code of 1991, requires and empowers the Sangguniang Panlungsod to act, hear and decide administrative complaints against erring elective barangay officials. As such, the Sangguniang Panlungsod of Oroquieta City hereby prescribes, its rules and procedure to govern and be observed in the conduct of Administrative Cases filed against any erring elective Barangay Officials in the City of Oroquieta.

<b>Office or Division</b>	Sangguniang Panlungsod
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to citizen
<b>Who may avail</b>	Any injured/aggrieved party/citizen

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn/verified written complaint indicating the proper charges with annexes;		Complainant		
2. Verification of Non-forum shopping (7 copies) with cover letter of the complainant endorsing to the Sanggunian–PLEB;		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the duly complied requirements	1.1 Receive, assess, verify and examine the documents as to its completeness and veracity;		20 minutes	Any staff of Records & Archives Division  Secretary to the Sanggunian LLSO IV
2. Pay corresponding filing fee at the CTO & present the OR to the Sangguniang Panlungsod	2.1 Issue OR	P200.00	10 minutes	City Treasurer's Office
	2.2 Check the OR 2.3 Record the verified complaint in the logbook and assign case number and include in the agenda of the regular session of the Sanggunian in which case it will be referred to the appropriate committee to handle the complaint/case	P 500.00 <i>(if Complaint is withdrawn)</i>	15 minutes	Secretary to the Sanggunian LLSO IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Attend any meetings, dialogues and hearings; & Receive the Decision from the issuance of summons or any order from the Sanggunian Secretariat after submission of the verified complaint	3.1 Prepare the corresponding notice/summon/order and other correspondences for delivery to the concerned parties for the commencement of the administrative complaint/case  3.2 Other subsequent procedures will follow until the resting of the case and in promulgation of decision		2 days after the regular session of the Sanggunian          90 days from lodging of the Verified Complaint to SP	Committee on Ethics and Good Governance  Secretary to the Sanggunian LLSO IV Messenger/ Process Server  SP Sec. to the Sanggunian Legislative Division, OSSP, SP
<b>TOTAL:</b>		<b>P200.00</b> <i>(if Complaint is withdrawn)</i> <b>P 500.00</b>	<b>92 Days and 45 Minutes</b>	
<b>End of Transaction</b>				



**STEPS TO FILE ADMINISTRATIVE CASE AGAINST ANY ERRING PNP PERSONNEL**

The People’s Law Enforcement Board (PLEB) shall be the central receiving entity for any citizen’s complaint against the officers and members of the Philippine National Police. As provided in NAPOLCOM-DILG MC No. 2016-002, RA 6975, Section 43 & RA 6075, the PLEB has jurisdiction to hear and decide citizen’s complaints filed before it against erring officers and members of the Philippine National Police (PNP).

<b>Office or Division</b>	Sangguniang Panlungsod-PLEB
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2C – Government to citizen
<b>Who may avail</b>	Any injured/aggrieved party/citizen

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sworn/verified written complaint indicating the proper charges with annexes;		Complainant		
2. Verification of Non-forum shopping (7 copies) with cover letter of the complainant endorsing to the Sanggunian-PLEB;		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the duly complied requirements	1.1 Receive, assess, verify and examine the documents as to its completeness and veracity;		15 minutes	PLEB Secretariat/ support staff
2. Pay the required filing fee & present the OR to the PLEB Secretariat	2.1 Issuance of OR;	P200.00 P1,000.00 (If Complaint is withdrawn)	7 minutes	City Treasurer’s Office
	2.2 Record the verified complaint in the logbook and assign case number;		5 minutes	Any of the PLEB support staff
3. Attend any conferences, dialogues, hearings; & Receive the Decision from the issuance of summons or any order from the PLEB thru its Secretariat after submission of the verified complaint	3.1 PLEB Secretariat prepare the corresponding notice/ summon/order and other correspondences and Process Server deliver the same for the commencement of the administrative complaint/case			Any of the PLEB support staff  PLEB Members  PLEB Section support staff
	3.2 other subsequent procedures will follow until the resting of the case and in promulgation of decision		90 days from lodging of the Verified Complaint to PLEB	
<b>TOTAL:</b>		<b>P200.00 (If Complaint is withdrawn) P1,000.00</b>	<b>90 Days &amp; 27 Minutes</b>	

**End of Transaction**



## STEPS TO FILE PETITION FOR SETTLEMENT OF BOUNDARY DISPUTES

The **Settlement of Boundary Disputes** involving two (2) or more Barangays in the same city or municipality shall be referred for settlement to the Sangguniang Panlungsod or Sangguniang bayan concerned, and shall be settled amicably as much as possible, per paragraph 2, Section 118 of the Local Government Code (RA7160).

<b>Office or Division</b>	Sangguniang Panlungsod-PLEB
<b>Classification</b>	Complex
<b>Type of Transaction</b>	G2G – Government to government
<b>Who may avail</b>	Any barangays within the city with boundary disputes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Petition in a form of resolution addressed to the Sangguniang Panlungsod	Respective Barangay Councils
2. Duly authenticated copy of the law or statute creating the barangays or any other documents showing proof of creation of the barangay	Respective Barangay Records or SP
4. Barangay map duly certified by the Land Management Bureau	Respective Barangay Records, Land Management Bureau, OCPDC or SP
5. Technical description of boundaries of the concerned barangays	Respective Barangay Records, OCPDC or SP
6. Written certification of the City Assessor as to the territorial jurisdiction over the disputed area according to records in custody	City Assessor's Office
7. Written declarations or sworn statements of the people residing in the disputed area	Any residents in the barangays of legal age, preferably those of oldages
8. Such other documents or information as may be declared by the Sanggunian hearing the dispute	Respective barangays

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the required documents	1.1 Receive, assess, verify and examine the documents as to its completeness and veracity;		15 Minutes	Any staff of the Records and Archives Division, OSSP, SP Secretary to the Sanggunian
2. Wait for the serving of notices, resolutions, etc. of the Sangguniang Panlungsod after filing the Petition and attend any meetings, dialogues, hearings	2.1 Secretary to the Sanggunian serve copies of the Petition and its supporting documents to SP Members for inclusion in the Agenda, wherein these will be referred to any appropriate committee of the SP to handle the Petition		3 days before Monday of the week  During their Monday's regular session	SP Secretary Personnel of the Legislative Division, OSSP, SP  SP



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Receive the Decision from the issuance of summons or any order from the Sanggunian Secretariat after submission of the verified complaint</p>	<p>3.1 SP Secretariat prepares the corresponding notice/summon/order and other correspondences and Process Server deliver the same for the commencement of the administrative complaint/case,            3.2 other subsequent procedures will follow until the resting of the case and in promulgation of decision</p>		<p>Within 60 days from the filing of Petition , <i>if the dispute is amicably settled; if not, the case will push through until decided</i></p>	<p>SP             SP Secretary            Personnel of the Legislative Division, OSSP,            SP</p>
<p><b>TOTAL:</b></p>			<p><b>63 Days and 15 Minutes</b></p>	
<p><b>End of Transaction</b></p>				



## **CITY SOCIAL WELFARE & DEVELOPMENT OFFICE**

Poblacion 2, Oroquieta City



## **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.



## SECURING SENIOR CITIZEN'S IDENTIFICATION CARD

### About the Service:

Issuance of Senior Citizen's Identification Card from the Office of the Senior Citizen's Affairs (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".

<b>Office or Division:</b>	Office of the Senior Citizen's Affairs, Oroquieta City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Senior Citizen 60 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Birth certificate (PSA/Local Birth Certificate) as proof of his/her age</li> <li>• 2 pcs. (1x1) picture with red background</li> <li>• Residence Certificate</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present complete requirements to the Focal person concerned.	1.1 Intake/ interview senior citizen using General Intake Sheet (GIS)  1.2 Register his/ her name in the masterlist	None	5 minutes  1 minute	OSCA HEAD/FOCAL PERSON
2. Receive/claim Senior Citizen's Identification card.	2.1 Issuance of Senior Citizen's Identification card.	None	1 minute	OSCA HEAD/FOCAL PERSON
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	
<b>End of Transaction</b>				



**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.

<b>Office or Division:</b>		Office of the Senior Citizen’s Affair, Oroquieta City		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who May Avail:</b>		Senior Citizen 60 years old and above		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Valid Senior Citizen’s Identification Card issued by the Office of the Senior Citizen’s Affair (OSCA)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	
<b>End of Transaction</b>				



## 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.

<b>Office or Division:</b>	City Social Welfare & Development Office, Oroquieta City
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who May Avail:</b>	Indigent Client/Person in Crisis Situations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Medical Purpose/s: <ul style="list-style-type: none"> <li>• Medical Certificate</li> <li>• Hospital Bill</li> <li>• Medical Abstract</li> <li>• Death Certificate</li> </ul>	
Scholarship: <ul style="list-style-type: none"> <li>• Proof of Enrollment</li> <li>• Referral Letter from Sponsoring Organization</li> </ul>	

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	20 minutes  1 hour  20 minutes	SOCIAL WORKER/ WELFARE ASSISTANT
2. Receive Approved Social Case Study Report	2.1 Issue/Release Social Case Study Report duly signed by the CSWO	None	2 minutes	SOCIAL WORKER/ WELFARE ASSISTANT
	<b>Total</b>	<b>None</b>	<b>7 minutes</b>	

**End of Transaction**



**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.

<b>Office or Division:</b>	City Social Welfare & Development Office, Oroquieta City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Indigent Client			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Certificate of Indigency duly signed by the Punong Barangay</li> </ul>				
<ul style="list-style-type: none"> <li>In the absence of the above requirement refer to the Certified List of Indigent Families per barangay or National Household Targeting System</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach Social Worker for interview and assessment and submit required documents.	1.1 Interview and assess client	None	5 minutes	SOCIAL WORKER/ WELFARE ASSISTANT
	1.2 Prepare Certificate of Indigency.		3 minutes	
	1.3 CSWDO will sign the Certificate of Indigency		1 minute	
2. Receive/Claim the Certificate of Indigency.	2.1 Issue Certificate of Indigency to the client.	None	1 minute	SOCIAL WORKER/ WELFARE ASSISTANT
<b>TOTAL:</b>			<b>10 minutes</b>	
<b>End of Transaction</b>				



## SECURING DIFFERENTLY ABLE I.D. CARD

About the Service:

The issuance of ID card to qualified differently able clients.

<b>Office or Division:</b>	City Social Welfare & Development Office, Oroquieta City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Person with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Philippine Registry Form for Differently able client</li> <li>Medical Certificate</li> <li>2pcs. 1x1 picture</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present complete requirements to the Focal person Concerned.	Social worker interview using Registry form and assess the client.	None	5 minutes	SOCIAL WORKER FOCAL PERSON
2. Prepare ID card and submit to City Mayor for signature.	Register his/her name in the masterlist	None	5 minutes	SOCIAL WORKER FOCAL PERSON
3. Receive/Claim ID card	Issuance of ID card	None	1 minute	SOCIAL WORKER FOCAL PERSON
	<b>TOTAL:</b>	<b>None</b>	<b>11 minutes</b>	
<b>End of Transaction</b>				



**REQUEST PWD CERTIFICATE FOR PHILHEALTH**

About the Service:

Provision of PWD certificate for free PhilHealth to qualified differently able clients.

<b>Office or Division:</b>	City Social Welfare & Development Office, Oroquieta City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Person with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• PWD ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Issuance of PWD Certificate for free PhilHealth.	Assess the client.	None	5 minutes	SOCIAL WORKER FOCAL PERSON
2. Receive/Claim PWD Certificate	Issuance of PWD Certificate	None	1 minute	SOCIAL WORKER FOCAL PERSON
	<b>TOTAL:</b>	<b>None</b>	<b>6 minutes</b>	
<b>End of Transaction</b>				



## SECURING SOLO PARENT IDENTIFICATION CARD

### About the Service:

A solo parent ID is crucial to receiving the solo parent benefits as Section 10, Article IV of the implementing rules and regulations of Republic Act 8297 states the benefits and privileges of a solo parent can be obtained only if there is a Solo Parent Identification Card.

<b>Office or Division:</b>	City Social Welfare & Development Office, Oroquieta City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Solo Parents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Barangay Certification of Indigency</li> <li>Medical Prescription/Hospital Bill (for hospitalization/medical expenses) or</li> <li>Death Certificate (for burial expenses) and photocopy of Senior Citizen's ID (if senior citizen)</li> <li>.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to the Office of the City Social Welfare & Development Office	Check/ verify the completeness of documents Interview the client and prepare Social Case Study Report	None	15 minutes	SOCIAL WORKER
2. Submit complete requirements including the Social Case Study Report to the Office of the City Mayor	Prepare Disbursement Voucher and other pertinent documents	None	10 minutes	Administrative Aide I  Supervising Manpower Development Officer
3. Bring the signed financial documents to CTO-Cash Division	Release the exact amount of financial assistance	None	5 minutes	CTO-Cashier
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



**FINANCIAL ASSISTANCE TO INDIGENTS**

**Service information**

Financial Assistance extended to indigent residents who direly need financial support for hospitalization, purchase of medicines, transportation, food, burial expenses, etc.

<b>Office or Division:</b>	City Social Welfare & Development Office, Oroquieta City			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who May Avail:</b>	Indigent residents of the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly accomplished Application Form provided by the office</li> <li>Barangay Captain Certification indicating your status as a solo parent</li> <li>PSA Birth Certificate of minor dependents</li> <li>Documents/Evidence that the applicant is a solo parent (e.q. death certificate of spouse, declaration of nullity of marriage, medical certificate if incapacitated)</li> <li>Affidavit of Solo Parent</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up application and submit complete requirements for ID processing.	Social worker shall complete the assessment / evaluation on the solo parent situation	None	5 minutes	SOCIAL WORKER FOCAL PERSON
2. Claim solo parent ID card	Issuance of solo parent identification card	None	2 minutes	SOCIAL WORKER FOCAL PERSON
	<b>TOTAL</b>	<b>NONE</b>	<b>7 minutes</b>	
<b>End of Transaction</b>				



## **OFFICE OF THE CITY LEGAL OFFICER**

Oroquieta Town Center  
Canubay, Oroquieta City



## **MANDATE**

The office of the City legal Officer is the chief legal counsel of the City Government of Oroquieta. As such, it is tasked to represent the Local Government Unit and to advise the City Mayor and other City officials in any litigation or matter under Section 481 of the Local Government Code of 1991.

## **VISION**

The Office of the City legal Officer is to be the model in providing quick and quality services in the administration of Justice and in protecting the interest of the City Government of Oroquieta.

## **MISSION**

The Office of the City legal Officer's mission is to provide quality legal services and to protect the interest of the City Government as well as to its constituents.



## FILING OF ADMINISTRATIVE COMPLAINTS

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complaints-Affidavit pursuant to 2017 Rules on Administrative Cases in the Civil Service Supporting Documents/Records				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the required documents to the Receiving Section	1.1 Receive the required documents, checked review for completeness	None	10 minutes	Receiving Clerk
	1.2 Preliminary Investigation: Notify client	None	20 days	Hearing officer
	1.3 Prepare investigation report	None	5 days from termination of Preliminary Investigation	Hearing officer
	1.4 If a prima facie case exists, issue formal charge. If no prima facie case exists, the case shall be dismissed	None		Hearing officer
	1.5 Issue summons to answer	None	10 days	Hearing officer
	1.6 Formal Investigation	None	1 Month	Hearing officer
2. Hear/Receive the decision	2.1 Decision: Notify the client	None	1 Month	Hearing officer
	<b>TOTAL:</b>	<b>None</b>	<b>2 months, 35 days and 10 minutes</b>	
<b>End of Transaction</b>				



**REQUEST FOR FREE LEGAL ADVICE**

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Registration/ Request for appointment	1.1 Schedule of appointment	None	5 minutes	Receiving Clerk
	1.2. Refer to designated officer for assignment	None	5 minutes	Receiving Clerk
	1.3. Rendering of legal advice	None	N/A	City Legal Officer
	<b>TOTAL:</b>	<b>None</b>	<b>10 minutes</b>	
<b>End of Transaction</b>				

**REQUEST FOR CERTIFICATION OF NO PENDING ADMINISTRATIVE CASE AND OTHER LEGAL DOCUMENTS**

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resolution, copy of the agreement, etc Other relevant documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the required documents and request for an appointment	1.1 Receive the documents and schedule the appointment	None	5 mins	Receiving clerk
	1.2 Verification of Office records for pending administrative case	None	15 mins	Receiving clerk
	1.3 Preparation of clearance/ certification	None	10 mins	Receiving Clerk
	1.4 Signing of Clearance/ certification	None	5 mins	City Attorney
2. Receive the clearance/certificate	2.1 Issue/grant clearance / certificate		1 min	
	<b>TOTAL:</b>	<b>None</b>	<b>36 minutes</b>	
<b>End of Transaction</b>				



## REQUEST FOR MOA PREPARATION AND OTHER LEGAL DOCUMENTS

<b>Office or Division:</b>	Office of the City Legal Officer			
<b>Classification:</b>	Complicated			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resolution, copy of the agreement, etc. Other relevant documents				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
Submit the required documents and request for an appointment	1.1 Receive the documents and schedule the appointment	None	10 mins	Receiving clerk
Appear on the scheduled appointment	2.1 Interview and discuss the matters with all the parties	None	N/A depending on the issues/ concerns	City legal Officer
	2.2 Prepare the memorandum and have prepared sign the document		15 mins	
Accept the memorandum	3.1 Give/release the Memorandum			
	<b>TOTAL:</b>	<b>None</b>	<b>25 minutes</b>	
<b>End of Transaction</b>				



## **OFFICE OF THE CITY BUDGET**

2nd Floor, Oroquieta Town Center  
Canubay, Oroquieta City



## **VISION**

We envision excellent budgetary services for clients' satisfaction in support to the management for a sound implementation and accomplishment of programs, projects and activities of the City of Oroquieta under the guidance of the Divine Providence. To ensure that all laws, circulars, memorandum and strategic principles are implemented to have an empowered budget.

## **MISSION**

To sustain an effective delivery of services by preparing our budgets with greater stakeholder participation and control of all obligation request in a transparent, faster budget execution.

To provide appropriate and responsive technical support/services to the Local Chief Executive, the Sangguniang Panlungsod, the Department/Offices, 47 Barangays and other agencies in the preparation of the budget, as well as in authorization, review, execution and accountability aspect of budgeting.



Request for the release of Allotment

<b>OFFICE or DIVISION:</b>		<b>OFFICE OF THE CITY BUDGET OFFICER</b>		
<b>CLASSIFICATION:</b>		<b>SIMPLE</b>		
<b>TYPE OF TRANSACTION:</b>		<b>G2G</b>		
<b>WHO MAY AVAIL:</b>		<b>All Offices in the LGU, Local &amp; National Offices</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Bills a. Official Receipt B. Travel a. Travel Order b. Itinerary of Travel C. Procurement of Goods and Services a. Purchase Request b. PPMP D. Payrolls a. Job Order Contract b. Daily Time Record c. Accomplishment Report for JO		<ul style="list-style-type: none"> <li>• General Services Office</li> <li>• Officials and Employees</li> <li>• Requesting Office</li> <li>• Human Resource Management Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit OBR with complete attachments.	1. Preparation of Obligation Request which includes numbering, recording, controlling and certification as to the availability of appropriations and allotments to which expenditures and obligations may be properly charged.	NONE	Simple – 5 minutes  Complex – 15 minutes	JO Worker Admin. Aide II Budgeting Aide Budget Officer I Budget Officer III  City Budget Officer
	<b>TOTAL</b>	None	<b>Simple – 5 mins.</b> <b>Complex – 15 mins.</b>	
<b>End of Transaction</b>				



## Certification of Availability of Appropriations

<b>OFFICE or DIVISION:</b>		<b>OFFICE OF THE CITY BUDGET OFFICER</b>		
<b>CLASSIFICATION:</b>		<b>SIMPLE</b>		
<b>TYPE OF TRANSACTION:</b>		<b>G2G</b>		
<b>WHO MAY AVAIL:</b>		<b>All Offices in the LGU, Local &amp; National Offices</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Request for Certification</li> </ul>		<ul style="list-style-type: none"> <li>Requesting Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit the request of certification.	1. Preparation of Obligation Request and certification as to the availability of appropriations and allotments to which expenditures and obligations may be properly charged.	NONE	5 minutes	JO Worker Admin. Aide II Budgeting Aide Budget Officer I Budget Officer III  City Budget Officer
	<b>TOTAL</b>	<b>None</b>	<b>5 minutes</b>	
<b>End of Transaction</b>				



**Transfer of Funds**

<b>OFFICE or DIVISION:</b>		<b>OFFICE OF THE CITY BUDGET OFFICER</b>		
<b>CLASSIFICATION:</b>		<b>SIMPLE</b>		
<b>TYPE OF TRANSACTION:</b>		<b>G2G</b>		
<b>WHO MAY AVAIL:</b>		<b>All Offices in the LGU, Local &amp; National Offices</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Letter Request for the Transfer of Funds B. Endorsement form the City Mayor		Office Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit letter request with the endorsement from the City Mayor.	1. Receive and record the letter request. Verification and certification as to the availability of appropriations and augmentation allotments / executive order to which expenditures and obligations may be properly charged.	None	15 minutes	JO Worker Admin. Aide II Budgeting Aide Budget Officer I Budget Officer III  City Budget Officer  City Mayor
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	
<b>End of Transaction</b>				



**Annual / Supplemental Budget**

<b>OFFICE or DIVISION:</b>		<b>OFFICE OF THE CITY BUDGET OFFICER</b>		
<b>CLASSIFICATION:</b>		<b>HIGHLY TECHNICAL</b>		
<b>TYPE OF TRANSACTION:</b>		<b>G2G</b>		
<b>WHO MAY AVAIL:</b>		<b>CITY GOVERNMENT OFFICES, SCHOOLS, COURTS, AND OTHER GOVERNMENT INSTRUMENTALITIES CITY</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
A. Budget Ceiling B. BP Form A -Proposed Budget Matrix C. BP Form B -JWP D. BP Form C –Deployment of Personnel by MFO and PPA E. BP Form D –List of Retirees F. LBP Form No.2 G. LBP Form No. 4 H. BP Form E - PPMP		City Budget Office Office / Division Concerned		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit complete budget documents  <i>Annual Budget</i>  <i>Supplemental Budget</i>	1.1 Stamp received all documents and encode proposal.	NONE	5 minutes	JO Worker Admin. Aide II
	1.2 Check and verify as to the accuracy of the completeness of the documents.	NONE	30 days	Budgeting Aide Budget Officer I Budget Officer III
	1.3 Review Documents	NONE	5 minutes	City Budget Officer
	1.4 Endorse to Sangguniang Panlungsod for approval.		3 minutes	
	<b>TOTAL</b>	<b>None</b>	<b>30 days &amp; 13 minutes</b>	
<b>End of Transaction</b>				



<b>OFFICE or DIVISION:</b>		<b>OFFICE OF THE CITY BUDGET OFFICER</b>		
<b>CLASSIFICATION:</b>		<b>COMPLEX</b>		
<b>TYPE OF TRANSACTION:</b>		<b>G2G</b>		
<b>WHO MAY AVAIL:</b>		<b>47 BARANGAYS &amp; SK OFFICIALS</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>1. Annual Budget               <ol style="list-style-type: none"> <li>a. Appropriation Ordinance</li> <li>b. Resolutions of all Plans/Programs</li> <li>c. 20% Development Projects</li> <li>d. 5% Brgy. Disaster Risk Reduction and Management Fund Investment Plan</li> <li>e. 5% GAD</li> <li>f. Senior Citizen/PWD</li> <li>f. BCPC/BNAP</li> <li>g. Annual Investment Program</li> <li>h. Annual Procurement Plan</li> <li>i. Brgy./SK Resolution</li> <li>j. ABYIP and CBYDP</li> </ol> </li> <li>2. Supplemental Budget               <ol style="list-style-type: none"> <li>a. Appropriation Ordinance</li> <li>b. Resolution</li> <li>c. Supplemental Investment Program</li> <li>d. Supplemental Procurement Plan</li> <li>e. Resolution on Reversion/Reprogramming of Funds</li> </ol> </li> </ol>		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Submit complete budget documents  <i>Annual Budget</i>  <i>Supplemental Budget</i>	1. Checking and verification as to the accuracy of the completeness of the documents.	NONE	1 HOUR	Admin. Aide II Budgeting Aide Budget Officer I Budget Officer III  City Budget Officer
	2. Review and endorsement to Sangguniang Panlungsod for approval.	NONE	30 MINUTES	
	<b>TOTAL</b>	None	<b>1 HOUR &amp; 30 MINUTES</b>	
<b>End of Transaction</b>				



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

2nd Floor, Oroquieta Town Center

Canubay, Oroquieta City



## **VISION**

Excellent service through a pool of capable, hardworking, dedicated and adequate working forced 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.



**ZONING CERTIFICATE**

The Zoning Certificate is secured by real property owners of titled lots to verify zoning classification and structures allowed in the specific area.

<b>Office or Division:</b>	Zoning Division, Office of the City Planning and Development Coordinator (OCPDC)
<b>Classification:</b>	Simple
<b>Type of Transactions:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Developers, Property Lot Owner

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Duly Accomplished and Notarized Application Form	• Zoning Division - Office of the City Planning and Development Coordinator
• Certified true copy of the latest tax declaration	• City Assessor's Office
• Lot Sketch Plan	• City Assessor's Office
• Latest Tax Receipt	• City Treasurer's Office
• Barangay Clearance (For Zoning)	• Concerned Barangay
• For Representative:	•
• Duly Notarized Authorization Letter / Special Power of Attorney (Original)	• Registered Lot Owner
• Government issued Identification card of the person being represented (1 photocopy)	• BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-ibig, PRC, Driver's License
• Government issued Identification card of representative (1 photocopy)	• BIR, Postal ID, DFA, PSA, SSS, GSIS, Pag-ibig, PRC, Driver's License

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1.1 Receive the required documents and check completeness of documents	None	5 minutes	<b>Zoning Evaluation Team</b> 1. Ruel C. Lara 2. Julibert Labajo 3. Ralph Lester Uy
	1.2 Verify the zoning classification and evaluate based on Oroquieta City's Zoning Ordinance	None	15 minutes	<b>Zoning Evaluation Team</b>
	1.3 Print the Zoning Certificate	None	5 minutes	<b>Zoning Evaluation Team</b>
	1.4 Review / Sign the Zoning certificate	None	10 minutes	<b>Planning Officer IV / Zoning Officer Designate</b> <i>Engr. Christopher S. Atay</i>
	1.5 Issue / Sign Order of Payment	P 75.00	10 minutes	<b>Zoning Evaluation Team</b>
2. Pay the Processing Fee at City Treasurer's Office and submit copy of Official Receipt	2. Check the Official Receipt	None	5 minutes	<b>Zoning Evaluation Team</b>
3. Receive the Zoning Certificate	3. Release the Zoning Certificate	None	5 minutes	<b>Zoning Evaluation Team</b>
	<b>TOTAL:</b>	<b>P 75.00</b>	<b>55 minutes</b>	

**End of Transaction**



**OFFICE OF THE CITY VETERINARY OFFICER**  
Lower Lamac, Oroquieta City



## REDEMPTION OF AN IMPOUNDED DOG

### SERVICE INFORMATION

The Dog Impounding services of the Office of the City Veterinarian (OCV) is tasked to impound all stray 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 persons or group person's converge.

<b>Office or Division:</b>	<b>OFFICE OF THE CITY VETERINARIAN</b>			
<b>Classification:</b>	<b>SIMPLE</b>			
<b>Type of Transaction:</b>	<b>GOVERNMENT TO CITIZEN</b>			
<b>Who may avail:</b>	<b>DOG OWNERS/RESIDENTS OF THE CITY</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>1 copy of any valid ID (*indicating that client is a resident of the city.)</li> </ul>				
<ul style="list-style-type: none"> <li>1 copy of Pet's vaccination card or Rabies Vaccination certificate</li> </ul>		<ul style="list-style-type: none"> <li>Private or Government Veterinarian</li> </ul>		
<ul style="list-style-type: none"> <li>Dog collar and leash or harness</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES- SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client should check the dog pound if their dog has been impounded.	1. The client will be interviewed by the animal keeper or pound keeper for verification and shall present necessary documents for assessment. The pound keeper or authorized CVO personnel will then issue an impounding ticket which would include the applicable fees to be paid.	None	15 minutes	Pound keeper/ Animal keeper
2. Client should proceed to the City Treasurer's Office to pay for the penalty indicated in the impounding ticket and should return to the OCV with a leash or harness and present receipt of payment for redemption.	2. Upon receiving the receipt and record-keeping, OCV personnel will collect the impounded dog and vaccinate unvaccinated dog with Anti-Rabies Vaccine upon release.	Impounding Fees:  First Offense: PHP 100.00  Second Offense: PHP 200.00  Third and succeeding offences: PHP 500.00	45 minutes	Office of the City Treasurer  Pound keeper/ OCV Personnel
	<b>TOTAL:</b>	<b>First Offense: 100.00 Second Offense: 200.00 Third/ Succeeding Offense: 500.00</b>	<b>1 hour</b>	
<b>End of Transaction</b>				



**SERVICE INFORMATION**

The Office of the City Veterinarian (OCV) offers free anti-rabies vaccine every Monday and conducts Mass Rabies Vaccination once a year to all barangays of Oroquieta City. Rabies is a zoonotic disease that is transmitted from mammals (e.g. dog and cat) to humans. This is fatal to both humans and dogs when left untreated. Prevention, thru vaccination, is the key in controlling the spread of this disease.

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	DOG OWNERS/RESIDENTS OF THE CITY			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>1 copy of any valid ID (indicates a resident of the city)</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client/s can call 520-9745 or 0951-947-7831 to inquire for availability of anti-rabies vaccine.	1. OCV Personnel will respond to client inquiries.	None	3 minutes	OCV Personnel
2. Client should proceed to the Office of the City Veterinarian (OCV) every Monday and should present healthy dog/s or cat/s at least 3 months of age to be vaccinated with anti-rabies.	2. OCV Personnel will examine the pet if it is qualified for a vaccine, if so, client/owner will be guided for the next step.	None	5 minutes	Veterinarian or Trained Vaccinator
3. Client/owner should carry pet according to proper handling of pet during vaccination.	3. A trained vaccinator will inject the Anti-Rabies vaccine and then collect client name, pet's name, address, color, sex, and date of vaccination. This information will be listed in our logbook for recording purposes. Likewise, a vaccination certificate will be given to the client as proof of vaccination.	None	10 minutes	Veterinarian or Trained Vaccinator
	<b>TOTAL</b>	<b>None</b>	<b>18 minutes</b>	
<b>End of Transaction</b>				



## VETERINARY TECHNICAL ASSISTANCE

### SERVICE INFORMATION

The Office of the City Veterinarian (OCV) offers free veterinary technical assistance every day to all constituents of Oroquieta City. Services we offer like treatment, deworming, and vaccination to livestock animals. Moreover, a once a year mass deworming and vaccination is conducted in all rural barangays of Oroquieta City.

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	LIVESTOCK FARMERS OF THE CITY			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>1 copy of any valid ID (indicates a resident of the city)</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s can visit the Office of the City Veterinarian or call 520-9745 or 0951-947-7831 to inquire or consult about livestock animal concern.	1. Livestock technician or the City Veterinarian will acknowledge inquiry and will come up with necessary action.  1.2 If the medication is available, treatment will be immediately given to the sick livestock animal for free. If not, the City Veterinarian will prescribe necessary medications to be bought by the farmer from any agricultural supply store.	None	15 minutes	Livestock Technician or Veterinarian
2. To avail of home or on sight treatment, client will provide the name of the contact person, complete address (including a landmark), and contact numbers so that the livestock technician can assist them properly with on-site treatments.	2. The livestock technician will assist the client; if not, an appointment will be scheduled for a day when a technician is available.	None	45 minutes	Livestock Technician Veterinarian
	<b>TOTAL</b>	<b>None</b>	<b>1 hour</b>	
<b>End of Transaction</b>				



**SERVICE INFORMATION**

The Office of the City Veterinarian (OCV) releases Veterinary Health Certificate (VHC) to all applicable animals travelling outside or within Oroquieta City.

<b>Office or Division:</b>		OFFICE OF THE CITY VETERINARIAN		
<b>Classification:</b>		SIMPLE		
<b>Type of Transaction:</b>		GOVERNMENT TO CITIZEN		
<b>Who may avail:</b>		LIVESTOCK FARMERS OF THE CITY		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of any valid ID (indicates a resident of the city)				
Chicken	<b>Game Fowl :</b>			
	<ul style="list-style-type: none"> <li>BAI Poultry Farm Accreditation or Negative AI Laboratory test result</li> <li>NCD Vaccination Certificate ( with batch number and brand name)</li> </ul>			
	<b>Broiler Chicken:</b>			
	<ul style="list-style-type: none"> <li>Livestock Handler's License(for commercial)</li> <li>Registration of Transport Carrier ( for commercial)</li> </ul>			
	<b>Free Range/ Backyard Native Chicken:</b>			
	<ul style="list-style-type: none"> <li>Livestock Handler's License (for commercial)</li> <li>Registration of Transport Carrier ( for commercial)</li> </ul>			
	<b>Spent Hen/ Culled Chicken:</b>			
	<ul style="list-style-type: none"> <li>Accreditation of source farm, if not, Negative AI Laboratory test result</li> <li>Livestock Handler's License (for commercial)</li> <li>Registration of Transport Carrier ( for commercial)</li> </ul>			
Cat and Dogs	<ul style="list-style-type: none"> <li>1 Original Copy of Updated Rabies Vaccination</li> </ul>	Private or Government Veterinarian		
Carabao, Cattle, Goat and Sheep	<ul style="list-style-type: none"> <li>1 copy of Proof of Ownership (Proof of Sale)</li> </ul>			
Pig	<ul style="list-style-type: none"> <li>1 copy of Barangay Certificate ( place of origin of swine should be indicated)</li> </ul>	Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s can visit the Office of the City Veterinarian or call 520-9745 or 0951-947-7831 to inquire about the requirements on availing a VHC.	1. OCV Personnel will respond to client inquiries.	None	5 minutes	OCV Personnel
2. Client/s shall submit requirements listed above for VHC processing.	2. The client will be interviewed by the city veterinarian for assessment of the animal presented, if animal/s presents no signs of disease, VHC will be produced.  2.1 In cases involving livestock animals, vehicles carrying said animals will be sprayed with disinfectant before leaving company grounds.	None	10 minutes	Veterinarian
	<b>TOTAL</b>	<b>None</b>	<b>15 minutes</b>	
<b>End of Transaction</b>				



## REQUEST FOR DOG CATCHING OR SURRENDER OF DOG

### SERVICE INFORMATION

The Dog Impounding services of the Office of the City Veterinarian (OCV) 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 persons or group person's converge.

<b>Office or Division:</b>	OFFICE OF THE CITY VETERINARIAN			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CITIZEN			
<b>Who may avail:</b>	DOG OWNERS OF THE CITY			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Any valid ID (indicates a resident of the city)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client shall submit a request letter addressed to the OIC - Office of the City Veterinarian for dog catching, which can be emailed to <a href="mailto:ocvorquieta@gmail.com">ocvorquieta@gmail.com</a> or personally handed over to the office.	1. Review letter upon acceptance and devise an appropriate plan with the requesting party and set a schedule for catching dogs. Information will be collected for record-keeping.	None	2 minutes	Pound keeper Animal keeper
2. Client can coordinate with their Barangay Officials to assign Barangay Tanods to assist the dog catchers when catching stray dogs.	2. Roaming or surrendered dogs will be captured by the dog catchers of the OCV.	None	25 minutes	Pound keeper Animal keeper
	<b>TOTAL</b>	<b>None</b>	<b>27 minutes</b>	
<b>End of Transaction</b>				



## **HUMAN RESOURCE MANAGEMENT OFFICE**

2nd Floor Oroquieta Town Center  
Canubay, Oroquieta City



## PROCESSING OF 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.

<b>Office or Division:</b>	Human Resource Management Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government (G2G) Government to Citizen (G2C)

#### CHECKLIST OF REQUIREMENTS

1. For Original Appointments:

- a) 3 copies Personal Data Sheet with passport sized picture with name tag
- b) 3 copies CS Form 212 (Work Experience ) for positions with work experience
- c) 3 original authenticated copies of Certificate of Eligibility/License/Board Rating
- d) Medical Certificate with doc stamp (original and 1 photocopy of each result)
- e) NBI Clearance (original and 1 photocopy)
- f) TOR, Diploma, Certificate (2 copies / bring original upon submission)
- g) Birth Certificate (2 photocopies, bring original upon submission)
- h) Marriage Certificate for female (2 photocopies, bring original upon submission)
- i) Clearance of Transfer (if coming from other government agency)
- j) Clearance (1 copy each)
  - Barangay Clearance
  - Police Clearance
  - Fiscal's Clearance
  - Court Clearance
  - Mayor's Clearance

1. For Promotion:

- a) 2 copies Personal Data Sheet with passport sized picture with name tag
- b) 2 copies Work Experience Sheet (CS Form 212)
- c) photocopy of Certificate of Eligibility/License/Board Rating
- d) Trainings (2 copies, bring original upon submission)
- e) TOR, Diploma, Certificate (2 copies / bring original upon submission)
- g) 2 copies of IPCR (2 Rating Periods)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for review and verification	Receive and check the documents	None	15 minutes	HR Personnel
	Prepare appointment papers		10 minutes	
	Mayor will sign		5 minutes	
2. Sign the appointment paper	2.1 Return the appointment paper to the person and have him sign	None	2 minutes	HR Personnel
	2.2 Submit to CSC for approval		10 minutes	
	<b>Total</b>	<b>None</b>	<b>42 minutes</b>	
<b>End of Transaction</b>				



## PREPARATION OF CONTRACT OF SERVICE FOR JOB ORDERS

### ABOUT THE SERVICE

Job order contracts are intended for project-based or short-term job requirements. There is no employee-employer relationship; therefore, services rendered will not be credited as government service. JO requests and other necessary documents must be submitted 10 days prior to the employment period.

<b>Office or Division:</b>		Human Resource Management Office		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		Government to Government (G2G) Government to Citizen (G2C)		
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Personal Data Sheet (CSC Form 212) for first timers</li> </ul>		<ul style="list-style-type: none"> <li>Human Resource Management Office, Frontline Staff</li> </ul>		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Job Order request	Review completeness	None	5 minutes	HR Personnel
	Record and, number the contracts		3 minutes	
	HRMO Head will sign contract		2 minutes	HRMO Head
	Contracts forwarded to City Budget Office for allocation		5 minutes	
	Release contracts back to office concerned for signature of office head			
2. Mayor's Approval	2.1 City Mayor approves and signs the Job Order Contract	None	5 Days	City Mayor
3. Assignment and start of work	1.1 Release approved contract to the concerned offices	None	1 minute	Office concerned
	<b>Total</b>	<b>None</b>	<b>5 Days &amp; 16 minutes</b>	
<b>End of Transaction</b>				



## 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.

<b>Office or Division:</b>	Human Resource Management Office, Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government (G2G)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished application for Leave (CSC Form 6) signed by the concerned Chief of Office				
2. For Sick Leave of more than 5 days: Medical Certificate  If the Medical Certificate is issued by a private medical practitioner, have it attested by a public medical practitioner		<ul style="list-style-type: none"> <li>City Health Office</li> </ul>		
2.1 Documentary Stamp of Php 30.00		<ul style="list-style-type: none"> <li>BIR Office</li> </ul>		
3. For Retirement Leave: a) Non-compulsory: Approved letter from the LCE		<ul style="list-style-type: none"> <li>OCM</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents for initial review and verification	Receive documents	None	1 minute	HR Personnel
	Record the application for leave form to Employees Leave Card			
	Record balances of Leave Credits to application for leave form		5 minutes	
	Signature of HRMO Head on the AFL form		1 minute	
	For leave application of more than 10 days, the Mayor will sign			City Mayor
2. Receive the approved leave application	2.1 Release the approved leave application to office concerned	None	1 minute	HR Personnel
	<b>Total</b>	<b>None</b>	<b>8 minutes</b>	
<b>End of Transaction</b>				



## SECURING AGENCY CLEARANCE

### ABOUT THE SERVICE

Employees who will be retiring/separating from the service need the Agency Clearance

<b>Office or Division:</b>		Human Resource Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification Fee: Php 100.00		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present receipt	1.1 Printing of Agency Clearance Form	P 100.00	1 minute	HR Personnel
2. Receive the pertinent form and have the form signed by pertinent offices	2.1 Release form	None	1 minute	HR Personnel
	<b>Total</b>	<b>100.00</b>	<b>2 minutes</b>	
<b>End of Transaction</b>				

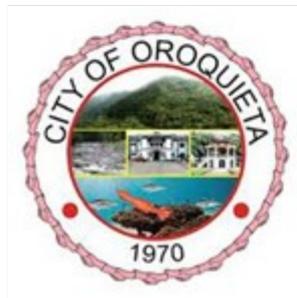


## SECURING SERVICE RECORDS, CERTIFICATE OF EMPLOYMENT, CERTIFICATE OF ONENESS, ETC.

### ABOUT THE SERVICE

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

<b>Office or Division:</b>		Human Resource Management Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government (G2G)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification Fee for Service Record of Php 50.00		Office of the City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present receipt	1.1 Data is researched and crosschecked against 201 file	P 50.00	5 minutes	HR Personnel
	1.2 Printing of requested certification		1 minute	HR Personnel
	1.3 Sign the certification		1 minute	CGDH I – HRMO
2. Receive the pertinent certification	3.1 Release the signed certification	None	1 minute	HR Personnel
	<b>Total</b>	<b>50.00</b>	<b>8 minutes</b>	
<b>End of Transaction</b>				



## **CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE**

Ground Floor Oroquieta Town Center

Canubay, Oroquieta City

088-521-3884

09972360230



## Request for Endorsement of Commercial Sand and Gravel (CSAG) Permit

### OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:

Assist PLGU Misamis Occidental and DENR-MGB in implementing rules and regulations, management policy, and measures to ensure responsible quarry/mining activities in Oroquieta City.

RA-7942 (Philippine Mining Act of 1995) -rational exploration, development, utilization, and conservation of resources through the combined efforts of government and private sector to enhance national growth and effectively safeguard the environment and protect the rights of affected communities.

<b>Office or Division</b>	City Environment and Natural Resources Office (CityENRO) DENR-Mines and Geoscience Bureau (MGB) Region 10 DENR- Environment Management Bureau (EMB) Region 10 Provincial Mining Regulatory Board (PMRB) Barangay Local Government Unit (BLGU) Office of the City Mayor (OCM) Department of Trade and Industry (DTI) Bureau of Internal Revenue (BIR)
<b>Classification</b>	Simple to Complex Transaction
<b>Type of Transaction</b>	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)
<b>Who May Avail</b>	Quarry Operator, Commercial Sand and Gravel Owner

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Barangay Resolution interposing no objection for the proposed quarrying activity or Barangay Certification of Renewal		BLGU
Mayor's Business Permit		OCM
Business Certificate		DTI
Certificate of Registration of the Business		BIR
Sketch Plan duly prepared by DENR-MGB Deputized Geodetic Engineers (GE)		Requesting Party
Area Assessment and Validation Report		PMRB & DENR-MGB 10
Environmental Compliance Certificate (ECC)		DENR-EMB 10
Previous PMRB CSAG Permit (for renewal)		PMRB

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements.	1.1 Evaluate Submitted Documents	none	5 minutes	Technical Team
	1.2 Area inspection	none	10 minutes	Field Officers
	1.3 Endorse the application to the Mayor's Office for a grant of Certification from the LGU	none	2 minutes	Technical Team
	1.4 The Mayor's Office will issue the LGU Certification		5 minutes	OCM Personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Have the LGU Certification Notarized and submit to PMRB with the other PMRB requirements.	2.1 PMRB will post a Public Notice in the City ENRO Bulletin for one (1) month.	none	1 month	PMRB Personnel
	2.2 Create and forward an Endorsement Letter with other documents to Sangguniang Panlungsod (SP) for the SP Resolution Interposing No Objection		2 minutes	Technical Team
	2.3 SP Session held once a week.		2 weeks	SP Office
3. Claim the SP Endorsement from SP office	3.1 Communicate with SP and notify client once SP Resolution is available.	none	2 minutes	Technical Team
<b>TOTAL</b>		<b>None</b>	<b>1 month, 2 weeks &amp; 26 minutes</b>	
<b>End of Transaction</b>				



## Request of Endorsement to DENR-CENRO for Tree-Cutting Permit

### OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:

- Regulate and implement appropriate policy measures on tree harvesting and other resource utilization and management not detrimental to the environment in support to EO 23 and 26, s. 2011 and EO 193, s. 2015, National Greening Program
- Section 16, Article 2 of the 1987 Philippine Constitution which provides that, "the State shall protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature;"
- PD 705 (Forestry Reform Code of 1995) -Forest Conservation and Management
- DMO-2012-02 Uniform Replacement Ratio for Cut or Relocated Trees.

<b>Office or Division</b>	City Environment and Natural Resources Office (City ENRO) Barangay LGU City Disaster Risk Reduction Management Office (CDRRMO) DENR-Community Environment and Natural Resources Office (DENR-CENRO) DENR-Environmental Management Bureau (EMB) 10 Department of Education (DepEd) Oroquieta City
<b>Classification</b>	Simple to Complex Transaction
<b>Type of Transaction</b>	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)
<b>Who May Avail</b>	Oroquieta City Constituents / Owner of grown trees within Oroquieta City Boundary

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Proof of Ownership: Title/FAAS or Deed of Sale/Transfer of Rights and Notarized Authorization or Special Power of Attorney (SPA)	• Requesting Party
• Barangay Certification Interposing No Objection	• BLGU
• Request Letter addressed to DENR-CENRO	• Requesting Party
• Geotagged Photos	• Requesting Party
• A&D Certificate (Alienable & Disposable) with photocopy of IDs	• DENR-CENRO
• Affidavit of Undertaking for Tree planting plan/commitment with corresponding tree replacement ratio (1:100)	• Requesting Party / Law Firms
• Certification from CDRRMO (in case it is hazardous)	• CDRRMO
• Certificate of Non-Coverage (CNC) for premium tree species (e.g. Tugas, Narra)	• DENR-EMB
• Letter Request addressed to DepEd Schools Division Superintendent	• Requesting Party (Schools Only)
• PTA Resolution	• Requesting Party (Schools Only)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit all requirements.	1.1 Evaluate submitted documents.	none	5 minutes	Technical Team
	1.2 Conduct ocular inspection	none	10 minutes	Field Officers
	1.3 Create a letter endorsing the application to DENR-CENRO	none	5 minutes	Technical Team
Claim endorsement letter	2.1 Release Endorsement letter	none	2 minutes	Technical Team
<b>TOTAL</b>		<b>None</b>	<b>22 minutes</b>	
<b>End of Transaction</b>				



**Securing Mountaineering Permit for Mt. Malindang Range Natural Park**

**OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:**

- Increase environmental awareness and community participation through effective environmental advocacy efforts, behavioral change communication on waste management, natural resource and biodiversity conservation and environmental protection.
- Strengthen enforcement of laws: RA 11038 amending RA7586 National Integrated Protected Areas System (NIPAS) Act.

<b>Office or Division</b>	City Environment and Natural Resources Office Philippine Army 10 <sup>th</sup> Infantry Battalion (10IB) DENR Protected Area Management Office – Mt. Malindang Range Natural Park (PAMO-MMRNP) Office of the City Mayor (OCM)
<b>Classification</b>	Simple Transaction
<b>Type of Transaction</b>	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)
<b>Who May Avail</b>	All Sector

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Letter Request</li> <li>• Photocopy of Government-issued IDs</li> </ul>	<ul style="list-style-type: none"> <li>• Requesting Party</li> </ul>	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements.	1.1 Evaluate letter request	none	2 minutes	Frontline Personnel
	1.2 Create and submit office request letter with the ID copies to the office of:  Philippine Army (needs one week to do background investigation / inspection)  DENR PAMO-MMRNP	none	10 minutes  1 weeks	Field Officers
	1.3 Obtain the Philippine Army Permit and present it to PAMO-MMRNP	none	10 minutes	Frontline Personnel
2. Claim the Mountaineering Permit from PAMO-MMRNP	2.1 Notify client once permit is available	none	2 minutes	Frontline Personnel
<b>TOTAL</b>		<b>None</b>	<b>1 week &amp; 24 minutes</b>	
<b>End of Transaction</b>				



## Environmental Enforcement Services: Wildlife Rescue, Complains and Violation Reports

### OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:

- To strengthen collaborative enforcement of laws for the protection, conservation, and sustainable management of the environment. (*Watershed Mngt & Forest Protection, Wildlife & Biodiversity, Mangroves, Fishery & Coastal Management, Septage and Other Waste Management etc.*).
- Section 16, Article II of the 1987 Philippine Constitution which provides that, “the State shall protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature.
- National and Local environmental laws, DENR EOs and other related issuances

<b>Office or Division</b>	City Environment and Natural Resources Office (CityENRO) Community Environment and Natural Resources Office (CENRO) Provincial Environment and Natural Resources Office (PENRO) Protected Area Management Office – Mt. Malindang Range Natural Park (PAMO-MMRNP)
<b>Classification</b>	Simple Transaction
<b>Type of Transaction/s</b>	Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)
<b>Who May Avail</b>	All Sectors

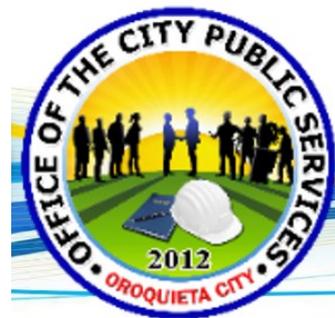
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> <li>• Letter</li> <li>• Photos or video documents (optional)</li> </ul>			<ul style="list-style-type: none"> <li>• Informant / Requesting Party</li> </ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements	1.1 Receive and conduct Interview.	none	5 minutes	Technical Team
	1.2 Conduct joint on-site inspection/ verification with concerned agencies.	none	10 minutes	Field officers and Technical Team
	1.4 Prepare incident report.	none	5 minutes	Technical Team
2. Case closed	1.5 If an issue can be resolved immediately (BLGU) – case closed.  1.6. If not, forward incident report to higher authority for the conduct of the adjudication process & appropriate disposition of the case.	none	10 minutes	Technical Team
<b>TOTAL:</b>		<b>None</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



**Technical Assistance: Environmental Trainings, Citizen Science, Investigatory or Research Projects, IEC, Tree-Growing Activities, Clean-up Drive and other CEPA Campaign**

<b>OBJECTIVE/LEGAL BASIS/AGENDA STATEMENT:</b>	
<ul style="list-style-type: none"> <li>To strengthen protection, conservation, and sustainable management of the environment through Communication, Education and Public Awareness (CEPA) which is previously known as Information, Education and Communication (IEC) Campaign.</li> <li>Section 16, Article II of the 1987 Philippine Constitution which provides that, "the State shall protect and advance the right of the people to a balanced and healthful ecology in accord with the rhythm and harmony of nature.</li> <li>National and Local environmental laws, DENR EOs and other related issuances</li> </ul>	

<b>Office or Division</b>		City Environment and Natural Resources Office (CityENRO)		
<b>Classification</b>		Simple Transaction		
<b>Type of Transaction/s</b>		Government to Citizen (G2C) Government to Government (G2G) Government to Business (G2B)		
<b>Who May Avail</b>		All Sectors		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Request Letter</li> </ul>			<ul style="list-style-type: none"> <li>Requesting Party</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit all requirements.	1.1 Receive and conduct Interview on the assistance needed.	none	20 minutes	Frontline Personnel
2. Receive technical assistance	1.2 Provide technical assistance	none	2 minutes	Technical Team
<b>TOTAL NUMBER OF HOURS/ MINUTES:</b>		<b>None</b>	<b>22 minutes</b>	
<b>End of Transaction</b>				



**OFFICE OF THE CITY PUBLIC SERVICES**  
CEO Compound  
Upper Langcangan, Oroquieta City



### **VISION:**

To be an effective and efficient arm of the local government unit in attaining its goal of making the City of Oroquieta **"a City of Good Life"** by providing the general public prompt, first rate service and reliable basic utilities.

To ensure the efficient operation of public utilities such as water, electricity, garbage collection and disposal 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. Furthermore, to make garbage collection and disposal easier and convenient. To provide well-maintained government equipment and vehicles.

### **MANDATES:**

Provide the general public with basic utilities and services including water, electricity and garbage collection.

Daily collection of Oroquieta City's solid waste.

Ensures maintenance and repair of vehicles, equipment and fixed assets (public buildings, vehicles & equipment, barangay facilities, etc.) including the preparation of Engineering Design, Program of Work and Cost Estimates as per request of Barangay Officials funded by Barangay and LGU funds.

In charge of scheduling and assigning service vehicles to requesting parties which includes other offices and rentals of equipment to private entities.



## **FUNCTIONS/RESPONSIBILITIES:**

**OFFICE OF THE CITY PUBLIC SERVICES** has three (2) Divisions with an **Administrative Unit**, namely:

### **Motorpool Division**

1. Motorpool Shop Services/ Equipment Utilization
2. Tractor Services

### **Public Utilities Services Division**

1. Water Services Section
2. Electrical Services Section
3. Garbage Collection and Disposal

### **A. MOTORPOOL DIVISION**

- This division conducts and provides repairs, troubleshooting and preventive maintenance of government-owned equipment and vehicle units efficiently and effectively.
- Oversee maintenance & repair of local government owned vehicles and equipment.
- Responsible for vehicle and equipment dispatch to requesting parties which includes other offices and rentals.
- Observe standard procedure and guidelines for repairs and maintenance works.
- **Equipment Utilization/Motorpool Shop Services**
  - Utilize the use of various equipment (heavy and light)
  - Repair and replacement of spare and defective parts
  - Overhauling of light and heavy Equipment
  - Light welding works
  - Troubleshoots engine
  - Perform Preventive Maintenance (PM1 & PM2)
  - Maintains auto electrical minor repairs
  - Undertake starter motor & alternator repairs
  - Check defective batteries
  - Vulcanizing jobs
  - Fabrication and Machining Works
- **Tractor Services**
  - 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.



## **B. PUBLIC UTILITIES SERVICES DIVISION**

- The Public Utilities Services Division includes Water Services, Electrical Services, and Garbage Collection and Disposal Section. This division ensures that basic public utilities are effectively and efficiently provided and delivered to the general public.

### **1. Water Supply Services Section**

- Responsible in the maintenance of potable deep and shallow well and water system.
- Repair/Rehab of deep and shallow wells
- In charge for the repair and maintenance of water government facilities excluding CEEDO water facilities (ports, public market, bus terminal, slaughterhouse).
- Installation of Water System (Spring Development) and water facilities in barangays and public buildings.
- Conduct monitoring and technical supervision in the water supply to barangays.
- Prepares Detailed Engineering Design, Program of Work and Cost Estimates for the installation of water facilities as per request of Barangay Officials funded by Barangay and LGU funds

### **2. Electrical Services Section**

- Meet compliance obligations and enhance lighting conditions within the city.
- Responsible in the installation, maintenance, repair, replacement of street lighting facilities in urban & rural areas as per request of Barangay Officials
- In charge for the repair and maintenance of government electrical facilities excluding CEEDO electrical facilities (ports, public market, bus terminal, slaughterhouse).
- Prepares Detailed Engineering Design, Program of Work and Cost Estimates for the installation of lighting facilities as per request of Barangay Officials funded by Barangay and LGU funds
- Securing assistance in the pruning/cutting of trees that can cause danger to the lives and properties of the people.

### **3. Garbage Collection and Disposal**

- Manage the collection of Oroquieta City's solid waste and delegate disposal to CENRO
- Coordinate with CENRO the trainings, standards and practices for proper solid waste collection.

## **C. Administrative Division**

- Maintain, safeguard, undertake administrative functions and control custody of Personnel & Records, Communication and Requests, Office Records/Documents
- Handle the issuance of POL (Petroleum, Oils and Lubricants) of all equipment and vehicles
- Office Maintenance Staff are responsible for cleaning and maintaining the office' premises and equipment.



## I. MOTORPOOL SHOP SERVICES/EQUIPMENT UTILIZATION:

### ABOUT THE SERVICE:

- a. Request for vehicle and heavy equipment repair, rehab and replacement of worn out parts

<b>Division/Section:</b>	Motorpool Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Secure Work Order		Mechanic I		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/secure Work Order for inspection and repair of equipment/vehicle	1.1 Receive and approve the Work Order	None	3 minutes	<i>Front Desk (Laborer II), Lab. Aide II CGDH I, Engineer IV, Engineer I</i>
2. Driver will assist the mechanics during repair	2.1 Inspect, Diagnose & Repair vehicle & equipment	None	Max. 7 days	<i>Engineer I, Mechanical Shop Foreman, Mechanic III, Mechanic II, Mechanic I, Welder II, Machinist II, Laborer II Job Order Workers</i>
	<b>Total</b>	<b>None</b>	<b>7 days &amp; 3 mins</b>	
<b>End of Transaction</b>				



**b. Request for Issuance of Pre-Inspection, Post Inspection and Wear & Tear Certification to government equipment & vehicle.**

<b>Division/Section:</b>		Motorpool Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		LGU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File a request		• Mechanic I		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File request for issuance of Pre-Repair Post Inspection Report and Wear & Tear Certification	1.1 Receive and prepare the issuance of Pre-Repair, Post Inspection Report and Wear & Tear Certification	None	5 minutes	<i>Mechanic II, Computer Operator- (Job Order Worker)</i>
	1.2 Check, Certify & Approve Pre-Repair, Post Inspection Report and	None	5 minutes	<i>Mechanical Shop Foreman, Engineer II &amp; IV, CGDH I</i>
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	
<b>End of Transaction</b>				



c. Request for the utilization of various equipment (heavy and light) free of rental fees, fuel consumption and per diems of the drivers/operators and truckmen (when utilized after regular office hours).

<b>Division/Section:</b>		Motorpool Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Barangay Officials, LGU, NGO		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File/submit request		• Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File preliminary request form to obtain important data to fill-up EUR/ Equipment Utilization Request.	1.1 Prepare Equipment Utilization Request (EUR)	None	5 minutes	Front Desk, Computer Operator-Laborer II, HEO I,
2. Signed the EUR	2.1 Approve and release the Equipment Utilization Request to the client.	None	3 minutes	CGDH-I Engineer IV HEO III HEO II Driver II HEO I
	<b>Total</b>	None	8 minutes	
<b>End of Transaction</b>				

d. Request for the use of service vehicles

<b>Division/Section:</b>		Motorpool Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Barangay Officials, LGU, NGO		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File/submit request		• Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/secure request from the Office of the City Mayor and submit to OCPS.	1.1 Receive and approve requests.	None	5 minutes	Front Desk, CGDH I,
	1.2 Dispatch service vehicle	None	As per schedule of the request	HEO I, Driver II Driver I (JO)
	<b>Total</b>	None	5 mins	
<b>End of Transaction</b>				



**II. TRACTOR SERVICES**

**• ABOUT THE SERVICE:**

Request for 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.

<b>Division/Section:</b>	Motorpool Division – Tractor Services Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G - Government to Government, G2C - Government to Citizen			
<b>Who may avail:</b>	LGU, NGO, Citizen			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File a request		• Head, Tractor Services Section		
• Submit Official Receipt Showing Payments		• CTO Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File preliminary request form for utilization	1.1 Receive/ Negotiate for the arrangement of schedule	None	5 minutes	Head Tractor Services Section (HEO III)
	1.2 Inspect/ Survey & Measure the area	None	1 day	Head Tractor Services Section (HEO III), Tractor Operators
2. Pay the corresponding amount per hectare at the City Treasurer Office and present Official Receipt	2.1 Receive OR and prepare the EUR	P 1,800 per Hectare	15 minutes	Head Tractor Services Section (HEO III), Computer Operator-Laborer II, HEO I
3. Sign the EUR	3.1 Approve/ Schedule the farm tractor for field operation		3 minutes	CGDH I, Head Tractor Services Section, Tractor Operators,
	3.2 Execute services (Harrowing/ Plowing)	None	7 days	Tractor Operators, Driver I, Laborer II
	<b>Total</b>	<b>P 1,800 per Hectare</b>	<b>8 days &amp; 23 mins</b>	
<b>End of Transaction</b>				



## B. PUBLIC UTILITIES SERVICES

### I. AVAILING WATER SERVICES:

- **ABOUT THE SERVICE:**

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

<b>Division/Section:</b>	EMD - Water Services Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Officials, LGU			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File/submit request		• Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/secure preliminary request.	1.1 Receive & Approve request.	None	5 minutes	Front Desk, CGDH I, PSO IV, PSO III
	1.2 Schedule & execute services on a first come, first served basis.	None	1 day (after request received)	Engineer I, Plumber Foreman, Well Driller II, Carpenter II, Well Driller I, Laborer II, Job Order Workers
	<b>Total</b>	<b>None</b>	<b>Min. 1day &amp; 5 mins</b>	
<b>End of Transaction</b>				



**II. OBTAINING ELECTRICAL SERVICES:**

**• ABOUT THE SERVICE:**

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

<b>Division/Section:</b>		EMD - Electrical Services		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2G – Government to Government		
<b>Who may avail:</b>		Barangay Officials, LGU		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File/submit request		• Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/secure preliminary request for repair/ rehab/ replacement and installation of lamps.	1.1 Receive & Approve request.	None	5 minutes	Front Desk, 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>Total</b>	<b>None</b>	<b>1 day &amp; 5 mins</b>	
<b>End of Transaction</b>				



b. Request for assistance in the pruning/cutting of trees that can be of danger to the lives and properties of the people.

<b>Division/Section:</b>	EMD - Electrical Services Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter request with Indorsement by the City Mayor</li> </ul>		<ul style="list-style-type: none"> <li>OCM Personnel</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/submit request for cutting/pruning of trees	1.1 Receiving & Approval of the request cutting/prunning of trees.	None	5 minute	Front Desk, CGDH I, PSOVI, PSO III
	1.2 Inspection of the area	None	1 hour	Engineer II, Electrician Foreman, Electrician II, Chainsaw Operator (Job Order Worker)
	1.3 Execution scheduled	None	1 day	Engineer II, Electrician Foreman, Electrician II, Chainsaw Operator (Job Order Worker)
	<b>Total</b>	None	Min. 1 day, 1 hour & 5 mins	
<b>End of Transaction</b>				



**III. SOLID WASTE MANAGEMENT SERVICES:**

**• ABOUT THE SERVICE:**

- Responsible in the garbage collection of the city. The schedule of collection are as follows:
  - Urban Barangay - 6:00AM to 3:00PM
    - MWF - Dili Malata
    - TTH - Malata
  - Rural Barangay- Every last Wednesday, Thursday & Friday of the month
- Facilitate/address concerns/problems in the collection of garbage.

<b>Division/Section:</b>	EMD-Solid Waste Management Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Barangay Officials			
<b>Who may avail:</b>	Barangay Officials, LGU, NGO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• File/submit request		• Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. File/Submit Request/ Complaint	1.1 Receive & Approve request	None	5 minutes	Front Desk, CGDH I, PSO III
	1.2 Inspect the area	None	1 hour	Labor Foreman, Laborer I - Monitoring Team
	1.3 Execute service	None	1 day (after the request received)	Labor Foreman, Laborer I - Monitoring Team, Job Order - Garbage Collectors
	Total	None	Min. 1 day, 1 hour & 5 mins	
<b>End of Transaction</b>				



**CITY ENGINEERING'S OFFICE**  
**(Building and Industrial Safety Division)**  
CEO Compound  
Upper Langcangan, Oroquieta City



**STEPS & REQUIREMENTS IN REQUESTING FOR CERTIFIED TRUE COPIES OF PERMITS AND CERTIFICATES OF OCCUPANCY/ USE, CERTIFICATION OF LOTS NOT AFFECTED BY GOVERNMENT PROJECTS**

<b>DEPARTMENT:</b>	<b>CITY ENGINEER'S OFFICE</b>
<b>DIVISION/SECTION:</b>	<b>Building and Industrial Safety Division</b>
<b>CLASSIFICATION:</b>	<b>Simple/ Complex/ Highly Technical</b>
<b>TYPE OF TRANSACTION:</b>	
<b>WHO MAY AVAIL:</b>	<b>Any person, firm, partnership, corporation, head of government or private institution, organization, etc.</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>A. For Certified True Copies of Building Permit, Certificate of Use/ Occupancy</b></p> <ul style="list-style-type: none"> <li>Transaction Request Form</li> <li>Notarized Letter of Authorization and I.D. of Representative (if requesting party is other than the owner)</li> </ul> <p><b>B. For Lot Titling</b></p> <ul style="list-style-type: none"> <li>Letter Request from DENR/OWNER</li> <li>Lot Survey Plan (2 copies)</li> <li>Tax Receipt, (Current Year) (2 copies)</li> </ul>	<ul style="list-style-type: none"> <li><b>By Client</b></li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT DULY ACCOMPLISHED APPLICATION FORM WITH THE COMPLETE REQUIREMENTS	OSCP STAFFS CHECK SUBMITTED REQUIREMENT AND ISSUE CERTIFICATION FEE	NONE	30 mins.	Building Inspector Engineer I Engineer II
2. PAYMENT OF FEES	CTO Collecting Officer accepts payments and issue O.R. OSCP Staff process and approve issuance of certificate permit	Payment of the required fees and charges	10 mins.	CTO OSCP
3. PRESENT CLAIM SLIP ON THE DATE SPECIFIED	RELEASE CERTIFIED TRUE COPY OF PERMITS/ CERTIFICATES	NONE	10 mins.	OSCP STAFF ( <u>Releasing unit</u> )
<b>Total</b>		Payment of the required fees and charges	<b>50 minutes</b>	

**End of Transaction**



## REVISED PROCEDURES IN THE APPLICATION OF BUILDING PERMITS, CERTIFICATE OF OCCUPANCY AND OTHER ANCILLARY PERMITS

### FRONT LINE SERVICE OFFERED: BUILDING PERMIT

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

#### **Sec. 301. Building Permits**

No persons, firm or corporation, including any agency or instrumentally of the government shall erect, construct, alter, repair, move, convert or demolished and 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 issued under the provisions of the Code shall expire and become null and void if the building or work authorized therein is not commenced within a 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.





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. SUBMIT DULY ACCOMPLISHED APPLICATIONS FORM WITH THE COMPLETE REQUIREMENTS</b>	OSCP STAFF EVALUATE PLANS, REVIEW SUPPORTING DOCUMENTS AND CONSOLIDATE ALL ORDER OF PAYMENTS	NONE	2 hours	<b>OSCP Receiving Unit</b>
	<b>BACKROOM OPERATION (within OSCP)</b>			
	<p><b>A. For STRUCTURAL PERMIT</b></p> <p><b>STRUCTURAL UNIT</b> – Checks/Evaluates structural plans and compute corresponding fees</p> <p><b>B. For ARCHITECTURAL PERMIT</b></p> <p><b>ARCHITECTURAL UNIT</b> – Checks/Evaluates architectural plan and compute corresponding fees Implementation of B.P. 344 (ACCESSIBILITY LAW)</p> <p><b>C. For SANITARY/ PLUMBING PERMIT</b></p> <p><b>SANITARY/PLUMBING UNIT</b>– Check Sanitary/ Plumbing plan and compute corresponding fees</p> <p><b>D. For ELECTRICAL PERMIT</b></p> <p><b>ELECTRICAL UNIT</b>– Checks/Evaluates electrical plans/ documents and compute corresponding fees</p> <p><b>E. For MECHANICAL PERMIT</b></p> <p><b>MECHANICAL UNIT</b> – Checks/Evaluates mechanical plans/ documents and compute corresponding fees</p>	NONE	Simple transaction (3 days max) Complex transaction (7 days max) Highly technical transaction (20 days max)	<p><b>Engineer I</b> (Civil/Structural In-charge)</p> <p><b>Architect I</b> (Architectural In-charge) <b>Engineer II</b> (Line &amp; Grade In-charge)</p> <p><b>Engineer I</b> (Sanitary Engineer In-charge)</p> <p><b>Engineer I</b> (Electrical Engineer In-charge)</p> <p><b>Engineer II</b> (Mechanical Engineer In-charge)</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT DULY ACCOMPLISHED APPLICATIONS FORM WITH THE COMPLETE REQUIREMENTS	<b>BACKROOM OPERATION (within OSCP)</b>			
	<b>F. For ELECTRONICS PERMIT</b>  <b>ELECTRONICS UNIT</b> – Checks/Evaluates electronics plans/ documents and compute corresponding fees  <b>G. BUREAU OF FIRE PROTECTION</b> – Checks/Evaluates fire protection plan/related documents and prepare Fire fund fees  <b>H. CITY PLANNING AND DEVELOPMENT OFFICER</b> – Checks/ Evaluates site location for CLUP compliance and prepare corresponding fees  <b>I. CITY ASSESSOR</b> – Assess fees and Issue updated Tax Declaration and Cadastral Lot Plan	NONE	Simple transaction (3 days max) Complex transaction (7 days max) Highly technical transaction (20 days max)	<b>Building Inspector</b> (Electronics Engineer In-charge)  <b>Fire Officer on duty</b>  <b>Zoning Officer/CPDO</b> Personnel on duty  <b>City Assessor's</b> Operation Officer/Tax Mapper
	<b>For SCHEDULE OF FEES</b> (Please refer to New Schedule of Fees and other charges at The National Building Code of the Philippines and its revised Implementing Rules & Regulation Approved by DPWH)			
	<b>2. PAYMENT OF BUILDING PERMIT FEES AND ALL OTHER FEES</b>	CTO Collecting Officer accepts payments and issue O.R. OSCP Staff process and recommends to BO the approval of the Building Permit application	Payment of the required fees and charges	10 mins.
<b>3. PRESENT CLAIM SLIP ON THE DATE SPECIFIED</b>	RELEASE OWNER'S COPY OF PERMIT	NONE	10 mins.	<b>OSCP STAFF</b> (Releasing unit)
	<b>Total</b>	<b>Payment of the required fees and charges</b>	<b>50 minutes</b>	
<b>End of Transaction</b>				



**STEPS & REQUIREMENTS IN APPLYING FOR ACCESSORY PERMIT:**

<b>DEPARTMENT:</b>	CITY ENGINEER'S OFFICE
<b>DIVISION/SECTION:</b>	Building and Industrial Safety Division
<b>CLASSIFICATION:</b>	Simple/ Complex/ Highly Technical
<b>TYPE OF TRANSACTION:</b>	
<b>WHO MAY AVAIL:</b>	Any person, firm, partnership, corporation, head of government or private institution, organization, etc.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p><b>1. Fencing Permit:</b></p> <ul style="list-style-type: none"> <li>• Fencing Permit Application Form</li> <li>• <i>(duly accomplished)</i></li> <li>• Bill of Materials and Cost Estimates</li> <li>• Lot Survey Plan with Technical Description and Certification of Geodetic Engineer</li> </ul> <p><b>2. Sign Permit:</b></p> <ul style="list-style-type: none"> <li>• Sign Permit Form <i>(duly accomplished)</i></li> <li>• Contract of Lease</li> <li>• Lot Plan and Side Development Plan</li> <li>• Plan Of Signage/ Structures,</li> <li>• Structural Design &amp; Computations (if necessary)</li> <li>• Specifications And Cost Estimates</li> </ul> <p><b>3. Demolition Permit:</b></p> <ul style="list-style-type: none"> <li>• Demolition Permit Application Form</li> <li>• <i>(duly accomplished)</i></li> <li>• Building Floor Plan with dimension</li> </ul> <p><b>4. Permit for Temporary Service Connection:</b></p> <ul style="list-style-type: none"> <li>• Temporary Service Connection Permit Form</li> <li>• <i>(duly accomplished)</i></li> <li>• Approved Building Permit</li> <li>• Location Plan</li> </ul> <p><b>5. Application for Change in Use or Occupancy:</b></p> <ul style="list-style-type: none"> <li>• Application for Change in Use or Occupancy Form</li> <li>• <i>(duly accomplished)</i></li> <li>• Contract of Lease</li> </ul> <p><b>6. Ground Preparation and Excavation Permit:</b></p> <ul style="list-style-type: none"> <li>• Ground Preparation and Excavation Permit Form <i>(duly accomplished)</i></li> </ul> <p><b>7. Temporary Side Walk Enclosure and Occupancy Permit:</b></p> <ul style="list-style-type: none"> <li>• Temporary Side Walk Enclosure and Occupancy Permit Form <i>(duly accomplished)</i></li> </ul> <p><b>8. Scaffolding Permit:</b></p> <ul style="list-style-type: none"> <li>• Scaffolding Permit Form <i>(duly accomplished)</i></li> </ul>	<ul style="list-style-type: none"> <li>• <b>OSCP</b></li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. SUBMIT DULY ACCOMPLISHED APPLICATION FORM WITH THE COMPLETE REQUIREMENTS</b>	OSCP STAFF EVALUATE PLANS, REVIEW SUPPORTING DOCUMENTS AND CONSOLIDATE ALL ORDER OF PAYMENTS		2 hours	<b>OSCP Receiving Unit</b>
	<b>BACKROOM OPERATION (within OSCP)</b>			
	<b>For FENCING PERMIT</b>  <b>FENCING UNIT</b> – Checks/Evaluates fencing permits/documents and compute corresponding fees	NONE	30 mins.	<b>Engineer I</b> <b>Engineer II</b> <b>Building Inspector</b> (Fencing Permit In-Charge)
	<b>For GROUND PREPARATION AND EXCAVATION PERMIT</b>  <b>GROUND PREPARATION AND EXCAVATION UNIT</b> – Checks/Evaluates ground preparation and excavation permits/documents and compute corresponding fees		30 mins.	<b>Engineer I</b> (Ground Preparation and Excavation Permit In-Charge)
	<b>For TEMPORARY SIDEWALK ENCLOSURE AND OCCUPANCY PERMIT</b>  <b>TEMPORARY SIDEWALK ENCLOSURE AND OCCUPANCY UNIT</b> – Checks/Evaluates temporary sidewalk enclosure and occupancy permits/documents and compute corresponding fees		30 mins.	<b>Engineer I</b> (Temporary Sidewalk Enclosure and Occupancy Permit In-Charge)
	<b>For SIGN PERMIT</b>  <b>SIGN UNIT</b> – Checks/Evaluates sign permits/documents and compute corresponding fees		30 mins.	<b>Engineer I</b> (Sign Permit In-Charge)
<b>For DEMOLITION PERMIT</b>  <b>DEMOLITION UNIT</b> – Checks/Evaluates demolition permits/documents and compute corresponding fees		30 mins.	<b>Engineer I</b> (Demolition Permit In-Charge)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. SUBMIT DULY ACCOMPLISHED APPLICATION FORM WITH THE COMPLETE REQUIREMENTS</b>	<b>BACKROOM OPERATION (within OSCP)</b>			
	<b>For PERMIT FOR TEMPORARY SERVICE CONNECTION</b>  <b>TEMPORARY SERVICE CONNECTION UNIT</b> – Checks/Evaluates temporary service connection permits/ documents and compute corresponding fees		30 mins.	<b>Special Agent I</b> (Temporary Service Connection Permit In-Charge)
	<b>For SCAFFOLDING PERMIT</b>  <b>SCAFFOLDING UNIT</b> – Checks/Evaluates scaffolding permits/ documents and compute corresponding fees		30 mins.	<b>Building Inspector</b> (Scaffolding Permit In-Charge)
<b>2. PAYMENT OF ACCESSORY PERMIT FEES AND ALL OTHER FEES</b>	CTO Collecting Officer accepts payments and issue O.R. OSCP Staff process and recommends to Building Official for approval	Payment of the required fees and charges	30 mins.	<b>CTO</b>  <b>OSCP</b> Building Official
<b>3. PRESENT CLAIM SLIP ON THE DATE SPECIFIED</b>	RELEASES OWNER'S COPY OF PERMIT	NONE	10 mins.	<b>OSCP STAFF</b> ( <u>Releasing unit</u> )
	<b>Total</b>	Payment of the required fees and charges		
<b>End of Transaction</b>				



## STEPS & REQUIREMENTS IN SECURING CERTIFICATE OF OCCUPANCY /USE

<b>DEPARTMENT:</b>	<b>CITY ENGINEER'S OFFICE</b>	
<b>DIVISION/SECTION:</b>	<b>Building and Industrial Safety Division</b>	
<b>CLASSIFICATION:</b>	<b>Simple/ Complex/ Highly Technical</b>	
<b>TYPE OF TRANSACTION:</b>		
<b>WHO MAY AVAIL:</b>	<b>Any person, firm, partnership, corporation, head of government or private institution, organization, etc.</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Unified Application Form for Certificate of Occupancy and Fire Safety Inspection Certificate (duly accomplished)</li> <li>2. Certificate of Completion, duly notarized (3 copies)</li> <li>3. Issued Building Permit and Plans (1 set)</li> <li>4. Construction Logbook, signed and sealed by the owner's Architect or Civil Engineer who undertook full-time inspection and supervision</li> <li>5. As-built Plans and Specifications, duly signed and sealed by respective design professionals (if there are changes made from the submitted building plans) (4 sets)</li> <li>6. Copy of Fire Safety Evaluation Clearance (FSEC)</li> <li>7. Captioned photographs at site and completed building/structure showing front, side, and rear areas</li> </ol>		<ul style="list-style-type: none"> <li>• By Client</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMIT DULY ACCOMPLISHED APPLICATION FORM WITH THE COMPLETE REQUIREMENTS	<ul style="list-style-type: none"> <li>Building Inspection Team and BFP conduct actual inspection of the completed buildings/structure; and check conformance to approved plans and specifications</li> <li>Prepare order of payments</li> </ul>	NONE	3 hours	BUILDING INSPECTION TEAM
2. PAYMENT OF CERTIFICATE OF OCCUPANCY FEE & CERTIFICATE OF FINAL ELECTRICAL INSPECTION & CERTIFICATE OF OPERATION (for mechanical permit applicant)	CTO Collecting Officer accepts payments and issue O.R. OSCP Staff process and approve certificate of occupancy	Payment of the required fees and charges	20 mins.	CTO OSCP Building Official
3. CLAIM CERTIFICATE OF OCCUPANCY, CERTIFICATE OF FINAL ELECTRICAL INSPECTION, CERTIFICATE OF OPERATION (for Mechanical Permit Application) & FIRE SAFETY INSPECTION CERTIFICATE (for Certificate of Occupancy) and FIRE SAFETY CLEARANCE (Electrical Installation)	RELEASE OWNER'S COPY OF PERMIT & SUPPORTING DOCUMENTS	NONE	10 mins.	OSCP STAFF (Releasing unit)
	<b>Total</b>	<b>Payment of the required fees and charges</b>		
<b>End of Transaction</b>				



**STEPS & REQUIREMENTS OF ISSUANCE OF CERTIFICATE OF ANNUAL INSPECTION**

- All Buildings except residential buildings are subject to annual inspection after one (1) year of occupancy to determine their architectural presentation, structural stability, electrical safety, mechanical safety, sanitary requirements and compliance to B.P. 344.
- The issuance of Annual Inspection Certificate is required before a building/ establishment is granted a business permit.

<b>DEPARTMENT:</b>	<b>CITY ENGINEER'S OFFICE</b>
<b>DIVISION/SECTION:</b>	<b>Building and Industrial Safety Division</b>
<b>CLASSIFICATION:</b>	<b>Simple/ Complex/ Highly Technical</b>
<b>TYPE OF TRANSACTION:</b>	
<b>WHO MAY AVAIL:</b>	<b>Any person, firm, partnership, corporation, head of government or private institution, organization, etc.</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Photocopy of Building Permit and Certificate of Occupancy 2. Annual Building Inspection Assessment 3. Fire Safety Inspection Certificate (latest) 4. Business Permit (for old applicant/renewal) 5. Photocopy of Building Plan (to be presented on-site) <ul style="list-style-type: none"> <li>• Site Development Plan</li> <li>• Architectural Plan</li> <li>• Electrical Plan</li> <li>• Sanitary &amp; Plumbing Plan</li> <li>• Mechanical Plan</li> <li>• Electronic Plan</li> </ul>	<ul style="list-style-type: none"> <li>• OSCP</li> <li>• By Client</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. SUBMIT DULY ACCOMPLISHED APPLICATION FORM WITH THE COMPLETE REQUIREMENTS	BIS Inspection Team and BFP review documents and assess the required building inspection fee  Schedule inspection for new establishment	NONE	10 mins.  1 hour	<b>BUILDING INSPECTION TEAM and BFP</b>
2. PAY ANNUAL INSPECTION FEE	CTO Collecting Officer accepts payments and issue O.R. OSCP Staff process and approve annual inspection permit	Payment of the required fees and charges	10 mins.	<b>CTO</b>  <b>OSCP</b> Building Official
3. RELEASING	RECORD AND RELEASE OWNER'S COPY OF CERTIFICATE OF ANNUAL INSPECTION & CERTIFICATE OF OPERATION (in cases of Mechanical Installation)	NONE	10 mins.	<b>OSCP STAFF</b> (Releasing unit)
	<b>Total</b>	<b>Payment of the required fees and charges</b>	<b>1 hour &amp; 30 minutes</b>	
<b>End of Transaction</b>				



**STEPS & REQUIREMENTS IN APPLYING FOR ELECTRICAL PERMIT (Indigenous Structures)**

**MECHANICAL PERMIT (Additional Machineries Installation)  
 INTERIOR DESIGN PERMIT**

<b>DEPARTMENT:</b>	<b>CITY ENGINEER'S OFFICE</b>
<b>DIVISION/SECTION:</b>	<b>Building and Industrial Safety Division</b>
<b>CLASSIFICATION:</b>	<b>Simple/ Complex/ Highly Technical</b>
<b>TYPE OF TRANSACTION:</b>	
<b>WHO MAY AVAIL:</b>	<b>Any person, firm, partnership, corporation, head of government or private institution, organization, etc.</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p><b>1. Electrical Permit (Indigenous)</b></p> <ul style="list-style-type: none"> <li>• Lot own authorization</li> <li>• (for applicant is not the lot owner)</li> <li>• Electrical Plan</li> </ul> <p><b>2. Mechanical Permit</b></p> <ul style="list-style-type: none"> <li>• Mechanical Bill of Material and Estimates</li> <li>• (4 copies)</li> <li>• Mechanical Plan (4 copies)</li> <li>• Hydraulic Analysis and Computation of pumps and tank originally signed and sealed by PME copies)</li> <li>• Certificate of Structural stability originally signed and sealed by Structural Engineer and copy of Latest PRC and PTR of Structural Engineer for Elevator and Escalator</li> <li>• (For rehabilitation, modernization, replacement, and upgrading)</li> </ul> <p><b>3. Interior Design Permit</b></p> <ul style="list-style-type: none"> <li>• Interior Design Plan/ Drawings</li> <li>• Cost Estimates</li> </ul>	<ul style="list-style-type: none"> <li>• <b>OSCP</b></li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. SUBMIT DULY ACCOMPLISHED APPLICATION FORM WITH THE COMPLETE REQUIREMENTS</b>	STAFFS EVALUATE, REVIEW, CONDUCT SITE INSPECTION AND PREPARE ORDER OF PAYMENT	NONE	2 hours	<b>OSCP Receiving Unit</b>
	<b>For ELECTRICAL PERMIT</b>  <b>ELECTRICAL UNIT –</b> Checks/Evaluates electrical plans/ documents and compute corresponding fees		30 mins.	<b>Engineer I</b> (Electrical Engineer In-charge)
	<b>For MECHANICAL PERMIT</b>  <b>MECHANICAL UNIT –</b> Checks/Evaluates mechanical plans/ documents and compute corresponding fees		30 mins.	<b>Engineer II</b> (Mechanical Engineer In-charge)
	<b>For ARCHITECTURAL PERMIT</b>  <b>ARCHITECTURAL UNIT –</b> Checks/Evaluates architectural plan and compute corresponding fees  Implementation of B.P. 344 (ACCESSIBILITY LAW)		30 mins.	<b>Architect I</b> (Architectural In-charge) <b>Engineer II</b> (Line & Grade In-charge)
<b>2. PAYMENT OF FEES</b>	CTO Collecting Officer accepts payments and issue O.R. OSCP Staff process and approve annual inspection permit	Payment of the required fees and charges	10 mins.	<b>CTO</b>  <b>OSCP</b>
<b>3. PRESENT CLAIM SLIP ON THE DATE SPECIFIED</b>	RELEASE OWNER'S COPY OF PERMIT	NONE	10 mins.	<b>OSCP STAFF</b> (Releasing unit)
	<b>Total</b>	<b>Payment of the required fees and charges</b>	<b>3 hours &amp; 50 minutes</b>	
<b>End of Transaction</b>				



## FILING OF BUILDING CODE VIOLATIONS/COMPLAINTS

### LETTER OF COMPLAINT

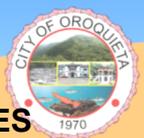
<b>DEPARTMENT:</b>	<b>CITY ENGINEER'S OFFICE</b>
<b>DIVISION/SECTION:</b>	<b>Building and Industrial Safety Division</b>
<b>CLASSIFICATION:</b>	<b>Simple</b>
<b>TYPE OF TRANSACTION:</b>	
<b>WHO MAY AVAIL:</b>	<b>Any person, firm, partnership, corporation, head of government or private institution, organization, etc.</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li><b>Letter of Complaint</b></li> </ul> <p>SUPPORTING DOCUMENTS</p> <ol style="list-style-type: none"> <li><b>Picture, Video, etc.</b></li> </ol>	<ul style="list-style-type: none"> <li><b>By Client</b></li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. SUBMIT LETTER OF COMPLAINT TO THE OFFICE OF THE BUILDING OFFICIAL</b> (stating the complaint and supporting documents)	RECORD/ RECEIVE LETTER and PREPARE SCHEDULE OF INSPECTION	None	15 mins.	<b>OSCP</b>
	CEO/BIS INSPECTORATE TEAM – inspect site/ gather additional documents and prepare reports if there is indeed a violation of the Building Code		1 day	<b>OSCP</b>
	Issue Notice of Violation or Notice of Illegal Construction together with Inspection Reports		10 mins.  1 day	<b>LIAISON OFFICER</b>
<b>2. Complainant will be given the Inspection Report and findings regarding his/her complaint</b>		None	10 mins.	<b>OSCP STAFF</b> <u>(Releasing unit)</u>
	<b>TOTAL</b>	<b>None</b>	<b>2 days &amp; 35 minutes</b>	
<b>End of Transaction</b>				



**CITY ENGINEERING'S OFFICE**  
**(MAINTENANCE DIVISION)**  
CEO Compound  
Upper Langcangan, Oroquieta City



## REQUEST FOR REPAIR/RESTORATION OF DAMAGED INFRASTRUCTURE FACILITIES

### Service Information

The City Engineer's Office is primary responsible to perform the repair/restoration of damaged infrastructure facilities as part of the program under preservation of government assets mandated under the Local Government Code

<b>DEPARTMENT:</b>	CITY ENGINEER'S OFFICE
<b>DIVISION:</b>	Maintenance Division
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	G2C, G2G
<b>WHO MAY AVAIL:</b>	Private Citizens, Barangay Officials, Other Government Agencies within the LGU, DEPED

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Written request</li> <li>Pictures of site showing defects/damages (optional)</li> </ul>	By Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request to receiving clerk for receiving and recording	Acknowledges receipt of request and forward to Administrative Officer.	None	5 minutes	Administrative Aide I (Administrative Division)
	Administrative Officer prepares routing slip and endorses the request to the City Engineer.	None	5 minutes	Administrative Officer V
	City Engineer approves the request & assigns the task/s to the Maintenance Division.	None	5 minutes	City Engineer
	Chief of Maintenance Division schedules the request for on site inspection.	None	15 minutes	Engineer IV
2. Client receives the duplicate copy of his/her request and the actions to be undertaken by the office.		None	5 minutes	Engineer IV Job Order Worker
	Conduct site inspection and update the Division Chief of the proper actions to be undertaken.	None	3 days	Engineer III Maintenance General Foreman
<b>TOTAL :</b>		<b>NONE</b>	<b>3 days and 35 mins.</b>	

**End of Transaction**



**CITY ENGINEERING'S OFFICE**  
**(Planning, Design & Programming Division)**  
CEO Compound  
Upper Langcangan, Oroquieta City



## REQUEST FOR THE PREPARATION OF PLANS & PROGRAM OF WORKS

### Service Information

The City Engineer's Office, being the implementing arm of the LGU of Oroquieta, is tasked with the preparation of technical plans & program of works for all infrastructure projects.

<b>DEPARTMENT:</b>	CITY ENGINEER'S OFFICE
<b>DIVISION:</b>	Planning, Design & Programming Division
<b>CLASSIFICATION:</b>	Highly Technical Transaction
<b>TYPE OF TRANSACTION:</b>	G2G
<b>WHO MAY AVAIL:</b>	Barangay, Other Government Agencies, DepEd.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Written request for the preparation of Plans and Program of Works (POW) for vertical & horizontal projects.	By client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present request with the indorsement from the City Mayor to receiving clerk for receiving and recording	Acknowledges receipt of request and forward to Administrative Officer.	None	5 minutes	Administrative Aide I (Administrative Division)
	Administrative Officer prepares routing slip and endorses the request to the City Engineer.	None	5 minutes	Administrative Officer V
	City Engineer approves the request & assigns the tasks to the Planning Design and Programming Division.	None	5 minutes	City Engineer
	Chief of Planning Design and Programming Division schedules the said request for inspection	None	10 minutes	Engineer IV
	Conduct actual site inspection per request	None	1 day	Engineer II Draftsman II Draftsman



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conducts survey (if necessary) to verify actual site 0km – 1km 1km - 3km 3km - 5km 5km - up	None	1 day 3 days 7 days 15 days	Engineer III Draftsman II Survey Team
	Preparation of Plans and Program of Works POW for vertical: 1 Storey 2 Storey (small) 2 Storey (medium) 2 Storey (large)	None	7 days 10 days 15 days 30 days	Engineer II Engineer I Draftsman II Draftsman
	Preparation of Plans and Program of Works POW for horizontal: Small Projects Medium Size Projects Large Projects	None	2 days 14 days 30 days	Engineer III Engineer I Engineer I (Job Order)
	Final Checking	None	1 day	Engineer IV
	City Engineer reviews and approves the Plans and Program of Works	None	1 hour	City Engineer
<b>TOTAL:</b>		<b>NONE</b>	<b><u>VERTICAL</u></b> <b>1 Storey:</b> 9 days, 1 hr. and 25 mins. (typical) <b>2 Storey (small):</b> 12 days, 1 hr. and 25 mins. (typical) <b>2 Storey (medium):</b> 17 days, 1 hr. and 25 mins. (typical) <b>2 Storey (large):</b> 32 days, 1 hr. and 25 mins. (typical)  <b><u>HORIZONTAL</u></b> <b>Small Project:</b> 5 days, 1 hr. and 25 mins. (typical) <b>Medium Size Project:</b> 17 days, 1 hr. and 25 mins. (typical) <b>Large Project:</b> 33 days, 1 hr. and 25 mins. (typical)	
<b>End of Transaction</b>				



## REQUEST FOR LOT SURVEY AND LOT SKETCH PLAN

### Service Information

The City Engineer's Office, having a competent survey section offers lot survey services for all government offices and entities with regards to the verification and delineation of lot boundaries and road right of ways.

<b>DEPARTMENT:</b>	CITY ENGINEER'S OFFICE
<b>DIVISION:</b>	Planning, Design & Programming Division
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	G2G
<b>WHO MAY AVAIL:</b>	Barangay, Other Government Agencies, DepEd.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter request with indorsement from the City Mayor	By client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request with the indorsement from the City Mayor to receiving clerk for receiving and recording	Acknowledges receipt of request and forward to Administrative Officer.	None	5 minutes	Administrative Aide I (Administrative Division)
	Administrative Officer prepares routing slip and endorses the request to the City Engineer.	None	5 minutes	Administrative Officer V
	City Engineer approves the request & assigns the tasks to the Planning Design and Programming Division.	None	5 minutes	City Engineer
	Chief of Planning Design and Programming Division schedules the said request for inspection	None	10 minutes	Engineer IV



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Survey Team conduct lot verification & actual lot survey. 0km – 1km 1km - 3km 3km - 5km 5km - up	None	1 day 3 days 7 days 15 days	Engineer III Draftsman II Survey Team
	Preparation of Sketch Plan	None	6 days	Engineer I Special Agent I Draftsman
	Preparation of Deed of Donation Documents (if necessary)	None	7 days	Engineer I Special Agent I
	Negotiation with private lot owners and other interested parties (if applicable)	None	30 days	Engineer I Special Agent I
	Final Checking	None	1 day	Engineer IV
	City Engineer reviews and approves the lot sketch plan.	None	1 hour	City Engineer
<b>TOTAL :</b>	<b>NONE</b>	<b>Lot Survey Only:</b> 8 days, 1 hr. and 25 mins. (typical) <b>Lot Survey Including the Acquisition of Lot:</b> 45 days, 1 hr. and 25 mins. (typical)		
<b>End of Transaction</b>				



**CITY ENGINEERING'S OFFICE  
(SPECIAL PROJECT SECTION)**  
CEO Compound  
Upper Langcangan, Oroquieta City



**REQUEST FOR BILLING FOR CONTRACT PROJECT**

**Service Information**

The City Engineer's Office is primary responsible in the supervision of Contract Projects implemented by LGU - Oroquieta and in evaluating the percentage of work accomplishment of the project which will be the basis for the contractor's progress billing for the project.

<b>DEPARTMENT:</b>	CITY ENGINEER'S OFFICE
<b>DIVISION:</b>	SPECIAL PROJECT SECTION
<b>CLASSIFICATION:</b>	COMPLEX
<b>TYPE OF TRANSACTION:</b>	G2C - GOVERNMENT TO CITIZEN
<b>WHO MAY AVAIL:</b>	PRIVATE CONTRACTORS

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
• Letter Request for Inspection	• By Client
• Letter Request for Billing	• By Client
• 2 Sets Photocopy of Standard Bidding Documents	• By Client
• Statement of Work Accomplished	• SP Section
• Statement of Time Elapsed and Work Accomplished	• SP Section
• Disbursement Voucher	• SP Section
• Transmittal Letters for Monthly Status Report	• SP Section
• PMC Form 1-1	• SP Section
• PMC Form 1-2	• SP Section
• PMC Form 1-3	• SP Section
• Monitoring Report	• CPDC Office
• Final Inspection Report	• SP Section
• Post Completion and Turnover Report of Project	• SP Section
• Certificate of Acceptance	• SP Section
• Surety Bond	• By Client
• Affidavit	• By Client
• Progress Pictures	• By Client
• Compliance Pictures of Punchlist Items	• By Client
• Material Testing Laboratory Results	• By Client
• Disbursement Voucher of Previous Payments	• By Client
• SWA of Previous Billings	• By Client
• STE of Previous Billings	• By Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present request with Mayor's indorsement to receiving clerk for receiving and recording	Acknowledge receipt of request and forward to Administrative Officer.	None	5 minutes	Admin. Aide I ( CEO )
	Administrative Officer prepares routing slip and endorse the request to the City Engineer.	None	5 minutes	Admin. Officer V
	City Engineer approves the request and indorse it to Special Project Section.	None	5 minutes	City Engineer
	Chief of Special Project Section schedules the said request for validation and inspection and delegates the preparation of essential documents to Billing in charge.	None	15 minutes	Engineer IV
	Billing in charge informs the contractor of the required documents.	None	5 minutes	Engineer I
	Billing in charge provides the contractor the Original Standard Bidding Documents for photocopy	None	5 minutes	Engineer I
	RE of said project evaluates work accomp. and prepare SWA and STE.	None	1 hour	Resident Engineer
2 Have the SWA and STE signed by the respective signatories.	Check the SWA and STE prior to signing for approval.	None	15 minutes 15 minutes 15 minutes 5 minutes	Resident Engineer Engineer III (MTQC) SP Project Engineer City Engineer City Mayor
3 Prepare and submit the billing in 2 sets attaching all the approved documents in the checklist. Check payment status at Accounting's Office.	Billing in charge check all the required documents and forward the Billing to Accounting Office for audit.	None	1 hour	Engineer I
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 hrs &amp; 45mins</b>	

**End of Transaction**



**REQUEST FOR VARIATION ORDER FOR CONTRACT PROJECT**

**Service Information**

The City Engineer's Office is primary responsible in the supervision of Contract Projects implemented by LGU - Oroquieta and in evaluating the actual field condition of the project to

<b>DEPARTMENT:</b>	<b>CITY ENGINEER'S OFFICE</b>
<b>DIVISION:</b>	<b>SPECIAL PROJECT SECTION</b>
<b>CLASSIFICATION:</b>	<b>COMPLEX</b>
<b>TYPE OF TRANSACTION:</b>	<b>G2C - GOVERNMENT TO CITIZEN</b>
<b>WHO MAY AVAIL:</b>	<b>PRIVATE CONTRACTORS</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Letter Request for Variation Order	By Client
Back Up Estimate of Variation Order	By Client
As-Built Plan	By Client
Project Engineer's Letter of Recommendation	SP Section
Request for Authority to issue Variation Order	SP Section
Variation Order	SP Section
Summary of Variation Order	SP Section

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Present request with Mayor's indorsement to receiving clerk for receiving and recording	Acknowledge receipt of request and forward to Administrative Officer.	None	5 minutes	Admin. Aide I ( CEO )
	Administrative Officer prepares routing slip and endorse the request to the City Engineer.	None	5 minutes	Admin. Officer V
	City Engineer approves the request and endorse it to Special Project Section.	None	5 minutes	City Engineer
	Chief of Special Project Section/ Project Engineer schedules for inspection to validate the said request.	None	15 minutes	Engineer IV



CLIENT STEPS		AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present request with Mayor's indorsement to receiving clerk for receiving and recording	Project Engineer and Resident Engineer conduct site inspection to validate the request.	None	1 day	Enginner IV Engineer I
2	Coordinate with PE and RE for the Final Variation Order.	Project Engineer approves and finalizes the proposed Variation Order.	None	30 minutes	Engineer IV
3	Submit Back Up Estimate and As-Built Plan of the agreed V.O. proposal.	Project Engineer and RE review the back-up estimate and As-Built Plan submitted by the contractor.	None	1 hour	Engineer IV Engineer I
		Project Engineer and RE prepare the Letter of Recommendation, Request for Authority to Issue Variation Order, Variation Order and Summary of V.O.	None	1 day	Engineer IV Engineer I
		Chief of Special Project/ Project Engineer delegates to Liaison the routing of Variation Order documents to respective signatories.	None	1 day	Admin Aide I (Job Order)
		<b>TOTAL:</b>	<b>NONE</b>	<b>3 days &amp; 2 hours</b>	
<b>End of Transaction</b>					



## **CITY TREASURER'S OFFICE**

Ground Floor Oroquieta Town Center  
Canubay, Oroquieta City



## License Fees Division

### About the Service

#### ASSESS BUSINESS PERMIT APPLICATION (NEW AND RENEWAL)

All business establishments are required to secure Mayor's Permit and pay business taxes and other regulatory fees before they engage in any business within the City. The permit must be renewed from January 1-20 of every year except when extended through an ordinance, surcharges and interest will be imposed after this period.

Payments will be made annually, semi-annually or quarterly installments as follows:

1 <sup>st</sup> quarter	-----	on or before January 20
2 <sup>nd</sup> quarter	-----	on or before April 20
3 <sup>rd</sup> quarter	-----	on or before July 20
4 <sup>th</sup> quarter	-----	on or before October 20

A surcharge of 25% plus an interest of 2% per month based on the unpaid amount from the due date until the tax, fees & charges is fully paid but in no case shall the total interest thereof exceed 72%.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Any person, whether natural or juridical, desiring to engage in any business, trade or activity within the City.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>For New Applicant:</b> <ul style="list-style-type: none"> <li><b>Individual</b> <ul style="list-style-type: none"> <li>Community Tax Certificate (BIR Form No. 0016)</li> <li>DTI Clearance of Business Name Registration</li> <li>Contract of Lease (if renting)</li> <li>CEEDO Clearance (applicable only to businesses located at the Government facilities)</li> <li>License to Operate &amp; License to Sell (applicable to LPG and Petroleum Refilling Stations only)</li> </ul> </li> <li><b>For juridical entities</b> <ul style="list-style-type: none"> <li>Community Tax Certificate(BIR Form No. 0017)</li> <li>Contract of Lease (if renting)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>City Treasurer's Office</li> <li>DTI</li> <li>Applicant</li> <li>CEEDO</li> <li>Department of Energy (DOE)</li> </ul>
<ul style="list-style-type: none"> <li>SEC Registration (applicable to partnership and corporation only)</li> <li>Authority to Lend (applicable to Lending Institution only)</li> <li>Cooperative Development Authority Accreditation (applicable to Cooperative only)</li> </ul>	<ul style="list-style-type: none"> <li>SEC</li> <li>SEC</li> <li>CDA</li> </ul>
<b>For renewal:</b> <ul style="list-style-type: none"> <li>Community Tax Certificate (BIR Form No. 0016 for individual and BIR Form No. 0017 for juridical)</li> <li>Duly Notarized Statement of Gross Receipts or Sales of the preceding year/ Duly Audited Financial Statements</li> <li>Subscribe and sworn Joint Statement of Annual Income Subject to Gross Receipts Tax (applicable to Financing Institutions only)</li> <li>CEEDO Clearance (applicable to business located at the Government Facilities)</li> <li>Contract of Lease (if renting)</li> </ul>	<ul style="list-style-type: none"> <li>City Treasurer's Office or main office of the business establishment in the case of juridical entity</li> <li>Applicant</li> <li>City Treasurer's Office (form only)</li> <li>CEEDO</li> <li>Applicant</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Mayor's Business Permit Taxpayer's Data	Verify completeness of supporting documents; electronic inputting of business registration data and assess business taxes, fees and other charges	None	10 minutes	LTOO IV LTOO II LTOO I AA I
2. Payment of tax, fees & charges due	Issue Official Receipt	Based on the Revised Revenue Code of the City	10 minutes	Revenue Collectors
3. Claim the Business permit	Release the business permit	None	5 minutes	BPLO Designate
	<b>Total</b>	<b>Varies</b>	<b>25 minutes</b>	
<b>End of Transaction</b>				

**ASSESSMENT OF PEDDLERS TAX**

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Any individual desiring to engage in business as peddler
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• SOCD Clearance</li> <li>• Health Certificate (applicable to peddling of foods only)</li> </ul>	<ul style="list-style-type: none"> <li>• Special Operations &amp; Concerns Division (OCM)</li> <li>• City Health Office</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit SOCD Clearance and Health Certificate	Verifies documents submitted and assess tax due	None	10 minutes	LTOO IV LTOO II LTOO I AA I
2. Payment of tax and regulatory fees	Issue Official Receipt	Based on the Revised Revenue Code of the City	10 minutes	Revenue Collectors
	<b>Total</b>	<b>Varies</b>	<b>20 minutes</b>	
<b>End of Transaction</b>				



## ASSESS PERMIT ON ALL ADVERTISING AND PROMOTIONAL ACTIVITIES

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Any individual or juridical entities who intend to secure Advertising Permit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Letter Request addressed to the Hon. City Mayor</li> <li>Indorsement from the Hon. City Mayor</li> <li>S OCD Clearance (applicable to advertising activity that involves motorcade)</li> </ul>	<ul style="list-style-type: none"> <li>Applicant</li> <li>Office of the City Mayor</li> <li>Special Operations and Concerns Division (OCM)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Indorsement from the Hon. City Mayor together with the Letter Request and SOCD Clearance (in cases involving motorcade)	Verifies completeness of documents submitted and assess tax due	None	10 minutes	LTOO IV LTOO II LTOO I AA I
2. Pay of tax due	Issue Official Receipt	Based on the Revised Revenue Code of the City	10 minutes	Revenue Collectors
	<b>Total</b>	<b>Varies</b>	<b>20 minutes</b>	
<b>End of Transaction</b>				



**ASSESS PERMIT TO CONDUCT MOTORCADE, PARADE, PROCESSIONS, etc.**

Corporations, groups and other entities that wish to conduct motorcade, parade, procession, etc. around the city are required to secure permit from the Office of the City Mayor and pay the corresponding fees at the Office of the City Treasurer prior to the scheduled activity. This will ensure coordination with SOCD, PNP & other auxiliary groups/agencies for a better traffic management.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Corporation
<b>Who may avail</b>	Corporation, groups and other entities that wish to conduct motorcade, Parade, procession, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Letter Request address to the Hon. City Mayor</li> <li>Indorsement from the Hon. City Mayor</li> <li>SOCD Clearance</li> </ul>	<ul style="list-style-type: none"> <li>Applicant</li> <li>Office of the City Mayor</li> <li>Special Operations and Concerns Division (OCM)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Indorsement from the Hon. City Mayor together with the Letter Request and SOCD Clearance	Verifies completeness of documents submitted and assess tax due	None	10 minutes	LTOO IV LTOO II LTOO I AA I
2. Pay the required fee	Issue Official Receipt	Based on the Revised Revenue Code of the City	10 minutes	Revenue Collectors
	<b>Total</b>	<b>Varies</b>	<b>20 minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF COMMUNITY TAX CERTIFICATE

Community Tax Certificate will be issued to any individual or citizen of the Philippines residing in the City of Oroquieta who are at least 18 years of age and juridical entities.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Any individual at least 18 years of age or juridical entities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Sworn Application for Community Tax Certificate (Individual or Corporation )</li> </ul>	<ul style="list-style-type: none"> <li>CITY TREASURER'S OFFICE</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present filled-up Sworn Application for Community Tax Certificate	Check the submitted form and issue Community Tax Certificate	None	10 minutes	AA I
2. Sign and pay the issued Community Tax Certificate	Issue the original copy of CTC to the taxpayer	<p><b>For Individual-</b>                      Basic Tax - 5.00 + 1.00 for every 1,000.00 but not to exceed 5,000.00 from gross receipts or earnings derived from business, salaries of gross receipts from profession or occupation and income from real properties</p> <p><b>For Juridical Entity</b>                      Basic Tax - 500.00 + 2.00 for every 5,000.00 but not to exceed 10,000.00 from gross receipts or earnings derived from real properties, earnings derived from business in the Phils. during the preceding year.</p>	5 minutes	Revenue Collectors
	<b>Total</b>	<b>Varies</b>	<b>15 minutes</b>	
<b>End of Transaction</b>				



**ISSUANCE OF CERTIFICATION FOR RETIREMENT OF BUSINESS**

Any business establishment/entity shall, upon termination of the business, notify the Office of the City Treasurer as to the details of the retirement and cessation of business and submit a Sworn Statement of Gross Sales/Receipts for the current year. Failure to do so, shall be presumed that the business is still in operation and is subject to taxes, fees and other charges corresponding to the succeeding quarter/s due and payable plus surcharge and interest.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C
<b>Who may avail</b>	All business establishments and entities that ceased to operate

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Barangay Certification attesting to the fact of its closure/stoppage</li> <li>Sworn Statement of the Gross Sales/ Receipts for the current year before the business is officially considered retired</li> <li>Mayor's Business Permit of the current year</li> <li>If the certification will be used for transfer of ownership, Affidavit of Transfer of Ownership, duly notarized is required</li> </ul>	<ul style="list-style-type: none"> <li>Barangay where the business establishment is located</li> <li>CITY TREASURER'S OFFICE</li>   <li>REQUESTER</li>   <li>CITY TREASURER'S OFFICE</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Barangay Certification and Notarized Sworn Statement of Gross Sales/Receipts of the current year and documents supporting the transfer of ownership (in case of transfer of ownership only)	Verifies the complete-ness of documents submitted and assess tax due	None	10 minutes	LTOO IV LTOO II LTOO I AA I
2. Ocular inspection	Inspection will be conducted to verify closure or business or change of ownership	None	20 minutes	LTOO I  AA I
3. Payment of Tax due	Issuance of Official Receipt	Based on the Revised Revenue Code of the City	5 minutes	Revenue Collectors
4. Taxpayer present Official Receipt	Prepare Certification for Retirement	50.00	5 minutes	LTOO IV LTOO II LTOO I AA I
5. Approval of certification	Div. Chief will affix her initial and the City Treasurer will approve the certification	None	5 minutes	LTOO IV  City Treasurer
	<b>Total</b>	<b>Varies</b>	<b>45 minutes</b>	

**End of Transaction**



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

Operators of Motorized Tricycle-for-Hire (MCH) are required 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.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	All operators of Motorized Tricycle for hire in the City of Oroquieta.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• <b>For New applicant:</b> <ul style="list-style-type: none"> <li>• OR/CR</li> <li>• Certification from SOCD</li> <li>• Documents duly approved from the Sangguniang Panlungsod</li> </ul> </li> <li>• <b>For Renewal Applicant:</b> <ul style="list-style-type: none"> <li>• Updated OR/CR</li> <li>• Certification from Special Operations and Concerns Division (SOCD)</li> <li>• Documents duly approved from Sangguniang Panlungsod</li> <li>• Motorized Tricycle Operators Permit Cards (MTOC)</li> </ul> </li> <li>• <b>FOR CHANGE OF UNIT/TRANSFER/AMENDMENT:</b> <ul style="list-style-type: none"> <li>• Updated new OR/CR</li> <li>• Certification from Special Operations and Concerns Division (SOCD)</li> <li>• Documents duly approved by the Sangguniang Panlungsod</li> <li>• Motorized Tricycle Operators Permit Cards (MTOC)</li> </ul> </li> <li>• <b>FOR ANNUAL RENEWAL/PAYMENT OF GRADUATED FRANCHISE TAX &amp; ISSUANCE OF SIDE CAB STICKER</b> <ul style="list-style-type: none"> <li>• Community Tax Certificate for Motorcab For Hire</li> <li>• Clearance from Special Operations and Concerns Division</li> <li>• Clearance from Sangguniang Panlungsod</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• LTO</li> <li>• SOCD</li> <li>• Sangguniang Panlungsod</li>   <li>• LTO</li> <li>• SOCD</li> <li>• Sangguniang Panlungsod</li> <li>• City Treasurer’s Office</li>   <li>• LTO</li> <li>• SOCD</li> <li>• Sangguniang Panlungsod</li> <li>• City Treasurer’s Office</li>   <li>• City Treasurer’s Office</li> <li>• SOCD</li> <li>• Sangguniang Panlungsod</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit OR/CR	Generate assessment on franchise tax	None	5 minutes	AA I
2. Payment on the assessment record	Collect payment and issued corresponding Official Receipt	20.00	5 minutes	Revenue Collectors
3. Submit approved documents from	Generate assessment on Franchise Tax Renewal	None	5 minutes	AA I
4. Sangguniang Panlungsod.				
5. Payment on the assessment record	Collect payment and issued corresponding Official Receipt	Renewal of Franchise – 1,137.75 New Applicant – 1,542.75 Change Unit – 190.00 Change Ownership 190.00	5 minutes	Revenue Collectors
6. Submit the Official Receipt back to franchise Assessment Section	Issued motorized Tricycle Operators Permit Card	None	5 minutes	AA I
7. Submit the Confirmation Slip and Panunumpa from Sangguniang Panlungsod	Receive the document and signed by the City Treasurer	None	5 minutes	AA I
	<b>Total</b>	<b>Varies</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



## 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 need 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% surcharge and 2 % interest per month. Other fees and charges shall be due and payable on or before the 20<sup>th</sup> day of January of every year, and if paid after the deadline shall subject the permittee a 25% surcharge and 2% interest per month.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Motorcab operators from the municipality of Aloran and Lopez Jaena, Misamis Occidental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• OR/CR	• LTO
• Previous Non-Oroquieta MTOP Card	• City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the updated OR/CR	Generate Assessment for SOCD Certification	None	5 minutes	AA I
2. Submit the approve documents for payment from Sangguniang Panlungsod	Generate Order Payment Slip for New/Renewal franchise of Non -Oroquieta MTOP	None	5 minutes	AA I
3. Payment of the Generated Order Payment Slip	Issue Official Receipt	New – 855.00 Renewal – 550.00	5 minutes	Revenue Collectors
4. Submit the Official Receipts issued by the revenue collectors	Attached the Official Receipt on the documents	None	5 minutes	AA I
	<b>Total</b>	<b>Varies</b>	<b>20 minutes</b>	

**End of Transaction**



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

**About the service:**

Operators of Non-Motorized Tricycle for Hire (NMTH) service need 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 Sanguniang 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.

<b>Office or Division</b>	License and Fees Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Non-Motorized Tricycle for Hire operators of Oroquieta City

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Previous NMTOP Card</li> </ul>	<ul style="list-style-type: none"> <li>City Treasurer's Office</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the previous NMTOP Card	Generate Order Payment Slip certification from SOCD	None	5 minutes	AAI
2. Payment of the generated Order Payment Slip	Receive payment and issue Official Receipt.	20.00	5 minutes	Revenue Collectors
3. Submit documents from Sanguniang Panlungsod	Generate Order Payment Slip for the Franchise Tax on NMTH	None	5 minutes	AA I
4. Payment of the Generated Order Payment Slip	Receive payment and issue Official Receipt.	155.00	5 minutes	Revenue Collectors
5. Submit the Official Receipt issued from revenue collectors	Issued new NMTH Cards	None	5 minutes	AA I
6. Submit documents with attached Official Receipt from SP	Receive the document and signed by the City Treasurer	None	5 minutes	AA I City Treasurer
	<b>Total</b>	<b>175.00</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



**REAL PROPERTY TAX DIVISION**  
 About the Service

**ASSESS REAL PROPERTY TAX**

Real property tax is one of the local revenue sources of every Local Government Unit. Before payment of real property tax, the taxpayer will request for computation of Real Property Tax. The concerned personnel will then generate computerize computation.

Prompt payment shall be given discount of 10% while advance payment shall be entitled to 20% discount of the tax due. Prompt payment shall be considered when paid within the prescribed period and payment are considered advance if made not later than the third quarter of the preceding year when the real property tax becomes due.

<b>Office or Division</b>	Real Property Tax Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	All owners of Real properties situated in the City which are subject to tax

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Any of the following:</b> <ul style="list-style-type: none"> <li>Tax Declaration</li> <li>Tax Declaration Number</li> <li>Latest Tax Receipt</li> </ul>	<ul style="list-style-type: none"> <li>Realty Owner, if none, at the City Assessor's Office</li> <li>Realty Owner, if none, at the City Assessor's Office</li> <li>Realty Owner</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. Present any of the following:</b> <ul style="list-style-type: none"> <li>Tax Declaration</li> <li>Tax Declaration Number</li> <li>Latest Tax Receipt</li> </ul>	Received document as presented by the taxpayer and search Tax Declaration in the computerized system	None	5 minutes	RCC III AA I
	Print Billing Statement and release	None	5 minutes	RCC III AA I
2. Receive Billing Statement and pay tax due	Issue Official Receipt	1% on the Assessed Value of the real property for Basic Tax and additional 1% to accrue on Special education Fund less 10% discount for prompt payment and 20% discount for advance payment	5 minutes	Revenue Collectors
	<b>TOTAL</b>	<b>Varies</b>	<b>15 minutes</b>	

**End of Transaction**



**ASSESS TRANSFER TAX ON REAL PROPERTY OWNERSHIP AND ISSUANCE OF TRANSFER TAX CERTIFICATE**

Transfer Tax is one of the requirements in processing the transfer of ownership of real property. The computation of transfer tax is 75% of the 1% of the market value or amount of consideration whichever is higher. A penalty of 25% of the transfer tax due and interest of 2% per month if paid beyond 60 days from the execution of the duly notarized Deed of Conveyance.

<b>Office or Division</b>	Real Property Tax Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	To all Real property owners who are processing for transfer of ownership

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Deed of Conveyance</li> <li>• Latest Tax Declaration</li> <li>• Real Property Tax Clearance</li> <li>• Tax Assessment on Transfer of Real Property</li> <li>• BIR Clearance (eCAR)</li> </ul>	<ul style="list-style-type: none"> <li>• Realty owner</li> <li>• City Assessor's Office</li> <li>• CTO</li> <li>• City Assessor's Office</li> <li>• BIR, Ozamis City</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all required documents	Received the documents, check and verify the completeness of documents submitted. Assess transfer tax due	Computation of transfer tax is 75% of the 1% of the market value or amount of consideration whichever is higher. A penalty of 25% of the transfer tax due and interest of 2% per month if paid beyond 60 days from the execution of the duly notarized Deed of Conveyance.	10 minutes	RCC III AA I
2. Pay transfer tax due and Certification for Transfer of Real Property Ownership	Issue Official Receipt	P50.00 for Cert. Fee	5 minutes	Revenue Collectors
3. Present Official Receipt	Prepare Certification for Transfer of Real Property Ownership  Verify and approve Certification	None	5 minutes	AA I
		None	5 minutes	RCC III City Treasurer
4. Received Certification	Release Certification	None	5 minute	RCC II
	<b>Total</b>	<b>Varies</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



## ISSUANCE OF REAL PROPERTY TAX CLEARANCE

<b>Office or Division</b>	Real Property Tax Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	To all Realty owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Official Receipt for Certification Fee</li> </ul>	<ul style="list-style-type: none"> <li>City Treasurer's Office</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt	Receive Official Receipt, verify in the Real Property Tax Account Registry	None	5 minutes	RCC III AA I
	If not delinquent, Prepare Real Property Tax Clearance	None	5 minutes	RCC III AAI
	Verify and approve Real Property Tax Clearance	None	5 minutes	RCC III City Treasurer
2. Receive Clearance	Release Clearance	None	5 minutes	RCC III AAI
	If delinquent, compute real property tax delinquency/ies and require the requesting party to pay the delinquent real property tax	Base on the billing statement		
3. Pay the delinquent real property tax	Issue Official Receipt	50.00	5 minutes	Revenue Collectors
4. Present Official Receipt	Receive Official Receipt, prepare Real Property Tax Clearance	None	5 minutes	AA I
	Verifies and approves Clearance	None	5 minutes	RCC III City Treasurer
	Release Clearance	None	5 minutes	AA I
	<b>Total</b>	<b>Varies</b>	<b>40 minutes</b>	

**End of Transaction**



**CASH DISBURSEMENT DIVISION**

**Releasing of Checks for Payments to Suppliers and Contractors**

The payment to suppliers and contractors for goods delivered and services rendered in the Local Government of Oroquieta will be in the form of check.

<b>Office or Division</b>	CASH DISBURSEMENT DIVISION
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Supplies/Contractors whom the city have an obligation.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Identification Card</li> <li>• Official Receipt</li> </ul>	<ul style="list-style-type: none"> <li>• Client</li> <li>• Supplier/Contractor</li> </ul>
<p><b>For Representative</b></p> <ul style="list-style-type: none"> <li>• Special Power of Attorney (For sole proprietorship/One Person Corporation)</li> <li>• Secretary Certificate/Board Resolution (For Corporations)</li> </ul> <p><b>For-Non Resident Suppliers/Contractors</b></p> <ul style="list-style-type: none"> <li>• Receipt on the payment of Non-Resident Tax</li> </ul>	<ul style="list-style-type: none"> <li>• City Treasurer's Office, Cash Receipts Division</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for the check at the Claim Window and present your ID and other needed requirements.	<p>Verify if the check as payment to supplier/contractor is ready for release and the validity of the claimant.</p> <p>Verify if the supplier/contractor is a resident or non-resident. If non-resident, ask for an official receipt as proof of payment of non-resident tax.</p> <p>Issue the check payment to the claimant.</p>	None	5 minutes	Cash Clerk
	<p>Verify if official receipt/Sales Invoice was already attached to the voucher or not. If not, ask for official receipt.</p> <p>Guide the claimant on where to sign.</p>	None	5 minutes	Cash Clerk
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	

**End of Transaction**



## Claim of Financial Assistance (Regular)

<b>Office or Division</b>	Cash Disbursement Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Citizen
<b>Who may avail</b>	Indigent individuals who ask for financial assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Petty Cash Voucher for Financial Assistance</li> </ul> <b>For Representative</b> <ul style="list-style-type: none"> <li>Authorization Letter</li> </ul>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly signed petty cash voucher for financial assistance to the cash disbursement personnel in Window C.	Record the financial assistance voucher in the logbook and verify that the voucher are duly signed.  Endorse the voucher to the cashier for payment.	None	5 minutes	Cashier I  Cashier II
2. Claim the cash for the financial assistance to the cashier (Window B if the assistance is from Mayor's Office and Window A if from CSWD)	Verify that all the necessary documents are attached. Release the cash.	None	5 minutes	Cash Disbursement Personnel
	<b>Total</b>	<b>None</b>	<b>10 minutes</b>	
<b>End of Transaction</b>				



**ISSUANCE OF ACCOUNTABLE FORMS**

Revenue Collector/deputized collector like Barangay and SK Treasurer with confirmation of Fidelity Bond will be issued Accountable Forms through Requisition and Issue Slip.

<b>Office or Division</b>	Cash Receipts Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	Government to Government
<b>Who may avail</b>	Collectors/Deputized collector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits signed Request and Issue Slip	Receives the signed RIS input item code, units and quantity.	None	5 minutes	LRCO IV LRCO I
2. Receives the computer generated RIS for signature of the Supply Officer, City Treasurer for approval	Supply Officer and the City Treasurer sign the RIS and issue Order of payment slip for payment of Accountable forms	None	5 minutes	LRCO IV LRCO I
3. Client proceeds to Collector for payment of AF for Barangay and SK Treasurer	Receives the OR for payment together with the approved RIS and record the AF in the ROAF and sign.	CTC Individual- 82.23  CTC Corp- 112.70  AF 51-189.75	5 minutes	Revenue Collectors
4. Receives the AF requested	Release the Accountable Forms.	None	5 minutes	LRCO IV LRCO I  City Treasurer
	<b>Total</b>	<b>Varies</b>	<b>20 minutes</b>	
<b>End of Transaction</b>				



## **CITY ASSESSOR'S OFFICE**

Ground Floor Oroquieta Town Center  
Canubay, Oroquieta City



**SECURING TRANSFER TAX ASSESSMENT**

Service Information

A transfer fee tax is a requirement imposed by the register of deeds before registering any deed.

<b>OFFICE or DIVISION:</b>		ASSESSMENT OPERATIONS & VALUATION DIV.		
<b>CLASSIFICATION:</b>		SIMPLE		
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO CLIENT Government to Government Government to Business		
<b>WHO MAY AVAIL:</b>		TAXPAYER		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li><b>Transfer fee verification (Sale, inheritance, donation, etc.)</b> <ol style="list-style-type: none"> <li>Deed of conveyance</li> <li>E-CAR (BIR)                             <ul style="list-style-type: none"> <li>Capital gain tax</li> <li>Estate tax if extrajudicial Settlement</li> <li>Donation</li> </ul> </li> </ol> </li> </ul>		<ul style="list-style-type: none"> <li>City Assessors Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents.	1.1 Check/verify the completeness of documents	None	10 minutes	Local Assessment Operation Officer IV
	1.2 Prepare the assessment base on sales, market value whichever is higher	None	30 minutes	Local Assessment Operation Officer IV
2. Release the assessment	2.1 Release the assessment after receiving the signed signature.	None	5 minutes	Assessment Clerk II
	<b>Total:</b>	<b>None</b>	<b>45 minutes</b>	
<b>End of Transaction</b>				



## SECURING OWNER'S COPY UPDATED TAX DECLARATION FOR TRANSFER Service Information (External)

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.

<b>OFFICE or DIVISION:</b>	ASSESSMENT OPERATIONS & VALUATION DIV.			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>• <b>Issuance tax declarations- Transfer (CLOA, TCT, OCT, KOT or No TITLE)</b></li> </ul> 1.0 Registered deed of conveyance <ul style="list-style-type: none"> <li>• (Sale, inheritance &amp; donation)</li> <li>• Certified photocopy of title</li> <li>• Certified copy of documents</li> <li>• e CAR (BIR)</li> </ul>	<ul style="list-style-type: none"> <li>• Local Assessor's Office</li> <li>• BIR</li> <li>• DAR</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	15 minutes	Local Assessment Operation Officer IV Tax Mapper I
	1.2 Prepare FAAS and forward to Tax Mapping Division	None	10 minutes	Local Assessment Operations Officer IV
	1.3 Responsible for subdividing lots, establishing boundaries, conduct site inspections for reassessment based on actual used, and preparing inspection reports for approval by the city assessor.	None	45 minutes	Tax Mapper III
	1.5 Print the Tax Declaration for final recommending and approving signatures	None	10 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the order of 50.00 payment	P 50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release document to client		5 minutes	Assessment Clerk II
	<b>TOTAL</b>	<b>P 50.00</b>	<b>2 Hours</b>	
<b>End of Transaction</b>				



**SECURING ASSESSMENT FOR NEW BUILDING OR MACHINERY**  
**Service Information**

Regular field inspection conducted by the city assessor’s office to assess value of newly occupied/constructed building and installed machinery. New tax declaration is issued to the owner, for real property taxation and record purposes of the office.

<b>DIVISION:</b>		APPRAISAL & MAPPING		
<b>CLASSIFICATION:</b>		SIMPLE		
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS		
<b>WHO MAY AVAIL:</b>		TAXPAYER		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Letter request		• Owner /APPLICANT		
• Blueprint of approved building plan		• Owner’s file or city engineer’s office		
• Photocopy of occupancy permit		• Owner’s file or city engineer’s office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check/verify the completeness of documents and set when the site inspection schedule	None	10 minutes	Tax Mapper III
	1.2 Conduct site inspection and prepare FAAS	None	3 hours	Tax Mapper III
	1.3 Submit FAAS for checking and approval signatures	None	15 minutes	Tax Mapper III
	1.4 Prepare a copy of the tax declaration for approval signatures	None	30 minutes	City Assessor
	1.5 Serve notice of assessment to the owner/applicant	None	1 hour & 35 minutes	Tax Mapper III
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	50.00	5 minutes	City Treasurer
3. Return to the assessor’s office for the processing and release of document	3.1 Issue/ Release document to the client		5 minutes	Tax mapper I
	<b>TOTAL</b>	<b>50.00</b>	<b>5 hours &amp; 40 minutes</b>	
<b>End of Transaction</b>				



## SECURING CERTIFIED COPY OF LATEST TAX DECLARATION Service Information

A certified true copy of tax declaration on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>Request or Authorization with                             <ul style="list-style-type: none"> <li>Valid I.D. if owner</li> <li>Death and birth certificate if heir with valid I.D.</li> <li>Transaction form</li> <li>Certification fee</li> </ul> </li> <li>Lawyer representing the interests of a client                             <ul style="list-style-type: none"> <li>Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>Land owner</li> <li>Front desk</li> <li>City Treasurer</li> </ul>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Local Assessment Operations Officer I
	1.2 Preparation of certified true copy or certifications of Latest Tax declaration	None	10 minutes	Tax Mapper III
	1.3 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release of document to the client.			Assessment Clerk II
	<b>TOTAL</b>	<b>50.00</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



**SECURING CERTIFIED COPY OF OLD TAX DECLARATION**  
**Service Information**

A certified true copy or certification for real property (Land, building, and machineries) on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO BUSINESS
<b>WHO MAY AVAIL:</b>	TAXPAYER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Special power of attorney/Letter</li> <li>Request or Authorization with               <ul style="list-style-type: none"> <li>Valid I.D. if owner</li> <li>Death and birth certificate if heir with valid I.D.                   <ul style="list-style-type: none"> <li>Transaction form</li> <li>Certification fee</li> </ul> </li> </ul> </li> <li>Lawyer representing the interests of a client               <ul style="list-style-type: none"> <li>Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Land owner</li> <li>Front desk</li> <li>City Treasurer</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certified true copy or certification of Tax declaration-old (Manual typing)		10 minutes	Tax Mapper III
	1.3 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release of document to the client.			Assessment Clerk II
	<b>TOTAL</b>	<b>50.00</b>	<b>30 minutes</b>	

**End of Transaction**



## SECURING CERTIFICATE OF "PROPERTY HOLDING" Service Information

A certification for real property unit (land, building, and machineries) on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Special power of attorney/Letter                             <ul style="list-style-type: none"> <li>Request or Authorization with                                     <ul style="list-style-type: none"> <li>Valid I.D. if owner</li> <li>Death and birth certificate if heir with valid I.D.</li> <li>Transaction form</li> <li>Certification fee</li> </ul> </li> </ul> </li> <li>Lawyer representing the interests of a client                             <ul style="list-style-type: none"> <li>Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>Land owner</li> <li>Front desk</li> <li>City Treasurer</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certified true copy or certification of Property Holding	None	10 minutes	Assessment Clerk III
	1.3 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release the document to the client	None	5 minutes	Assessment Clerk II
	<b>TOTAL</b>	<b>50.00</b>	<b>35 minutes</b>	
<b>End of Transaction</b>				



**SECURING CERTIFICATE OF "NO PROPERTY HOLDING"**  
**Service Information**

A certification for no real property holdings with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT
<b>CLASSIFICATION:</b>	SIMPLE
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS
<b>WHO MAY AVAIL:</b>	TAXPAYER

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>Request or Authorization with               <ul style="list-style-type: none"> <li>Valid I.D. if owner</li> <li>Death and birth certificate if heir with valid I.D.</li> <li>Transaction form</li> <li>Certification fee</li> </ul> </li> <li>Lawyer representing the interests of a client               <ul style="list-style-type: none"> <li>Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Land owner</li> <li>Front desk</li> <li>City Treasurer</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certification of No Property Holding	None	10 minutes	Assessment Clerk III
	1.3 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release the document to the client	None	5 minutes	Assessment Clerk II
<b>TOTAL</b>		<b>50.00</b>	<b>35 minutes</b>	
<b>End of Transaction</b>				



## SECURING CERTIFIED COPY OF CERTIFICATE OF "HAS IMPROVEMENTS" Service Information

A certification for real property on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>• Request or Authorization with                             <ul style="list-style-type: none"> <li>• Valid I.D. if owner</li> <li>• Death and birth certificate if heir with valid I.D.</li> <li>• Transaction form</li> <li>• Certification fee</li> </ul> </li> <li>• Lawyer representing the interests of a client                             <ul style="list-style-type: none"> <li>• Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>• Land owner</li> <li>• Front desk</li> <li>• City Treasurer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certification of Has Improvement	None	10 minutes	Assessment Clerk III
	1.3 Submit for approval signature	None	15 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release the document to the client	None	5 minutes	Assessment Clerk II
<b>TOTAL</b>		<b>50.00</b>	<b>45 minutes</b>	
<b>End of Transaction</b>				



**SECURING CERTIFICATE OF "NO IMPROVEMENTS"**  
**Service Information**

A certification for real property on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>• Request or Authorization with             <ul style="list-style-type: none"> <li>• Valid I.D. if owner</li> <li>• Death and birth certificate if heir with valid I.D.</li> <li>• Transaction form</li> <li>• Certification fee</li> </ul> </li> <li>• Lawyer representing the interests of a client             <ul style="list-style-type: none"> <li>• Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>• Land owner</li> <li>• Front desk</li> <li>• City Treasurer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 50.00	10 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release the document to the client	None	5 minutes	Assessment Clerk II
	<b>TOTAL</b>	<b>50.00</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



## SECURING CERTIFICATE OF "LAND HISTORY" Service Information

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

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>• Request or Authorization with                             <ul style="list-style-type: none"> <li>• Valid I.D. if owner</li> <li>• Death and birth certificate if heir with valid I.D.</li> <li>• Transaction form</li> <li>• Certification fee</li> </ul> </li> <li>• Lawyer representing the interests of a client                             <ul style="list-style-type: none"> <li>• Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>• Land owner</li>   <li>• Front desk</li> <li>• City Treasurer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certification of Land History	None	60 minutes	Assessment Clerk III
	1.3 Submit for approval signature	None	20 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/ Release the document to the client	None	5 minutes	Assessment Clerk II
	<b>TOTAL</b>	<b>80.00</b>	<b>1 hour &amp; 40 minutes</b>	
<b>End of Transaction</b>				



**SECURING CERTIFICATE OF "HAS REVISION"**

**Service Information**

A certification in which there has been a general revision of real property that may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>Request or Authorization with           <ul style="list-style-type: none"> <li>Valid I.D. if owner</li> <li>Death and birth certificate if heir with valid I.D.</li> <li>Transaction form</li> <li>Certification fee</li> </ul> </li> <li>Lawyer representing the interests of a client           <ul style="list-style-type: none"> <li>Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>Land owner</li> <li>Front desk</li> <li>City Treasurer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certification of Has Revision	None	10 minutes	Assessment Clerk III
	1.3 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/ Release the document to the client	None	5 minutes	Assessment Clerk II
	<b>TOTAL</b>	<b>50.00</b>	<b>35 minutes</b>	
<b>End of Transaction</b>				



## SECURING CERTIFIED TRUE COPY OF DOCUMENTS (Deed of Conveyance) Service Information

A certified true copy documents for real property on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>• Request or Authorization with                             <ul style="list-style-type: none"> <li>• Valid I.D. if owner</li> <li>• Death and birth certificate if heir with valid I.D.</li> <li>• Transaction form</li> <li>• Certification fee</li> </ul> </li> <li>• Lawyer representing the interests of a client                             <ul style="list-style-type: none"> <li>• Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>• Land owner</li> <li>• Front desk</li> <li>• City Treasurer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of certified true copy of document (Deed of conveyance) on real property	None	25 minutes	Assessment Clerk III
	1.3 Submit for approval signature	None	5 minutes	Local Assessment Operation Officer IV
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 80.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release the document to the client	None	5 minutes	Assessment Clerk II
<b>TOTAL</b>		<b>80.00</b>	<b>50 minutes</b>	
<b>End of Transaction</b>				



**SECURING OF SKETCH PLAN**  
**Service Information**

A certification of lot sketch plan on file with the office may be requested for any legal purposes.

<b>DIVISION:</b>	ASSESSMENT RECORDS MANAGEMENT			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>Special power of attorney/Letter</b> <ul style="list-style-type: none"> <li>Request or Authorization with           <ul style="list-style-type: none"> <li>Valid I.D. if owner</li> <li>Death and birth certificate if heir with valid I.D.</li> <li>Transaction form</li> <li>Certification fee</li> </ul> </li> <li>Lawyer representing the interests of a client           <ul style="list-style-type: none"> <li>Contract of Engagement &amp; ID of the Lawyer</li> </ul> </li> </ul>			<ul style="list-style-type: none"> <li>Land owner</li> <li>Front desk</li> <li>City Treasurer</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Tax Mapper III
	1.2 Preparation of lot sketch plan	None	30 minutes	Tax Mapper III
	1.3 Submit for approval signature	None	5 minutes	City Assessor
2. Pay the required fees at the CTO by showing the order of payment	2.1 Issue the payment order	P 50.00	5 minutes	City Treasurer
3. Return to the assessor's office for the processing and release of document	3.1 Issue/Release the document to the client	None	5 minutes	Assessment Clerk II
	<b>TOTAL</b>	<b>50.00</b>	<b>55 minutes</b>	
<b>End of Transaction</b>				



## ANNOTATING OR CANCELLING LOANS OR MORTGAGES ON TAX DECLARATION

### Service Information

Assistance is extended to banks for annotation or cancel of encumbrance on tax declaration

<b>DIVISION:</b>		ASSESSMENT RECORDS MANAGEMENT		
<b>CLASSIFICATION:</b>		SIMPLE		
<b>TYPE OF TRANSACTION:</b>		GOVERNMENT TO CLIENT GOVERNMENT TO BUSINESS		
<b>WHO MAY AVAIL</b>		TAXPAYER		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Copy of the mortgage/release of mortgage registered from ROD</li> </ul>			<ul style="list-style-type: none"> <li>Banks PERSONNEL</li> </ul>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents	1.1 Check/verify the completeness of documents	None	10 minutes	Local Assessment Operation Officer IV
	1.2 Annotates or cancel encumbrance on the tax declaration	None	20 minutes	Local Assessment Operation Officer IV
	1.3 Transmit for signature	None	10 minutes	City Assessor
	<b>TOTAL</b>	<b>None</b>	<b>40 minutes</b>	
<b>End of Transaction</b>				



**VERIFYING PROPERTY LOCATION AND VICINITY**

**Service Information**

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

<b>DIVISION:</b>	APPRAISAL & MAPPING DIVISION			
<b>CLASSIFICATION:</b>	SIMPLE			
<b>TYPE OF TRANSACTION:</b>	GOVERNMENT TO CLIENT GOVERNMENT TO GOVERNMENT GOVERNMENT TO BUSINESS			
<b>WHO MAY AVAIL:</b>	TAXPAYER			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
• Name of present owner			• Land owner	
• Tax Declaration no. of property			• Land owner	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the Appraisal & Mapping Div.	1.1 Tax mapper or Tax mapping Aide verifies and researches the location of the real property in the map	None	30 minutes	Tax Mapper III
	<b>TOTAL</b>	<b>None</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



# **CITY AGRICULTURE & FISHERIES OFFICE**

Lower Lamac, Oroquieta City



**REQUEST FOR LIVESTOCK TECHNICAL ASSISTANCE**

**(Deworming/ Biologic Administration/ Artificial Insemination/ Parturation Assistance/ Castration)**

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Constituents engage in Livestock and Poultry Raising.

Checklist of requirements	Where to secure
1. Pictures, samples and observation detail.	Clients farm and farming experience.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and consult with concerned personnel.	1. Process all relevant information 2. Provide technical assistance and farming support.	None	10 minutes	CAFO Animal Husbandman/ woman personnel
2. Procure and provide the required materials as agreed with the CAFO technical personnel.	1. Administer the technical assistance needed by clientele and conduct farm visit and ocular inspection (if necessary).	None	15 minutes	
3. Acknowledgement documents.	1. Administer the technical assistance needed by clientele and conduct farm visit and ocular inspection (if necessary).	None	15 minutes	
<b>Total :</b>		<b>None</b>	<b>40 minutes</b>	
<b>End of Transaction</b>				



**REQUEST FOR FARMING AND FISHING INPUTS PROVISION AND SUPPORT**

(Acquisition of Planting Materials (seeds, seedlings, spawns etc.), Stocks (livestock, poultry, worms, fingerlings etc.), Fertilizer (organic (vermicast, concoction etc.) and inorganic (urea, complete) etc.)) and Biocon Agents (Trichogramma japonicum, Beauveria bassiana etc.))

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Constituents engage in Livestock and Poultry Raising.

Checklist of requirements	Where to secure
1. Mayor's Note for timber, fruit and banana tree acquisition.	Office of the City Mayor (OCM)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for an interview of CAFO Officer of the Day (OD).	1. Conduct interview. 2. Refer grantee to concern CAFO Focal and/or Technical Personnel (F/TP).	None	5 minutes	<b>All CAFO personnel.</b>  <b>CAFO focal and/or technical personnel</b>
2. Submit self for instruction of CAFO focal and/or technical personnel and fill-out forms and documents required to be filled-out.	1. Prepare necessary forms and documents. 2. Ensure that transaction documents is ordered.	None	15 minutes	
3. Accept/receive farming and fishing support required.	1. Facilitate the release.	None	5 minutes	
1. Submit self for an interview of CAFO Officer of the Day (OD).	1. Conduct interview. 2. Refer grantee to concern CAFO Focal and/or Technical Personnel (F/TP).	None	5 minutes	
	<b>Total:</b>	<b>None</b>	<b>25 minutes</b>	

**End of Transaction**



**REQUEST FARM MACHINERIES AND MECHANIZATION SUPPORT**

**(Farm Machineries Operation)**

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Oroquieta City constituents engage in Farming.

Checklist of requirements	Where to secure
Letter of Request from the concern Barangay the farm is situated.	Barangay Hall/ Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit self for an interview of CAFO personnel.	1. Conduct interview. 2. Refer grantee to concern CAFO technical personnel.	none	15 minutes	<b>CAFO focal personnel</b>
2. Prepare area for inspection (if necessary) and operation.	1. Schedule farm visit and ocular inspection. 2. Farm visit and ocular inspection.	none	30 minutes	
3. Secure schedule of operation.	1. Schedule operation and implementation.	none	5 minutes	
	<b>Total:</b>	<b>none</b>	<b>50 minutes</b>	

**End of Transaction**



**REQUEST FOR FARM AND FISHING DEVELOPMENT AND IMPLEMENTATION**

**(Technical Consultation)**

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Oroquieta City constituents engage and wish to engage in Farming and Fishing.

Checklist of requirements	Where to secure
1. Pictures, samples and observation detail.	Clients farm and farming experienced

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire and consult CAFO Agricultural Technologist (AT) and during focal/technical personnel regular barangay visit.	1. Provide technical advice to clientele. 2. Schedule and conduct farm visit and ocular inspection (if necessary).	None	20 minutes	<b>CAFO focal and/or technical personnel.</b>
	<b>Total :</b>	<b>None</b>	<b>20 minutes</b>	

**End of Transaction**



<b>REQUEST FOR SOIL FERTILITY DETERMINATION (Soil Analysis through Soil Test Kit (STK))</b>				
<b>Office or Division:</b>		City Agriculture and Fisheries Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C Government to Citizen		
<b>Who May Avail:</b>		Oroquieta City constituents engage in farming.		
<b>Checklist of requirements</b>			<b>Where to secure</b>	
1. Secure Composite Soil Sample			1. Target Farm Site	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit for orientation and demonstration in soil sample collection.	1. Provide instruction in soil collection and sample handling.	None	1 hour	<b>CAFO focal and/or technical personnel.</b>
2. Submit composite soil sample.	1. Receive composite soil and prepare for soil testing.	None	1 hour*	
3. Wait for CAFO soil testing, fertilizer analysis and recommendation formulation and communication.	1. Conduct soil testing 2. Prepare and submit analysis and recommendation to clientele.	None	4 hours 3hours	
	<b>Total :</b>	<b>None</b>	<b>9 hours</b>	
<b>End of Transaction</b>				



**ENROLLMENT AND REGISTRATION**

**(Registry System for the Basic Sector in Agriculture (RSBSA))**

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Oroquieta City constituents engage in farming.

Checklist of requirements	Where to secure
1. 2x2 ID Picture - 1 copy	Applicant
2. Photocopy of valid Government issued ID (back-to-back) excluding "4Ps ID"- 1 copy	
3. Photocopy of Land Title or Tax Declaration or Deed of Sale- 1 copy	Applicant/Concern Office
3.1. If documents are not registered to said applicant, applicant must provide Barangay Certification (form will be provided by CAFO) from the barangay such property is situated duly signed by the Barangay Chairman and witness by Barangay Council Chair of Committee of Agriculture. - 1 copy	CAFO
4. Enrollment Form	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for enrollment orientation. 2. Fill-out enrollment form and submit together with all the required documents.	1. Facilitate and process the farmer/ fisherfolk enrollment.	None	10 minutes 5 minutes	<b>CAFO focal personnel.</b>
	<b>Total :</b>	<b>None</b>	<b>15 minutes</b>	

**End of Transaction**



**MARINE, INLAND FISHERY AND LOCAL CODE ENFORCEMENT**

**(Fishing Boat/Vessel Registration and Fishing Permit)**

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Oroquieta City constituents engage in fishing.

Checklist of requirements	Where to secure
1. Application Form- 1 copy	Treasurer's Office or Barangay Hall/Office
2. Residence Certificate (CEDULA)	Treasurer's Office or Barangay Hall/Office
3. Barangay Certification of "Boat/Vessel Ownership" (only for new applicant)- 1 Copy	Barangay Hall/Office
4. Barangay Certification of "Mangrove Tree Planting" along riverbanks and/or coastal areas - 1 Copy	Barangay Hall/Office
5. Barangay Clearance- 1 Copy	Barangay Hall/Office
6. Picture of Boat/Vessel- 2 Copies	Applicant
7. Photocopy of valid Government issued ID (back-to-back) excluding "4Ps ID"- 1 Copy	Applicant
8. Fishing Boat/Vessel Registration Papers (for old registered applicant)	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Procure Application Form from CAFO or Barangay Office and fill-out form.- 1 copy	1. Provide form.	none	5 minutes	CAFO focal personnel Barangay concerned officials
2. Submit fishing boat/vessel and fishing paraphernalia for inspection. Don't forget to bring the filled-up Application Form during inspection.	1. Inspect Fishing Boat/Vessel and Paraphernalia.	none	5 minutes	CAFO focal personnel
4. Submit complete requirements for Registration & Permit processing.	1. Process document.	none	20 minutes	CAFO focal personnel
5. Recommending Approval of License/Permit	1. Facilitate process.	none	5 minutes	NOEL B. PIOLA- City Agriculturist
6. Payment of fees: A. Boat/Vessel Registration B. Fishing Permit		PhP160 PhP240	10 minutes	City Treasurer's Office
7. Mayor's Approval		none	30 minutes	Mayor's Office
8. Submit processed document to CAFO.	1. Facilitate process.	none	5 minutes	CAFO focal personnel
	<b>Total :</b>	<b>None</b>	<b>1 hour 20 minutes</b>	

**End of Transaction**



**FARMING AND FISHING INSURANCE ASSISTANCE (Insurance Application and Claim)**

<b>Office or Division:</b>	City Agriculture and Fisheries Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C Government to Citizen
<b>Who May Avail:</b>	Oroquieta City constituents engage in farming and fishing.

Checklist of requirements	Where to secure
<b>APPLICATION OF INSURANCE:</b>	
1. A. Enrollment on the Registry System for the Basic Sector in Agriculture (RSBSA).- for farmers and livestock raisers	CAFO
1. B. Fishing Boat/Vessel Registration (photocopy).- 1 copy	Applicant
2. Application Form - 1 copy	CAFO
3. Photograph (printed on an ordinary bond paper) of the following:- 1 copy A. The whole farmed crop area. B. Picture of the animal. C. Picture of the fishing boat/vessel.	Applicant
4. Photocopy of valid Government issued ID (back-to-back) excluding "4Ps ID"- 1 copy	Applicant
<b>INSURANCE CLAIM:</b>	
1. Application Form - 1 copy	CAFO
2. Photocopy of valid Government issued ID (back-to-back) excluding "4Ps ID"- 1 copy	Clientele
<b>Crop Damage</b>	
3. Barangay Certification of Farm Damage (counter signed by Sector Leader for riceland). - 1 copy	Barangay Hall/Office
4. Photograph (printed on an ordinary bond paper) of the whole farmed area and the damage area. - 1 copy	Clientele
<b>Animal Death</b>	
3. Barangay Certification of Animal Death. - 1 copy	Barangay Hall/Office
4. Photograph (printed on an ordinary bond paper) of the dead animal before, during and after burial. - 1 copy	Clientele
5. Loss Report Form - 1 copy	CAFO
6. Veterinary Disease Report - 1 copy	City Veterinary Office
<b>Fishing Boat/Vessel</b>	
3. Barangay Certification of Boat/Vessel Damage. - 1 copy	Barangay Hall/Office
4. Photograph (printed on an ordinary bond paper) of the damage fishing boat/vessel. - 1 copy	Clientele
<b>Farmers/Fisherfolks Death</b>	
4. Birth Certificate (original copy) of insured and beneficiary. - 1 copy	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit for interview and all required supporting documents to CAFO Responsible Person (RP). 2. Pay farmer & fisherfolk insurance fee (for farmer/ fisherfolk insurance).	1. Processing of application.	PhP50	20 minutes	CAFO focal personnel.
	<b>Total :</b>	<b>PhP50</b>	<b>20 minutes</b>	
<b>End of Transaction</b>				



# **GENERAL SERVICES OFFICE PROCUREMENT SERVICES**

Canubay, Oroquieta City



## 1. REQUESTS 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**, categorized into two (2), **A.) Unforeseen Contingency requiring immediate purchase**, entails a threshold amount of not exceeding ₱120,000.00; **B.) Procurement of Non-common supplies and equipments** not available in the PS-DBM depots, with the threshold amount not exceeding ₱600,000.00. **Small Value Procurement, A.) Goods** not covered by shopping; **B.) Infrastructure projects & C.) Consulting/catering services** where the amount involved does not exceed ₱600,000.00. 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.

<b>Office or Division:</b>	<b>Property and Supply Division</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2G- Government to Government</b>
<b>Who May Avail:</b>	<b>All Agency Department Requisitioning Officers</b>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Approved Purchase Request 2. Applicable Supporting documents (i.e. OBR, PPMP, AIP, Activity Proposal, RIS, Sample Design, List of End-Users, Pre-Repair Inspection report)</li> </ul>	<ul style="list-style-type: none"> <li>Requisitioning Office</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Purchase Request (PR)	1.1. Check the supporting documents, Receive/Record Approved	None	15 Minutes	Receiving Clerk at the CGSO-Delivery Section



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request (PR)	1.2. Forward to Bids and Awards Committee all PRs subject for SVP mode of proc.	None	5 Days	Records Officer I
	1.3. Prepare Request For price Quotations for SVP & Shopping Modes of proc.	None	30 Minutes	Computer Operators
	1.4. Post RFQ in the PHILGEPS portal for requests amounting to P50,000 up to P600,000	None	10 Minutes	Computer Operators
	1.5. Request price quotation at PS Sub- Depot for Common-Use Supplies	None	1 Hour	Storekeeper III
	1.6. Prepare Abstract of Bids and Purchase Order for Shopping & Small Value Procurement	None	30 Minutes	Computer Operator
	1.7. Follow up accomplished and approved Abstract Of Bids and Purchase Orders.	None	5 days	Messengers
	1.8. Serve Purchase Order to Supplier	None	1 Hour	Designated Buyers
		<b>Total</b>	<b>None</b>	<b>10 days, 3 Hrs &amp; 25 mins</b>
<b>End of Transaction</b>				



## 2. REQUESTS FOR PROCUREMENT OF GOODS AND SERVICES SUBJECT TO PUBLIC BIDDING

### ABOUT THE SERVICE

This Request for Price Quotations (RFQs) refers to purchase requests amounting to above ₱ 600,000 which are subject to Public Bidding.

<b>Office or Division:</b>		<b>Property and Supply Division</b>		
<b>Classification:</b>		<b>Highly Technical</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>		<b>All Agency Department Requisitioning Officers</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Approved Purchase Request</li> <li>Applicable Supporting documents (i.e. Certificate of Availability of Funds, ATP, PPMP, AIP, Activity Proposal, Sample Design, List of End-Users, Pre-Repair Inspection report)</li> </ul>		<ul style="list-style-type: none"> <li>Requisitioning Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Purchase Request (PR)	1.1. Check the supporting documents, Receive / record Approved Purchase Request (PR)	None	10 Minutes	Receiving Clerk
	1.2. Forward to Bids & Awards Committee all PR amounting to above ₱600,000.00	None	5 days	Records Officer I
	1.3. Recommends to the Head of Procuring Entity through a resolution the mode of procurement	None	2 Days	BAC Members/ Secretariat
	1.4. Prepare Bidding Documents	None	1 Day	Computer Operator



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Purchase Request (PR)	1.5. Conduct Pre-Procurement conference if Approved Budget Cost (ABC) is at least ₱1,000,000.	None	2 Hours	Bids & Awards Committee
	1.6. Post Invitation to Bid our agency website and to three (3) conspicuous places	None	7 days	BAC Secretariat
	1.7. Conduct Pre-Bid Conference if Approved Budget Cost (ABC) is at least ₱1,000,000.	None	2 Hours	Bids & Awards Committee
	1.8. Opening of Submitted Bids	None	2 Hours	Bids & Awards Committee
	1.9. Evaluation of Bids	None	1 Day	BAC & Technical Working Group
	1.10. Conduct Post Qualification of Lowest Responsive Bidder	None	2 Days	BAC & Technical Working Group
	1.11. Approved Resolution of Award	None	1 Day	BAC Members
	1.12. Require the Winning Bidder to post Performance Security	None	5 Days	BAC Secretariat
	1.13. Prepare Contract Agreement and have it signed	None	1 Day	BAC Secretariat
	1.14. Prepare and Issue Notice to Proceed	None	1 Day	BAC Secretariat
	<b>Total</b>	<b>None</b>	<b>26 Days, 6 Hrs, 10 Mins</b>	
<b>End of Transaction</b>				



### 3. REQUESTS FOR PROCUREMENT OF CIVIL WORKS SUBJECT TO PUBLIC BIDDING

#### ABOUT THE SERVICE

This Request for procurement refers to Infrastructure projects amounting to above ₱600,000.00 which are subject to Public Bidding.

<b>Office or Division:</b>		<b>Property and Supply Division</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>		<b>All Agency Department Requisitioning Officers</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Approved Program of Work and Detailed Estimates</li> </ul>		<ul style="list-style-type: none"> <li>City Engineering Office – Planning Division</li> </ul>		
<ul style="list-style-type: none"> <li>Certificate of Availability of Funds</li> </ul>		<ul style="list-style-type: none"> <li>City Accounting Office</li> </ul>		
<ul style="list-style-type: none"> <li>Applicable Supporting documents (i.e. Indicative PPMP, Approved Budget Cost, Drawing plan)</li> </ul>		<ul style="list-style-type: none"> <li>Requisitioning Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Approved Program Of Work (POW)	1.1. Check the supporting documents, Receive / Record Approved Program of Work (POW)	None	10 Minutes	BAC Secretariat
	1.2. Forward to Bids & Awards Committee all POW	None	5 days	Records Officer I
	1.3. Recommend to the Head of Procuring Entity through a resolution the mode of procurement	None	2 Days	BAC Members/ Secretariat
	1.4. Prepare Bidding Documents	None	1 Day	BAC Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved Program of Work (POW)	1.5. Conduct Pre-Procurement Conference if approved Budget Cost (ABC) is ₱5,000,000.00 and above	None	2 Hours	BAC Members
	1.6. Post Invitation to Bid	None	7 Days	BAC Secretariat
	1.7. Conduct Pre-Bid Conference if Approved Budget Cost (ABC) is ₱5,000,000.00 and above.	None	2 Hours	BAC/BAC Secretariat
	1.8. Opening of submitted Bids	None	2 Hours	BAC/TWG
	1.9. Evaluation of opened Bids	None	1 Day	BAC/TWG
	1.10. Conduct Post-Qualification of Lowest Bidder	None	2 Days	BAC/TWG
	1.11. Approved Resolution of Award	None	1 Day	BAC/Head of Procuring Entity
	1.12. Require the supplier to post Performance security	None	5 Days	BAC Secretariat
	1.13. Prepare Purchase Order and have it signed	None	1 Day	BAC Secretariat
	1.14. Prepare and Issue Notice to Proceed	None	1 Day	BAC Secretariat
	<b>TOTAL</b>	<b>None</b>	<b>26 Days, 6 hours &amp; 10 minutes</b>	
<b>End of Transaction</b>				



## 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.

<b>Office or Division:</b>		<b>Property and Supply Division</b>			
<b>Classification:</b>		<b>Simple</b>			
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>			
<b>Who May Avail:</b>		<b>Interested Bidders</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>			
<ul style="list-style-type: none"> <li>Official Receipt for payment of Bid Documents</li> </ul>		<ul style="list-style-type: none"> <li>City Treasurers Office - Cash Receipt Division</li> </ul>			
<ul style="list-style-type: none"> <li>Valid I.D. (if buyer is first-timer)</li> </ul>		<ul style="list-style-type: none"> <li>Supplier/Bidder</li> </ul>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>		<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Express intent to buy bid documents  2. Pay corresponding cost of bid documents at the Office of the City Treasurer-Cash Receipt Division	Give payment Order Slip  Issue Official Receipt for payment of bid documents	None		1 Minute	BAC Secretariat  Local Revenue Collection Clerk in the office of the City Treasurer-Cash Receipt Division
		Cost of Bidding Documents, viz:		5 Minutes	
		ABC	Bid document amount		
		₱500,000 and below	₱500		
		More than ₱500,000- ₱1,000,000	₱1,000		
		More than ₱1,000,000- ₱5,000,000	₱5,000		
		More than ₱5,000,000- ₱10,000,000	₱10,000		
		More than ₱10,000,000- ₱50,000,000	₱25,000		
		More than ₱50,000,000- ₱500,000,000	₱50,000		
More than ₱500,000,000	₱75,000				
3. Submit Official Receipt to BAC Secretariat	Issue Bid documents	None		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 the form and provide other instructions relevant to the submission of bids.	None		2 Minutes	BAC Secretariat
	<b>Total</b>	<b>Bid document prices vary on Approved Budget of the Contract</b>		<b>10 Minutes</b>	
<b>End of Transaction</b>					



## 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 and issue corresponding delivery receipt at the Delivery Section of this office. The end-user or requisitioning office will immediately be notified that claim could be made 24 hours after the delivery are completed.

<b>Office or Division:</b>		<b>Property and Supply Division - Delivery Section</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>		<b>All Requisitioning Office</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Approved Purchase Order</li> </ul>		<ul style="list-style-type: none"> <li>City General Services Office - Delivery Section</li> <li>City General Services Office - Delivery Section</li> </ul>		
<ul style="list-style-type: none"> <li>Duly Accomplished Requisition Slip (RIS)</li> </ul>				
<ul style="list-style-type: none"> <li>Presence of LGU Inspectorate and COA Representative</li> </ul>		<ul style="list-style-type: none"> <li>City General Services Office - Delivery Section</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Claim delivery of goods at the Delivery Section	1.1 Verify items as indicated in the approved Purchase Order	None	15 Minutes	Storekeeper III
2. Acknowledge Receipt of items by signing Requisition & Issue Slip (RIS)	2.1. Release Goods to End-user or authorized Representative of requisitioning office	None	5 Minutes	Storekeeper III
	2.2. Forward pertinent documents to LGU Inspectorate for the preparation of Acceptance & Inspection report	None	1 Day	Storekeeper III
	<b>Total</b>	<b>None</b>	<b>1 Day, 20 Minutes</b>	
<b>End of Transaction</b>				



## 6. FUEL ISSUANCE

### ABOUT THE SERVICE

Vehicular support is deemed necessary in the LGU's operation so maintenance for these government service vehicles, heavy equipment, power generators & other equipment are backed up with appropriate budget which includes daily fuel requirements. This office is tasked to issue the daily needed refuelling at the city government's fuel depot.

<b>Office or Division:</b>		<b>Property and Supply Division - Delivery Section</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>		<b>All LGU Service vehicle Official/Designated Driver</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Approved Fuel Issuance Slip		• Office of the City Mayor		
• Duly Accomplished Driver's trip Ticket		• Requisitioning Office		
• Red Plate visible on the service vehicle and Heavy Equipment		• Concerned Vehicles/Motorcycles/Heavy Equipment		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Official/ Designated Drivers of LGU service Vehicles/ Motorcycles present their Fuel & Issuance Slip to the designated GSO Inspector assigned at the gasoline station.	Issue fuel in accordance with the quantity indicated	None	10 Minutes	Admin. Aide III
	<b>Total</b>	<b>None</b>	<b>10 Minutes</b>	
<b>End of Transaction</b>				



## 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 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.

<b>Office or Division:</b>		<b>Property and Supply Division - Delivery Section</b>		
<b>Classification:</b>		<b>Complex</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Damaged spare parts and other materials of government vehicle and heavy equipments.</li> </ul>		<ul style="list-style-type: none"> <li>Requisitioning Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Surrender damaged spare parts and other materials of a particular service vehicle or equipment	1.1. Prepare Waste Materials report	None	10 Minutes	Buyer I
	1.2 Attach report to Disbursement Voucher	None	1 Minute	Buyer I
	1.3. Furnish copy to Commission on Audit	None	1 Minute	Buyer I
	<b>TOTAL</b>	<b>NONE</b>	<b>12 minutes</b>	
<b>End of Transaction</b>				



## 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.

<b>Office or Division:</b>		<b>Property and Supply Division - Delivery Section</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>No Requirements</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for the history of Vehicle Repair	1.1. Verifies office record on file for vehicle repair	None	15 Minutes	Admin Aide III
	1.2. Prepare the History of Vehicle Repair and attach copy to disbursement voucher	None	15 Minutes	Admin Aide III
	<b>TOTAL</b>	<b>NONE</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				



**GENERAL SERVICES OFFICE**  
**RECORDS SECTION**  
Canubay, Oroquieta City



## 1. ISSUANCE OF PROPERTY CLEARANCE

### ABOUT THE SERVICE

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

<b>Office or Division:</b>		<b>Records Management Division</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2G- Government to Government</b>		
<b>Who May Avail:</b>				
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly Accomplished Customer Assistance Slip</li> </ul>		<ul style="list-style-type: none"> <li>Records Division (CGSO)</li> </ul>		
<ul style="list-style-type: none"> <li>Duly Accomplished Agency Clearance Form (CS Form #7 revised 2018) with Official Receipt Number and Date indicated on the upper portion.</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up Customer Assistance Slip (CAS) and submit to staff	1.1. Verify Records/ Property Acknowledgement Receipts on file	None	15 Minutes	Clerk III Admin Aide III
	1.2. Verify Records/ Inventory Custodian Slip (ICS) on file		15 Minutes	Clerk III Admin Aide III
	1.3. Validation of Records		5 Minutes	Supply Officer I
	2.1. Approve request		2 Minutes	City General Services Officer
	2.2. Proceed with photocopy of PAR and ICS		10 Minutes	Clerk III Admin Aide III
	2. File request for copy of PAR		3.1. Conduct physical inventory of properties issued	5 days depending on PPEs issued
4.1. Contact Property Inspectorate for inspection of unserviceable Properties		5 Minutes	Clerk III Admin Aide III	
3. Make arrangement for the Inventory taking schedule				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to CGSO unserviceable properties	4.2. Mark PAR and ICS property as unserviceable	None	5 Minutes	Audit Management Analyst II (Admin)
	4.3. Prepare/ Encode Receipt of Returned Semi-Expandable Property		1 hour	Clerk III Admin Aide III
	4.4. Prepare/ Encode Inventory Transfer Receipt (ITR) for transfer of property accountability		1 hour	Clerk III Admin Aide III
	4.5. Validate RRSP and ITR		5 Minutes	Supply Officer I
	4.6. Approve RRSP and ITR		2 Minutes	City General Services Officer
	4.7. Prepare/ Encode Property Clearance		20 Minutes	Clerk III Admin Aide III
	4.8 Approve Property Clearance		5 Minutes	City General Services Officer
	4.9 Log/release Property Clearance		5 Minutes	Admin Aide III
	<b>TOTAL</b>	<b>NONE</b>	<b>5 Days, 3 Hours, 34 Minutes</b>	
<b>End of Transaction</b>				



## **OFFICE OF THE CITY ACCOUNTANT**

2nd Floor Oroquieta Town Center  
Canubay, Oroquieta City



## **FUNCTIONS:**

As mandated under Section 474 of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, the Office of the City Accountant shall take charge of both the accounting and internal audit services of the local government unit and shall:

1. Install and maintain an internal audit system in the local government unit concerned;
2. Prepare and submit financial statements to the governor or mayor, as the case may be, and to the Sanggunian concerned;
3. Apprise the Sanggunian and other local government officials on the financial condition and operations of the local government unit concerned;
4. Certify to the availability of budgetary allotment to which expenditures and obligations may be properly charged;
5. Review supporting documents before preparation of vouchers to determine completeness of requirements;
6. Prepare statements of cash advances, liquidation, salaries, allowances, reimbursements and remittances pertaining to the local government unit;
7. Prepare statements of journal vouchers and liquidation of the same and other adjustments related thereto;
8. Post individual disbursements to the subsidiary ledger and index cards;
9. Maintain individual ledgers for officials and employees of the local government unit pertaining to payrolls and deductions;
10. Record and post in index cards details of purchased furniture, fixtures, and equipment, including disposal thereof, if any;
11. Account for all issued requests for obligations and maintain and keep all records and reports related thereto;
12. Prepare journals and the analysis of obligations and maintain and keep all records and reports related thereto; and
13. Exercise such other powers and perform such other duties and functions as may be provided by law or ordinance.

## **VISION**

To provide public service in the maintenance of internal audit and accounting system in conformity with the generally accepted accounting and auditing rules and regulation.

## **MISSION**

To secure a systematic recording, preparation, analysis, and reporting of financial transactions or statements.



## PROCESSING OF DISBURSEMENT VOUCHERS FOR PAYMENT OF SALARIES, TRAVEL, SUPPLIES, BILLS, INFRASTRUCTURE AND OTHER EXPENSES

### Service Information:

Safeguard government funds through review and verification of documentary completeness and propriety.

<b>Office or Division:</b>	Office of the City Accountant
<b>Classification:</b>	Simple to Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Suppliers, Contractors, personnel from the different department in the LGU, COA and other national agencies.

Checklist of Requirements	Where to Secure
See documentary requirements listed in COA Circular 2023-004 and other issued guidelines/resolutions. Scan QR code for the Circular.	Various offices
<b>Payment of Salaries and PERA</b> Obligation Request Disbursement Voucher Approved daily time report Approved leave application, if	
Certified true copy of approved Appointment and Oath of Office Certificate of Assumption of Office Statement of Assets, Liabilities and Net Worth Bureau of Internal Revenue registration Photocopy of ATM for payroll account Other documents deem necessary	Human Resource Management Office Human Resource Management Office  Human Resource Management Office Human Resource Management Office
<b>Payment of Travel Expenses</b> Obligation Request, if applicable Disbursement Voucher Approved Travel Order Appendix A/Itinerary of Travel Invitation Letter, if applicable Certificate of Appearance Bus Tickets/Certification of expenses not requiring receipts Other documents deem necessary payrolls with	Office of the City Mayor



Checklist of Requirements	Where to Secure
<ul style="list-style-type: none"> <li>• <b>Payment of Supplies and Catering Services</b> <ul style="list-style-type: none"> <li>• Obligation Request, if applicable</li> <li>• Disbursement voucher</li> <li>• Purchase Request</li> <li>• Certificate of Distribution of Bids Duly received letter request for COA review</li> <li>• Purchase Order</li> <li>• Acceptance &amp; Inspection Report</li> <li>• Requisition and Issue Slip</li> <li>• Property Acknowledgement Receipt</li> <li>• Inventory Custodian Slip</li> <li>• Quotation/Invitation to Bid</li> <li>• Abstract of Bids</li> <li>• Official Receipt/Invoices</li> <li>• Waste Material Report</li> <li>• Certificate of Wear and Tear, if applicable</li> <li>• Warranty Certificate</li> <li>• Brochure</li> <li>• Request for COA Inspection</li> <li>• Other documents deem necessary</li> </ul> <p><b>Additional Requirements for catering services:</b></p> <ul style="list-style-type: none"> <li>• Activity Proposal</li> <li>• Annual Investment Plan</li> <li>• Certification that meals were served</li> <li>• Accomplishment Report</li> <li>• Attendance Sheet</li> </ul> <p><b>Payment of Bills</b></p> <ul style="list-style-type: none"> <li>• Obligation Request, if applicable</li> <li>• Disbursement voucher</li> <li>• Copy of Statement of Account/Bills</li> </ul> <p><b>Payment of Infrastructure Projects</b></p> <ul style="list-style-type: none"> <li>• Refer to COA Circular 2023-004 documentary requirements.</li> </ul> </li> </ul>	<p>City General Services Office and Bids and Award Committee</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit vouchers / payrolls with required documents	1.1 Receive and record vouchers/payrolls from different requesting department.	None	3 mins	Accounting Clerk II
	1.2 Pre-audit vouchers / payrolls; check completeness of supporting documents. If documents are incomplete or with discrepancy, return to concerned office/ person. <ul style="list-style-type: none"> <li>• Simple transactions: Supplier and Catering</li> <li>• Services provider Salaries, PERA,</li> <li>• Travel, Bills, etc.</li> <li>• PS related payroll</li> <li>• Wages payroll for Job Order</li> <li>• Gasoline</li> <li>• Complex transactions: Small Value</li> <li>• Procurement (ABC of P120,001.00 600,000.00)</li> <li>• Public Bidding (ABC of above P600,000.00 and infrastructure project</li> </ul>	None	12 mins  10 mins  90 mins 10 mins 2 days  90 mins  2 hrs	Accountant III Accountant III Senior Bookkeeper Accounting Clerk II
	1.3 Control Obligation Request	None	3 mins	Accountant II Records Officer I
	1.4 City Accountant approves disbursement vouchers and payrolls	None	3 mins	City Accountant or Authorized Representative
	1.5 Assign DV number and stamp it on every supporting document. Simple Transaction Small Value Procurement Public Bidding PS related payroll Wages payroll for Job Order Gasoline	None	3 mins 10 mins  20 mins 10 mins 3 mins  30 mins	Accounting Clerk III



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit vouchers / payrolls with required	1.6 Transmit signed DVs and payrolls to the Office of the City Treasurer	None	5 mins	Liaison or Messenger
2. Submit DV with checks from Office of the City Treasurer	2.1 Prepare and print Journal Entry Voucher (JEV)	None	7 mins	Bookkeeper I
	2.2 Deactivate Obligation Request	None	3 mins	Accountant II
	2.3 Record and transmit DV with checks and JEV to the Office of the City Treasurer	None	5 mins	Liaison or Messenger
3. Submit DV with signed checks and JEV from Office of the City Administrator	3.1 Prepare and print Accountant's Advice	None	5 mins	Accounting Clerk III
	3.2 Review the accuracy of details (Accountant's Advice vs checks)	None	5 mins	Accountant II
	3.3 Prepare and print Certificate of Tax Withheld	None	5 mins	Accountant II
	3.4 Approve Accountant's Advice, JEV and Certificate of Tax Withheld	None	2 mins	City Accountant or Authorized Representative
	3.5 Record and release approved DV	None	3 mins	Accounting Clerk III Job Order
2. Submit DV with checks from Office of the City Treasurer	2.1 Prepare and print Journal Entry Voucher (JEV)	None	7 mins	Bookkeeper I
	3.6 Transmit approved DV with checks and JEV to the Office of the City Treasurer	None	10 mins	Liaison or Messenger
4. Submit payrolls from Office of the City Administrator	4.1 Prepare and print of JEV	None	10 mins	Bookkeeper I



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Deactivate Obligation Request	None	3 mins	Accountant II
	4.3 Card payroll deductions, number of days, etc.	None	3 mins	Accounting Clerk III
	4.4 Record and release approved payroll	None	3 mins	Accounting Clerk III
	4.5 Transmit approved payroll with JEV to the Office of the City Treasurer	None	10 mins	Liaison or Messenger
	<b>Total:</b>	<b>None</b>	<b>2 Days, 2 hours and 376 minutes</b>	



### PROCESSING OF LIQUIDATION REPORTS

#### Service Information:

Ensure cash advances are liquidated with proper documents.

<b>Office or Division:</b>	Office of the City Accountant
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Personnel from the different departments in the LGU, COA and other national agencies.

Checklist of Requirements	Where to Secure
1. Travel Liquidation Report Form Itinerary of Travel Certificate of travel completed Certificate of Appearance Tickets/Cert. of expenses not requiring receipts Other documents deem necessary	City Treasurer’s Office, Cash Division
2. Payrolls Report of Disbursement Signed	
3. Petty Cash Fund/Current Operating Expenses Petty Cash Vouchers Official Receipts/Sales Invoice Obligation Request Purchase Request Inspection Report Other documents deem necessary	



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit liquidation report	1. Receive and record liquidation reports	None	3 mins	Accounting Clerk II
	2. Check completeness of supporting documents. If documents are incomplete or with discrepancy, return to concerned office/person/disbursing officer. <ul style="list-style-type: none"> <li>• Travel</li> <li>• Petty Cash</li> </ul>	None	12 mins 4 hrs	Accountant III Accountant III Senior Bookkeeper Accounting Clerk II
	3. Prepare and print of JEV	None	5 mins	Bookkeeper I
	4. Deactivate of Obligation Request	None	5 mins	Accountant II
	5. Approve JEV	None	2 mins	Assistant City Accountant or Authorized Representative
	<b>TOTAL</b>	<b>None</b>	<b>4 hrs &amp; 27 minutes</b>	
<b>End of Transaction</b>				



**ISSUANCE OF TAKE HOME PAY, CERTIFICATE OF AVAILABILITY OF FUNDS (CAF), CERTIFICATE OF REMITTANCE PREMIUM, AND AGENCY CLEARANCE**

**SERVICE INFORMATION:**

Prepare and issue pertinent certificates and clearances as may be required

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Personnel from the different departments in the LGU, COA and other national agencies.			
Checklist of Requirements		Where to Secure		
Take-Home Pay Official Receipt  Certificate of Availability of Funds Accomplished Request Slip Approved Obligation Request  Certificate of Remittance of Premium Request  Agency Clearance		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for take home pay	1.1 Prepare and print Take-Home Pay	P50.00	5 mins	Accounting Clerk III
	1.2 Approve Take-Home Pay	None	2 mins	City Accountant or Authorized Representative
2. Submit request for CAF	2.1 Prepare and print of CAF	None	10 mins	Accountant II
	2.2 Approve CAF	None	2 mins	City Accountant or Authorized Representative
3. Request for Certificate of Remittance of Premium	3.1 Prepare and print Certificate of Remittance of Premium	None	30 mins *or more, depending on the period covered	Accounting Clerk III
	3.2 Approve Certificate of Remittance of Premium	None	3 mins	City Accountant or Authorized Representative
4. Submit copy of the Agency Clearance	4.1 Verify if with disallowances or any obligations due to the LGU; involves 7 signatories	None	60 mins	Assistant City Accountant Accountant III Senior Bookkeeper Accounting Clerk II
	4.2 Approve Agency Clearance	None	3 mins	City Accountant or Authorized Representative
	<b>Total:</b>	<b>None</b>	<b>115 minutes</b>	
<b>End of Transaction</b>				



## PREPARATION AND SUBMISSION OF FINANCIAL STATEMENTS AND REPORTS TO CONCERNED OFFICES AND AGENCIES

### SERVICE INFORMATION:

Ensure all reportorial requirements to COA, DILG, etc. are complied with and submitted on time.

<b>Office or Division:</b>	Office of the City Accountant			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Different departments in the LGU, COA, DILG and other national agencies.			
<b>Checklist of Requirements</b>		<b>Where to Secure</b>		
Financial Statement Book of accounts from all funds Adjusting entries  Utilization Report Paid payrolls and vouchers				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Require submission of Financial Reports	1.1 Review details on book of accounts if adjusting entries are needed to be done.	None	Every 15 <sup>th</sup> of the month	Accountant III
	1.2 Prepare Financial Statement of all funds (Monthly, Quarterly, and Yearly)	None	Done 2 days before deadline	Accountant III Accountant II
	1.3 Verify and sign required Financial Reports of all funds (Monthly, Quarterly and Yearly)	None	1 day	City Accountant
2. Require/Request Utilization Report	Prepare and print Utilization Report	None	1 day	Accountant III Accountant II
	Verify and sign the Utilization Report	None	10 mins	City Accountant
	<b>Total:</b>	<b>None</b>	<b>5 Days and 10 minutes</b>	
<b>End of Transaction</b>				



**REVIEWING BARANGAY DISBURSEMENT VOUCHERS AND PREPARATION OF BARANGAY-RELATED REPORTS**

**Service Information:**

Provide technical support to barangays in the conduct of their transactions. Prepare COA-required reports.

<b>Office or Division:</b>	Office of the City Accountant
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	All barangays and COA

Checklist of Requirements		Where to Secure		
Refer to COA Circular 2023-004 documentary requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all documentary requirements for review	1.1 Receive and record documents	None	3 mins	Senior Bookkeeper
	1.2 Review documents: <ul style="list-style-type: none"> <li>Simple transactions &amp; liquidation</li> <li>Small Value Procurement</li> <li>Public Bidding</li> </ul>	None	12 mins 90 mins 2 hrs	Senior Bookkeeper
	1.3 Verify availability of allotment and record obligation to appropriate account	None	5 mins	Barangay Record Keeper
2. Request Journal Entry Voucher	2.1 Prepare and print of journal entry voucher	None	7 mins	Accountant II
	2.1 Approve journal entry voucher	None	2 mins	City Accountant or Authorized Representative
	3.1 Record and release transactions	None	3 mins	Senior Bookkeeper
3. Require submission of Financial Reports	3.1 Post income and other collections.	None	10 mins	Accountant II
	3.2 Review details on book of accounts if adjusting entries are needed to be done.	None	15 mins	Accountant II
	3.3 Prepare Financial Statement of all funds (Monthly, Quarterly and Yearly)	None	Done 2 days before deadline	Accountant II
	4.4 Verify and sign required Financial Reports of all funds (Monthly, Quarterly and Yearly)	None	1 day	City Accountant
	<b>Total:</b>	<b>None</b>	<b>3 Days, 2 hours and 147minutes</b>	
<b>End of Transaction</b>				



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

Oroquieta Town Center  
Canubay, Oroquieta City



## **Mandate**

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

## **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

## **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.

## **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.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request for medical transport of ambulance.		Office of the City Mayor when applicable		
Incoming call for assistance or verified report that an emergency/accident has happened thru the CDRRMO radio frequency or cellphone hotline		CDRRMO Operation Center		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. SUBMIT REQUIREMENTS</b>  <b>Emergencies</b> Info by text(SMS), telephone calls or radio through OCDECT COM NET and CDRRMO hotline numbers.  <b>Medical Transports</b> Written request from the Office of the City Mayor when applicable	<b>1.1 VERIFICATION</b> The clerk verifies the document or the radio controller verifies the reported incident	None	1 minute	LDRRMO II LDRRMO I LDRRM Assistant Admin and Training Radio Controller
	<b>1.2 APPROVAL OF THE REQUEST</b> The CDRRMO officer will give approval of the request		1 minute	CGDH-1
	<b>1.3 DEPLOYMENT</b> The clerk or radio controller will instruct the Emergency Medical Responder's Team Leader to act upon the request or reported incident.		15 seconds	RadioController/ Dispatch
<b>TOTAL</b>		None	<b>2 mins and 15 seconds</b>	
<b>End of Transaction</b>				



**REQUEST FOR 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.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request for training/seminar/drill/lecture.				
The requesting party will shoulder all the expenses of the training including the meals of the staff conducting the training/seminar/drill/lecture.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. SUBMIT REQUIREMENTS</b> Submit letter of request	<b>1.1 VERIFICATION</b> 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.	None	1 minute	LDRRMO II LDRRMO I LDRRM Assistant Admin and Training
	<b>1.2 REVIEW OF THE REQUEST</b> 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.		10 minutes	LDRRMO II LDRRMO I LDRRM Assistant Admin and Training Computer Operator
	<b>1.3 APPROVAL OF THE REQUEST</b> The CDRRMO officer will give approval of the said request.		1 minute	CGDH-1
<b>TOTAL</b>		<b>None</b>	<b>12 minutes</b>	
<b>End of Transaction</b>				



## REQUEST FOR 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).

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Written request to borrow guard railings and other equipments from the Office of the City Mayor or his/her representative.				
The borrower should provide their own vehicle for the transportation of the guard railings.				
For other equipment: No service fee but the requesting party should be responsible for the gasoline or other expenses needed to operate the equipment.				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. SUBMIT REQUIREMENTS</b> Submit letter of request	<b>1.1 VERIFICATION</b> The clerk verifies the document including its purpose and specified date. The clerk will check if there are still available railings or the equipment requested.	None	1 minute	LDRRMO II  Computer Operator
	<b>1.2 APPROVAL OF THE REQUEST</b> The CDRRMO officer will give approval of the request		1 minute	CGDH-1
	<b>1.3 RELEASE</b> The clerk will record and release the specified number of railings or equipments.		3 minutes	LDRRMO I  Computer Operator Radio
	<b>1.4 RETURN</b> The clerk will conduct inventory of the returned railings/ equipment.		2 minutes	Controller/ Dispatch
<b>TOTAL</b>		<b>None</b>	<b>7 minutes</b>	
<b>End of Transaction</b>				



**CERTIFICATION REQUESTS for the following:**

- a. Certification of damaged houses as a result of hazards
- b. Certification of hazardous trees

**Service Information**

One of the tasks of the City Disaster Risk Reduction and Management Office is to identify and monitor potential hazards that could lead to damage of property and even loss of lives. As such, some agencies would require from their clients as part of supporting documents for their claims, certifications issued by the CDRRMO especially if involves requests for cutting trees that are claimed to be hazardous and also requests for financial assistance.

<b>Office or Division:</b>	City Disaster Risk Reduction and Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens			
<b>Who may avail:</b>	Citizens			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certification from the barangay duly signed by the barangay captain		Barangay Hall		
Pictures that support the claims of the constituent				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. SUBMIT REQUIREMENTS</b> Submit letter of request	<b>1.1 VERIFICATION</b> The clerk verifies the documents including its purpose .	None	1 minute	Computer Operator
	<b>1.2 INSPECTION</b> CDRRMO Personnel will conduct an onsite inspection for further validation		15 minutes	LDRRMO Assistant Computer Operator Radio
	<b>1.3 REPORTING</b> Required documents including the result of inspections is compiled and certification is drafted.		1 minute	LDRRMO I
	<b>1.4 REVIEW AND APPROVAL</b> Compiled required documents and drafted certificate is submitted for review and approval		1 minute	CGDH-I
<b>2. RELEASE</b>	1. Signed Certification is released to the client		1 minute	Computer Operator
<b>TOTAL</b>		<b>None</b>	<b>19 minutes</b>	
<b>End of Transaction</b>				



# **CITY ECONOMIC ENTERPRISE DEVELOPMENT OFFICE**

Poblacion 2, Oroquieta City



## **VISION**

**AN INNOVATIVE AND HIGHLY COMPETITIVE ENTERPRISE MANNED BY PROFESSIONAL AND CLIENT-FRIENDLY SERVICE PROVIDERS, EQUIPPED WITH EXCELLENT INFRASTRUCTURE AND SUPPORT FACILITIES FOR WELL-MANAGED AND SUSTAINABLE OPERATIONS, SERVING THE NEEDS AND INTERESTS OF STAKEHOLDERS IN OROQUIETA CITY AND ITS IMMEDIATE ENVIRONS.**

## **MISSION**

**PROVIDING QUALITY AND EFFICIENT SERVICES, MAXIMIZING REVENUE GENERATIONS, ENHANCING THE MANAGEMENT OF THE ECONOMIC ENTERPRISE TO THE HIGHEST LEVEL, MODERNIZING EQUIPMENT AND FACILITIES, AND FOSTER FAVORABLE BUSINESS AND TRADE ATMOSPHERE TO PROVIDE LIVELIHOOD AND EMPLOYMENT OPPORTUNITIES.**



## 1. PUBLIC MARKET SERVICES:

### A. SECURING CONTRACT OF LEASE

#### About the Service:

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

The Contract of Lease is issued yearly upon the renewal of Business Permit and Contract of Lease:

<b>Office:</b>		<b>City Economic Enterprise Development Office</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Section Clearance Recent Community Tax Certificate and/ or Valid ID of the Applicant		Section President CTO		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements	1.1 Receive all submitted documents, review and verify payment records.	none	5 minutes	Receiving Clerk Administrative Adie I
2. Pay fees	2.1 Receive payment and issue corresponding computerized official receipt.	As per computation	3 minutes	Revenue Collection Clerk
	2.2 Prepare Contract of Lease indicating stall/table number and other details, have it signed .	none	30 minutes	Market Supervisor IV
	2.3 Give contract of lease to the client for notary.	None	3 minutes	Market Supervisor IV Dept. Head I - CEEDO
3. Proceed to notary public of their choice and submit notarized contract of lease.	3.1 Review and get one file copy.	None	3 minutes	Administrative Aide I
	<b>TOTAL:</b>	<b>None</b>	<b>44 minutes</b>	
<b>End of Transaction</b>				



**B. SECURING MARKET CLEARANCE.**

**About the Service:**

A Market Clearance is required before any registered stallholder/tableholder/vendor from the Public Market, Reclamation Area (Halang-Halang) Pob. 1, and Fish Port as basic requirements to secure business permit from the City Treasurer’s Office.

The Market Clearance is issued yearly for new/renewal of Business Permit.

<b>Office:</b>		<b>City Economic Enterprise Development Office</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Contract of Lease duly subscribed and sworn before a Notary Public		CEEDO/Law Office		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit requirement	1.1 Receive and review submitted documents	None	3 minutes	Receiving Clerk
2. Receive Market Clearance	2.1 Issue market clearance and advise client to proceed to CTO for business license.	None	5 minutes	Market Supervisor
	<b>TOTAL:</b>	<b>none</b>	<b>8 minutes</b>	
<b>End of Transaction</b>				



## C. SECURING APPLICATION OF OCCUPANCY FOR NEWLY CONSTRUCTED & VACATED STALLS.

### About the Service:

The stallholder/tableholder/spaceholder engaged in business at the Public Market, Reclamation Area (Halang-Halang) Pob. I, Fish Port Area, Oroquieta Town Center, and OTC-Bus Terminal, shall be required to submit his/her application for occupancy.

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.

<b>Office:</b>		City Economic Enterprise Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance Application to Lease Market Stall Payment of fees as provided in Ordinance No. 49-2000 (as amended), Market Code of Oroquieta City. Contract of Lease Certification (for vacant stalls).		Barangay Captain CEEDO Admin. CTO  CEEDO CEEDO		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive and verify documents submitted	none	3 minutes	Administrative Aide II
2. Pay fees and submit Official Receipt.  Application Fee Transfer Fee Occupancy Fee	2.1 Indorsement to the Treasurer's Office is prepare, sign by CEEDO Dept. Head I, or his authorize representative together w/ supporting documents & submit to CTO.	150.00 1,000.00 20,000.00	15 minutes	Revenue Collection Clerk Administrative Aide II Dept. Head I
	2.2 Prepare and Encode Contract of Lease indicating stall/table number and other details, have it signed & return to client for notary.	none	10minutes	Administrative Aide I Market Supervisor I Market Supervisor IV Dept. Head I-CEEDO
3. Proceed to notary and give copy to CEEDO.	3.1 Review and get one file copy of contract of lease, issue Market Clearance and advice client to proceed to CTO for business license application.	none	10 minutes	Administrative Aide I Market Supervisor I Market Supervisor IV Dept. Head I-CEEDO
	<b>TOTAL:</b>	<b>₱21,150.00</b>	<b>38 minutes</b>	
<b>End of Transaction</b>				



**D. SECURING APPLICATION FOR TRANSFER OF LEASE OF RIGHT OF MARKET STALL/ TABLE.**

**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. I, Fish Port Area, Oroquieta Town Center, and OTC- 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.

<b>Office:</b>	City Economic Enterprise Development Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• Affidavit of Waiver or Relinquishment of Right from the Legal Occupant (awardee), as transferor</li> <li>• Sworn Statement of the Gross Sale and/or Receipt for the current year before the business is officially considered retired.</li> <li>• Application to Lease Market Stall</li> <li>• Section Clearance</li> <li>• Payment of fees as provided in Ordinance No. 49-2000 (as amended), Market Code of Oroquieta City.</li> <li>• Contract of Lease</li> </ul>	<ul style="list-style-type: none"> <li>• Notary Public</li> <li>• CTO</li> <li>• CEEDO Admin.</li> <li>• CTO – Telling</li> <li>• CEEDO/Law Office</li> </ul>

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Receive, examine and verify the filled-up sworn statement form, affidavit of waiver and pro-forma application to lease market stall signed by the transferee duly subscribed and sworn to before a notary public.	none	10 minutes	Market Supervisor I Administrative Aide I Administrative Aide III Market Supervisor IV Computer Encoder
2. Pay of the required fees and submit	2.1 Receive the payment and issue corresponding computerized Official Receipt	150.00 1,000.00 20,000.00	3 minutes	Revenue Collection Clerk CTO
	2.2 Prepare and Encode Contract of Lease indicating stall/table number and other details, have it signed and return to client for notary.	none	10minutes	Administrative Aide I Market Supervisor I Market Supervisor IV Dept. Head I-CEEDO
3. Proceed for notary and give file copy to CEEDO.	3.1 Review and get one (1) file copy of contract of lease Market Clearance and advice client to proceed to CTO for business license application.	none	10 minutes	Administrative Aide I Computer Encoder Market Supervisor I Market Supervisor IV Dept. Head I-CEEDO
	<b>TOTAL:</b>	<b>₱21,150.00</b>	<b>33 minutes</b>	
<b>End of Transaction</b>				



## 2. SLAUGHTERHOUSE SERVICES: A. SECURING PERMIT TO SLAUGHTER

### About the Service:

Before any animal (Hog) is slaughtered for public consumption, a **Veterinary Health Certificate** shall be secured from the **Office of the City Veterinarian** or his duly authorized representative.

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

<b>Office:</b>	City Economic Enterprise Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification of the Barangay Veterinary Health Certificate Certificate of Registration/ Transfer			Barangay Captain Office Office of the City Veterinarian	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all Requirements & Deposit said animal in a corral for ante-mortem inspection.	1.1 Verify submitted documents, receive the animal for Ante-Mortem inspection and issue payment order (refer to table 1.	none	15 minutes	Revenue Collector Clerk Meat Inspector
2. Pay Fees	2.1 Receive the payment & issue corresponding computerized official receipt.	none	5 minutes	Revenue Collector Clerk
	<b>TOTAL:</b>	<b>None</b>	<b>20mins.</b>	
<b>End of Transaction</b>				

TABLE 1 – SLAUGHTERHOUSE FEES

	RATE
Ante-Mortem Hog	24.20
Cattle	30.20
Post-Mortem Hog/Cattle (no. of kls. dress wt. x P.50)	Per computation
Entrance Fee Hog/Cattle	P10.00/head
Corral Fee Hog	48.40
Cattle	60.50
Entrails Fee Hog/Cattle	30.25
Slaughterhouse Fee Hog	44.00
Cattle/Carabao	60.55
Disposal & delivery of carcasses through meat delivery van. Hog	48.50
Cattle/Carabao	60.50

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



**3. PORT SERVICES**

**A. San Vicente Bajo Port (Commercial Port)**

**a) 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.

<b>Office:</b>		<b>City Economic Enterprise Development Office</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Application for Berth/Anchorage</li> <li>TIN of Shipping Company</li> <li>Coasting Manifest, Philippine Coast Guard (MDSD), Bureau of Customs (Oath of Master covering the List of Officers &amp; List of all Crews taken aboard)</li> </ul>		<ul style="list-style-type: none"> <li>CEEDO Port Office</li> <li>Shipping Company</li> <li>From the port of origin</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements.	1.1 Receive & Compute port charges.	none	15 minutes	Administrative Aide Supervising Administrative Officer (SPURO)
2. Pay Fees	2.1 Receive payment & issue corresponding computerized official receipt.	As per computation	15 minutes	Administrative Aide Supervising Administrative Officer (Port Manager)  Revenue Collection
	<b>TOTAL:</b>	<b>None</b>	<b>30 minutes</b>	
<b>End of Transaction</b>				

**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.



## b) Securing Departure Clearance

### About the Service:

A Departure Clearance is required before any vessel is allowed sail.

<b>Office:</b>		City Economic Enterprise Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Dockage/Usage Fee			Port Division CEEDO	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay Fees  Wharfage Fees 10% Gov't. share (for arrastre) 10% Gov't. share (for stevedoring) Usage fee/ Dockage Fee Mooring/ Unmooring Other Port Charges	1.1 Receive payment & issue corresponding computerized official receipt.	As per computation	45 minutes	Administrative Aide Supervising Administrative Officer (Port Manager)  Revenue Collection
	<b>TOTAL:</b>	<b>None</b>	<b>45 minutes</b>	
<b>End of Transaction</b>				



**B. MLQ Port (City Fish Port) – Fishing Vessel**

**a) Securing the Berth/Anchorage/Mooring Permits**

**About the Service:**

All this permits are required before any vessel can be provided space in the wharf to dock.

<b>Office:</b>	City Economic Enterprise Development Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Certification of no delinquency</li> <li>• Pay regulatory and other fees</li> <li>• Secure Mayor's Permit</li> </ul>			<ul style="list-style-type: none"> <li>• CEEDO (Port Division)</li> <li>• CEEDO (Port Division)</li> <li>• OCM</li> </ul>	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements Submit unload fish tally.	1.1 Receive, verify documents and assess payment (refer to Table 2).	none	3 minutes	Administrative Aide Supervising Administrative Officer
	2.2 Verify actual number of bañeras and issue corresponding official receipt. (refer to Table 2).	As per computation	Depend on actual fish volume	Administrative Aide
2. Present to gate guard	2.1 Issue Gate Pass	none	1 minute	Security Guard
	<b>TOTAL:</b>	<b>None</b>	<b>88 minutes</b>	
<b>End of Transaction</b>				



**TABLE 2 – PORT FEE**

	<b>RATE</b>
<b>REGULATORY FEE</b>	
Berthing	₱40.00/day
Mooring	20.00/day
Fish Landing	18.00/bañeras (60 kilos)
Load Fish For Transport	12.00/foam (40 kilos)
Accreditation	500.00
<b>FISH PORT FEE</b>	
Fish Landing	As per computation
Load Fish For Transport	As per computation
<b>OTHER FEES</b>	
Ice Conveyence	₱5.00/block
Fuel Conveyance	20.00/day/fleet
<b>COMFORT ROOM</b>	
Urine	5.00
Defecate	5.00
Bath	15.00
<b>SPACE RENTAL</b>	3.00/day
<b>STALL RENTAL</b>	3,500.00/month
<b>ENTRANCE &amp; PARKING FEE - HOURLY</b>	
Heavy Vehicle (8 & wheels above)	₱40.00/unit/day
Light Vehicle (6 wheels)	30.00/unit/day
Jeep/Car/Auto (4 wheels)	20.00/unit/day
Motorcab/Pedicab	15.00/unit/day
Motorcycle	5.00/unit/day
Motorcycle Overnight Stay	10.00/unit/day
<b>ENTRANCE &amp; PARKING FEE – ANNUALLY</b>	
Heavy Vehicle (8 & wheels above)	₱4,000.00/year
Light Vehicle (6 wheels)	3,000.00/year
Jeep/Car/Auto (4 wheels)	2,000.00/year
Motorcab/Pedicab	1000.00/year
Motorcycle	500.00/year
<b>WHARFAGE FEE</b>	
Rice, Corn, Fruits, Vegetable, Spices, Sugar	2.00/sack
Firewood	1.00/bundle
Styrofoam	2.00/piece
<b>ROPES</b>	
Big Rope	1% of the declared value
Other/Ordinary Ropes	1% of the declared value
Coconut Leaves/Fish Shelter (Habong)	10.00/bundle
Anchor Weight	10.00/piece
Heavy Materials (new engine etc.)	1% declared value
<b>PORT CHARGES</b>	
Watering	20.00 + 12% evat
Refueling	20.00 + 12% evat
Repainting	150.00
Repairing	150.00
Engine Replacement	500.00
Accreditation Fee	500.00
Water Fee	80.00/drum
Card (ID) Fee	75.00
<b>FISH BUYER</b>	
Secure Accreditation permit & Clearance to City Fish Port	₱500.00
<b>PAYMENT FOR:</b>	
Fish Landing	As per computation
Load Fish for Transport	As per computation
Parking Fee (Transportation Vehicle)	As per computation
Auxiliary Fee	As per computation

**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



**PORT SERVICES**

**B. MLQ Port (City Fish Port) – Fishing Vessel**

**b) Securing Permit for fish buyers and vessels to transact in the Fish Port Area.**

**About the Service:**

All Fish buyers and Fishing vessels are required to secure the permit before conducting any business and other transactions within the Fish Port Area like watering, refueling, repainting, repairing, engine replacement, etc.

<b>Office:</b>		City Economic Enterprise Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Mayor’s Permit</li> <li>Official Receipt of the Paid regulatory fees.</li> <li>Fish Port ID</li> </ul>		<ul style="list-style-type: none"> <li>OCM</li> <li>CEEDO (Port Division)</li> <li>CEEDO (Port Division)</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit of Official Receipt	1.1 Receive official receipt and issue accreditation permit and having transaction in the port permit. (refer to Table 2).	none	3 minutes	Administrative Aide Supervising Administrative Officer
	<b>TOTAL:</b>	<b>None</b>	<b>3 minutes</b>	
<b>End of Transaction</b>				

**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.



## 4. OROQUIETA TOWN CENTER & BUS TERMINAL

### A. 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.

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.

<b>Office:</b>		City Economic Enterprise Development Office		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Stallholders Association Clearance</li> <li>Recent Community Tax Certificate and/or Valid ID</li> </ul>			<ul style="list-style-type: none"> <li>Association President</li> <li>CTO</li> </ul>	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements	1.1 Receive all submitted documents.	none	5 minutes	Administrative Aide II
	1.2 Review documents & verify payment records. Advise client to settle the outstanding balances, if there are.	none	5 minutes	Administrative Aide II Server
2. Payment of delinquency	2.1 Receive payment and issue official receipt.	none	5 minutes	Revenue Collector
3. Receive clearance	3.1 Issue clearance and advise client to proceed to CTO for business license application.	none	3 minutes	Treasurer's Office
<b>B. OROQUIETA TOWN CENTER &amp; BUS TERMINAL</b>				
Securing Oroquieta Town Center & Bus Terminal				
1. Payment of the Terminal Fee	1.1 Revenue Collection Clerk receives the payment and issues Official Receipt	none	5 minutes	Revenue Collector
	<b>TOTAL:</b>	<b>None</b>	<b>23 minutes</b>	
<b>End of Transaction</b>				



## **CITY HEALTH OFFICE**

Poblacion 2, Oroquieta City



## AVAILING OF CITY HEALTH SERVICES

MEDICAL CONSULTATION	SANITARY PERMIT AND HEALTH CERTIFICATE
LABORATORY EXAMINATION	BURIAL/EXHUMATION/TRANSPORT OF CADAVER PERMIT
FREE MEDICINES	DENTAL SERVICES
MEDICO – LEGAL CERTIFICATE	PRE-MARRIAGE COUNSELLING
ANTI – RABIES VACCINE	BLOOD REQUEST
MEDICAL CERTIFICATE	AMBULANCE SERVICES

<b>Office or Division:</b>	Public Assistance and Complaint Desk
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Client avail City Health Services

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (Driver's License, UMID, SSS & Voters ID)		Public & Private Agency		
Barangay Certificate		Respective Barangay of Oroquieta City		
Referral Slip		Barangay Health Stations		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
Approach health worker on duty	Promptly evaluate and respond to submission through the system  Provide health services form, consent form & feedback form  Forwarding them to the relevant department representatives	None	3 Minutes	Public Assistance and Complaint Desk on duty
<b>TOTAL</b>		<b>NONE</b>	<b>3 Minutes</b>	
<b>END OF TRANSACTION</b>				



**SECURING INDIVIDUAL TREATMENT RECORD**

<b>Office or Division:</b>	Records Section
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Anyone needing medical treatment/assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Valid ID (Driver's License, UMID, SSS & Voters ID)	Public & Private Agency
Barangay Certificate	Respective Barangay of Oroquieta City
Referral Slip	Barangay Health Stations

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Register/Present requirements to Record Section	Receive and check the client's requirements and prepares the Individual Treatment Record (if NEW you will be issued CHO ID number and ITR, if OLD present your CHO ID number to retrieve your medical record)  Direct the client to proceed to	N o n e	5 minute s	Record Section Staff
TOTAL		NON E	5 Minute s	

END OF TRANSACTION



## AVAILING OF MEDICAL CONSULTATION

This service caters to the primary health needs of our constituents

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Anyone needing medical treatment/assistance			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID (Driver's License, UMID, SSS & Voters ID)			Public & Private Agency	
Barangay Certificate			Oroquieta City	
Referral Slip (if referred)			Barangay Health Stations	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceed to person in charge of recording complaints	<ul style="list-style-type: none"> <li>• Verification of client information</li> <li>• Assessing clients chief complaints, checking of vital signs, dressing of wounds (first aide) and other vitals</li> <li>• Give initial medicine w/ high fever</li> <li>• Direct the client to proceed to Physician or other Health Services</li> </ul>	NONE	5 minutes	Medical Services Division/ Triage Section
2. Proceed to Physician/ Rural Health Officer for consultation	<ul style="list-style-type: none"> <li>• Review of ITR</li> <li>• Assesses and examines the client</li> <li>• Prescribes medications</li> <li>• Give health teachings</li> <li>• Scheduling of follow-up check- up if needed</li> <li>• Direct clients of other designated Health Services and shall be guided by the CHO personnel</li> <li>• Direct clients to the Laboratory for their examinations if needed</li> <li>• Direct clients to the Pharmacy for their medicines</li> <li>• If referral to higher-level health facility or specialist is needed, a referral form shall be given and carried by the patient to the said facility.</li> <li>• Emergency cases, the patient is referred and transported by ambulance accompanied by a nurse and a doctor as needed</li> </ul>	NONE	10 minutes	Physician
	<b>TOTAL</b>	<b>NONE</b>	<b>15 Minutes</b>	
<b>END OF TRANSACTION</b>				



**AVAILING OF LABORATORY EXAMINATION**

<b>BLOOD CHEMISTRY TEST</b>	<b>Prices</b>	<b>Processing Time/Turn Around Time</b>
Fasting Blood Sugar (FBS)	170.00	1 Hour
LIPID Profile	700.00	
Triglycerides	300.00	
Total Cholesterol	180.00	
Creatinine	170.00	
Blood Uric Acid	170.00	
Blood Urea Nitrogen	170.00	
SGPT	210.00	
SGOT	210.00	
Sodium/Potassium	700.00	
Random Blood Sugar	220.00	
<b>HEMATOLOGY TEST</b>	<b>Prices</b>	
Complete Blood Count (CBC)	190.00	1 Hour
Platelet Count	120.00	
Hemoglobin	90.00	
Hematocrit	90.00	
Clotting Time/Bleeding Time	90.00	
Blood Typing	170.00	
<b>CLINICAL MICROSCOPY TEST</b>	<b>Prices</b>	
1. Urinalysis	60.00	1 Hour
2. Stool Analysis	70.00	
<b>SEROLOGY TEST</b>	<b>Prices</b>	
1. HBSaG	250.00	1 Hour
2. Syphilis	230.00	
3. Pregnancy Test	140.00	
<b>MICROBIOLOGY TEST</b>	<b>Prices</b>	
1. Gram staining	150.00	Hours
DSSM	Free TB px	3 days
Gene Expert	Free TB px	3 days



<b>Office or Division:</b>	Laboratory Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Clients with signs & symptoms of illness and those seeking medical clearance for employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory request		CHO Doctors/Private Doctor		
Official receipt		CHO Cashier		
For Senior Citizen and PWD clients ID is required		CSWDO		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Secure request for Laboratory Exam	<ul style="list-style-type: none"> <li>Instructs client to pay laboratory fees at the City Health Office Cashier</li> </ul>			MedTech
2. Proceed to the CHO Cashier for payment and return to laboratory section	<ul style="list-style-type: none"> <li>Accepts request/official receipts</li> <li>Advice clients to submit specimen collection</li> </ul>			MedTech
3. Submit specimen for Laboratory examination	<ul style="list-style-type: none"> <li>Receives and checks the sample</li> <li>Register in the Log book</li> <li>Advice clients to return after the test conducted/ deposit time may varies as per doctor's order</li> </ul>			MedTech
4. Claim the result and signs in the releasing log book	<ul style="list-style-type: none"> <li>Release the laboratory result</li> <li>Advices clients to sign in the releasing log book</li> <li>Instruct clients to bring the result to the requesting physician</li> </ul>			MedTech
TOTAL		Varies, depending on the test to be conducted	Varies, depending on the test to be conducted	
<b>END OF TRANSACTION</b>				



**AVAILING OF FREE MEDICINES**

This service caters to the need of the community to avail medicine for various health related concerns without the need to spend too much provided that a prescription is presented.

<b>Office or Division:</b>	Pharmacy Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Prescription		CHO Doctors/Private Doctor		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Present prescription	<ul style="list-style-type: none"> <li>Accepts and evaluates prescription</li> <li>Verifies the prescription</li> <li>Prepare the medicines</li> </ul>	None	3 minutes	Pharmacist
2. Accepts complete dose of medicines	<ul style="list-style-type: none"> <li>Dispenses medicine</li> <li>Educates and counsels client on how to take the medicine</li> </ul>	None	2 minutes	Pharmacist
<b>TOTAL</b>		<b>NONE</b>	<b>5 Minutes</b>	
END OF TRANSACTION				



## AVAILING OF THE ISSUANCE OF MEDICO – LEGAL CERTIFICATE

The use of physical examination and medical consultation to document findings to support legal cases such as physical injuries secondary to assault, rape, postmortem examination, etc. Free of charge with in Oroquieta City.

Fees for clients from outside of Oroquieta:

- ° Medical Examination – 350.00
- ° Rape Case – 1,000.00

<b>Office or Division:</b>	Physician/Doctor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Clients who need Medico-legal examination			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (Driver's License, UMID, SSS & Voters ID)	2. Barangay Certificate	3. Police Blotter/Police Request	4. Outside Oroquieta City w/ Examination Fee	Public & Private Agency Oroquieta City Respective Barangays Police Station CHO Cashier
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Client proceed to the Physician room and present the PNP's letter of request for further assessment	<ul style="list-style-type: none"> <li>• Receive the Official Receipt and PNP's request letter</li> <li>• Medical examination by the Physician is done                             <ul style="list-style-type: none"> <li>• In case of minor and Women's abuse, the City Health Office personnel shall coordinate with the City Social Welfare and Development Office.</li> </ul> </li> <li>• If laboratory examination is necessary, physician will refer the laboratory section concern and shall return the laboratory result to the attending Physician.</li> <li>• Issue 6 copies of Medical Certificate to be delivered by the victim's family to appropriate office.</li> </ul>		1 minute 15 minutes  15 minutes  4 minutes	Physician  Physician CSWDO  Medical Technologist  Physician
TOTAL			35 minutes	
END OF TRANSACTION				



**AVAILING OF ANTI – RABIES VACCINE**

Schedule: Tuesday and Friday Morning

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Clients who needs rabies vaccines			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID Barangay Certificate			Government & Private Agency Respective Barangays of Oroquieta City	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Approaches the health worker on duty at Animal Bite Treatment Center	<ul style="list-style-type: none"> <li>• Check the requirements and register clients in the Target Clients List</li> <li>• Assess the client</li> <li>• Conduct health teaching</li> <li>• Administer Anti – Rabies and Tetanus Toxoid vaccine</li> <li>• Schedule next follow – up visits</li> </ul>	None	1 minute  2 minute 2 minutes 4 minutes  1 minute	Nurse
	<b>TOTAL</b>	<b>NONE</b>	<b>10 minutes</b>	
<b>END OF TRANSACTION</b>				



## AVAILING OF MEDICAL CERTIFICATE

This service provides easily accessible and accurate issuance of medical certificate upon the request of the client.

- a. Students – 50.00
- b. Local Employment – 150.00
- c. Abroad – 200.00
- d. Immunization Certificate – 50.00

<b>Office or Division:</b>	Physician/Doctor			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person who needs medical treatment/assistance			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official receipt		Office of the City Health Office Cashier		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Secure receipt from CHO Cashier	<ul style="list-style-type: none"> <li>• Receive required certification fee from the CHO Cashier</li> <li>• Physical examination is done by the Physician</li> <li>• Issue of medical certificate</li> </ul>	None	1 minute 10 minutes 4 minutes	Physician
<b>TOTAL</b>		<b>None</b>	<b>15 minutes</b>	
<b>END OF TRANSACTION</b>				



**AVAILING OF SANITARY PERMIT AND HEALTH CERTIFICATE**

In accordance with the implementing rules and regulations of Business Establishment of the Sanitation Code of the Philippines (P.D. 856), no person shall be allowed to engage in any business-related establishment without securing sanitary permit and all other individuals involved are required to secure health certificate.

Schedule Food Handlers Class: Every Thursday Afternoon

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Operators and employees of Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Certificate Official Receipt		CHO Cashier		
Sputum and Stool Exam with negative result		Med Tech Laboratory		
Food Handlers Class Seminar Certificate		Environmental Sanitation Section		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON/S RESPONSIBLE
1. Inquire requirements for sanitary permit/health certificate	<ul style="list-style-type: none"> <li>Notification to client to submit stool and sputum/ x-ray results for health certificate for food establishment.</li> <li>Schedule for Food Handlers Class</li> </ul>	None	3 minutes	Sanitation Staff on Duty
2. Submit accomplish documents to Sanitation Inspector w/ Official Receipt	<ul style="list-style-type: none"> <li>Verification of Official Receipt</li> <li>Assessment of papers and determine how many workers are employed in the business.</li> <li>Conduct Food Handlers Class</li> <li>Issue of Certificate of Attendance</li> <li>Encoding and preparation of Sanitary Permit and Health Certificate.</li> </ul>	50.00	4 hours	Sanitation Staff on Duty
3. Receive and acknowledge receipt of the permit by signing on the receiving copy.	<ul style="list-style-type: none"> <li>Issues Sanitary Permit and Health Certificate signed by the CHO II</li> </ul>	None	2 minutes	Sanitation Staff on Duty
<b>TOTAL</b>		<b>50.00</b>	<b>4 hours and 5 minutes</b>	
<b>END OF TRANSACTION</b>				



## AVAILING OF BURIAL/EXHUMATION/TRANSPORT OF CADAVER PERMIT

In accordance with the implementing rules and regulations of Disposal of Dead Persons of the Sanitation Code of the Philippines (P.D. 856), Disinterment or exhumation permit is issued by the Local Health Officer when the cause of death is due to non-communicable disease, and the body had been buried three (3) years and five to ten (5-10) years for dangerous communicable disease.

1. Burial Permit – 100.00
2. Exhumation Permit – 100.00
3. Transport of Cadaver – 100.00

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any relatives who need exhumation permit for a dead relative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		CHO Cashier		
Death Certificate		Local Civil Register		
CLIENT STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Proceed to the Sanitation Section for inquiry.	<ul style="list-style-type: none"> <li>• Interview by the Sanitation Inspector to gather details. (Cause of death, number and burial year).</li> <li>• Provide sanitation form for list of requirements</li> <li>• Instruct clients to pay required certification fee at the CHO cashier</li> </ul>	None	1 minute	Sanitary Inspector
2. Proceed to the CHO cashier for the payments	<ul style="list-style-type: none"> <li>• Receive payment</li> <li>• Preparation of the document</li> </ul>	None	3 minutes	Sanitary Inspector
3. Receive the Permit	<ul style="list-style-type: none"> <li>• Issuance of Burial/ Exhumation/Transport of Cadaver Permit signed by the City Health Officer II</li> </ul>	None	1 minute	Sanitary Inspector
<b>TOTAL</b>		<b>None</b>	<b>5 minutes</b>	
<b>END OF TRANSACTION</b>				



**AVAILING OF DENTAL SERVICES: TOOTH EXTRACTION**

This service provides affordable dental service needed by the community like tooth extraction. Client can avail of tooth extraction at the City Health Office daily.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Any person who needs dental care			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt			CHO Cashier	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceed to the Dental Clinic at the City Health Office	<ul style="list-style-type: none"> <li>Instruct the client to pay at the CHO Cashier the required fee for tooth extraction</li> <li>Recording of client's data in the individual dental record then submit to dentist for examination and extraction</li> </ul>	None	2 minutes	Dental Aide
2. Pay the required fee for tooth extraction at the CHO Cashier	<ul style="list-style-type: none"> <li>Receive the payment</li> <li>Tooth Extraction by the City Dentist.</li> <li>Prescription of medicine to client.</li> </ul>	150.00	15 minutes	City Dentist
<b>TOTAL</b>		<b>150.00</b>	<b>17 minutes</b>	
<b>END OF TRANSACTION</b>				

Schedule of visitation for Barangay Day Care tooth examination, tooth brushing, and give lecture on the importance of tooth care and visiting dentist every six (6) months.

Preschoolers to avail Dental Health Services daily.



## AVAILING OF ORAL EXAMINATION

This service provides affordable dental service needed by the community like oral prophylaxis. Client can avail of oral prophylaxis at the City Health Office daily.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID Residence Certificate			Driver's License, UMID, SSS & Voter's ID Respective Barangay	
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Registers/presents requirements	<ul style="list-style-type: none"> <li>Records personal data of the clients</li> </ul>	None	2 minutes	Dental Aide/ City Dentist
2. Submits to interview	<ul style="list-style-type: none"> <li>Takes the medical and dental history of the client</li> </ul>	None	3 minutes	City Dentist
3. Submits to dental procedure	<ul style="list-style-type: none"> <li>Performs oral examination for final diagnosis</li> <li>Prescribes medicine, if necessary</li> <li>Issue certification upon request</li> </ul>	None  50.00	10 minutes	City Dentist  CHO Cashier
<b>TOTAL</b>		<b>50.00</b>	<b>15 minutes</b>	
<b>END OF TRANSACTION</b>				



**AVAILING OF PRE-MARRIAGE COUNSELLING**

The office provides would-be-couples with a basis for making an informed and responsible decision about marriage. Pre-Marriage Seminar every Thursday morning.

<b>Office or Division:</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Couples preparing for marriage as pre-requisite in securing marriage license			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID Driver's License, UMID, SSS & Voter's ID)		Public & Private Agency		
Residence Certificate		Respective Barangay of Oroquieta City		
Notice of Marriage		Local Civil Register		
<b>CLIENT STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON/S RESPONSIBLE</b>
1. Proceed to the HEPO and register.	<ul style="list-style-type: none"> <li>Registration of would-be couple in the Logbook</li> <li>Notification to the couple of the Pre-Marriage Seminar every Thursday</li> <li>Give lecture on Responsible Parenthood, Reproductive Health, and Family Planning Method</li> </ul>	None	1 minutes  4 hours	Health Education and Promotion Officer
2. Receive the certificate	<ul style="list-style-type: none"> <li>Issuance of Family Planning Certificate to couple signed by City Health Officer II</li> </ul>	None	1 minute	Health Education and Promotion Officer
<b>TOTAL</b>		<b>NONE</b>	<b>4 hours &amp; 2 minutes</b>	
<b>END OF TRANSACTION</b>				



## ISSUANCE OF BLOOD REQUEST

<b>Office or Division :</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Clients who is in need of blood transfusion			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Indigency		Barangay where the indigent lived		
2. Blood Request		Issued by the doctor's patient		
3. Blood Donor's Card		From the requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Documents	<ul style="list-style-type: none"> <li>Receive the documents.</li> <li>The Bloodletting Coordinator will immediately issue the blood request certification</li> <li>CHO II will sign</li> </ul>	NONE	3 minutes	HEALTH EDUCATION AND PROMOTION OFFICER AND CITY HEALTH OFFICER II
2. Receive/Accept the Blood Request Certificate and proceed to the Blood Bank	<ul style="list-style-type: none"> <li>2.1 Release the Blood Request Certificate for availing Blood</li> </ul>	NONE	2 minutes	HEALTH EDUCATION AND PROMOTION OFFICER
<b>TOTAL</b>		<b>NONE</b>	<b>5 Minutes</b>	
<b>END OF TRANSACTION</b>				



**AVAILING OF AMBULANCE SERVICES**

- In case of emergency, ambulance use is Free of charge
- Indigents must present a certificate of indigency from the City Social Welfare Office except during emergency
- Family member shall accompany the patient

<b>Office or Division :</b>	City Health Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Patient/s who needed transportation to and from hospital within and outside the city			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID		Driver's License, UMID, SSS & Voters ID		
2. Barangay Certificate		Oroquieta City		
3. Certificate of Indigency		CSWDO & Barangay		
4. Referral form from the Doctor		CHO, Private & Public Doctor		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. NON COVID Ambulance Services shall coordinate with CITY HEALTH OFFICE  • Submit Requirements	<ul style="list-style-type: none"> <li>• 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</li> <li>• Prioritize patient's transport if there are patients to be transported simultaneously</li> <li>• CHO II approve and coordinate with the Ambulance Driver and Medical Response Team if necessary</li> </ul>	NONE	3 minutes	ADMIN OFFICE
2. COVID Ambulance Services shall coordinate with the COVID Hotline  • Submit Requirements	<ul style="list-style-type: none"> <li>• Emergency referrals from Doctors of COVID patients is free of charge even outside Oroquieta City.</li> <li>• Prioritizing of admission cases than discharge cases</li> <li>• Requirements are to follow</li> </ul>	NONE	2 Minutes	ADMIN OFFICE
<b>TOTAL</b>		<b>NONE</b>	<b>5 Minutes</b>	
<b>END OF TRANSACTION</b>				



## **OFFICE OF THE CITY CIVIL REGISTRAR**

Oroquieta Town Center  
Oroquieta City



## **MANDATE**

The Office of the City Civil Registrar is mandated to carry out the civil registration program of the city; develop plans and strategies particularly those which have to do with civil registry programs and projects; accepts all registrable documents and judicial decrees/legal documents affecting the civil status of persons; transmits to the Office of the Civil Registrar-General duplicate copies of registered documents; receives applications for the issuance of marriage license; and conduct educational campaigns for vital registration and assists in the demographic and other statistics information of the city.

## **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 of Oroquieta City, the City Civil Registry Office Produces and Provides Quality Civil Registration Products and Services.

## **SERVICE PLEDGE**

We commit to:

1. Advocate for the effective of Government practices for efficient government service delivery and prevention of graft and corruption.
2. Attend to all applicants or requesting parties who are within the premise of the office prior to the end of official working hours and during lunch break.
3. Facilitate 100% birth registration of IP's newly born.
4. Facilitate 90% timely registration for all new born children from various institutions and decrease delayed registration.
5. Increase legitimacy among illegitimate children through conducting mass wedding for parents so that they can file for legitimation for their child

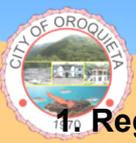


## 1. Registration of Live Birth, Death, Marriage, and Fetal Death

Live Birth and Death shall be registered within thirty (30) days from the occurrence of the event. For ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage. For marriage exempt from marriage requirement/s, the prescribed period for registration is thirty (30) days at the place where the marriage was solemnized.

<b>Office or Division:</b>	Office of the City Civil Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	<p>Document owner of legal age (18 years old or above) or his/her Authorized Representative;</p> <p>Legal spouse;</p> <p>Parents;</p> <p>Children (of legal age) of the document owner;</p> <p>If the document owner is a minor and in default of the parents:</p> <p>The guardian appointed by the court;</p> <p>The following persons exercising substitute parental authority in the order indicated pursuant to Article 216 of the Family Code of the Philippines provided that he/she executes and presents an Affidavit of Guardianship stating that he/she is the duly appointed guardian of the minor:</p> <p>The surviving grandparent;</p> <p>The oldest brother or sister, over 21 years old, unless unfit or disqualified;</p> <p>The child's actual custodian, over 21 years old, unless unfit or disqualified.</p> <p>Institution legally in charge of the minor with authorization from the Regional Director of the Department of Social Welfare and Development;</p> <p>The court or proper public official through their issuance of a subpoena duces tecum and ad testificandum;</p> <p>Government agencies pursuant to their mandate through a Data Sharing Agreement in accordance with National Privacy Commission Circular No. 16-02;</p> <p>If the document owner is deceased, the nearest of kin provided that he/she executes and presents an Affidavit of Kinship stating that he/she is the</p>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Registration of Birth:</b> Accomplished Certificate of Live Birth Form 102 (if born at the hospital/by midwives)- 4 copies	- Hospital/Lying – in/City Health Office where the child is born
<b>Registration of Death:</b> Accomplished Certificate of Death Form 103 (if died at the hospital/clinics) - 4 copies Accomplished Certificate of Death Form 103	Hospital/Clinic/Where the person died  Office of the City Civil Registrar
<b>Registration of Fetal Death:</b> Accomplished Certificate of Fetal Death Form 103-A (if died at hospital) - 4 copies	- Hospital/Lying – in/City Health Office
<b>Registration of Marriage</b> Accomplished Certificate of Marriage Form	- Church/Court/Office of the City Mayor



### 1. Registration of Live Birth, Death, Marriage, and Fetal Death

Live Birth and Death shall be registered within thirty (30) days from the occurrence of the event. For ordinary marriage, the time for submission of the Certificate of Marriage is within fifteen (15) days following the solemnization of marriage. For marriage exempt from marriage requirement/s, the prescribed period for registration is thirty (30) days at the place where the marriage was solemnized.

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit documents of Certificate of Birth, Death, Fetal Death Registration, and Certificate of Marriage Registration	1.1 Receive and evaluate the documents if properly filled out	None	5 minutes	Receiving / Releasing Clerk OFFICE OF THE CITY CIVIL REGISTRAR
2. Receive the documents	2.1. Sign and release the documents	None	5 minutes	Asst. Reg. Officer Reg. Officer I City Civil Registrar OFFICE OF THE CITY CIVIL REGISTRAR
	<b>TOTAL</b>	<b>None</b>	<b>10 minutes</b>	
<b>End of Transaction</b>				



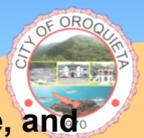
## 2. Late Registration of Birth, Death, or Marriage or Any Other Civil Registration Document

Late registration applies to events (birth, death, marriage, and court decrees that are not yet registered the after thirty (30) day reglementary period after the

<b>Office or Division:</b>	Office of the City Civil Registrar		
<b>Classification:</b>	Complex		
<b>Type of</b>	G2C - Government to Citizen		
<b>Who may avail:</b>	Those without records at the Philippine Statistics Authority (PSA) and Civil Registry Office, who wish to register birth, death and marriage or		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Each document shall provide one (1) Original and four (4) photocopies.		Client	
<p>Basic:</p> <p>Negative Certification from the Philippine Statistics Authority (PSA) and from the Office of the City Civil Registrar.</p> <p>Affidavit of two (2) disinterested persons who might have witnessed or known the birth, marriage or death of the concerned party.</p>		<p>PSA/Office of the City Civil Registrar of your respective Town/City</p> <p>Notary Public/PAO/Private Lawyer</p>	
<p>Birth: At least two (2) private/public documents showing the date and place of birth of the child but not limited to:</p> <p>Baptismal Certificate</p> <p>Voter Registration Record (if of voting age/registered voter)</p> <p>School Record (Form 138/Transcript of Records)</p> <p>Any Valid Identification Card showing the child's date and place of birth</p> <p>Certificate of Marriage of Parents, if applicable</p> <p>Certificate of Residency from</p>		<p>Church where the client was baptized</p> <p>Commission on Election</p> <p>Respective Schools</p> <p>Client</p> <p>Client/PSA/City Civil Registrar</p> <p>Respective Barangay</p>	
<p>Death:</p> <p>Certification from the records of the hospital where the event took place or a copy of the report of the attending physician.</p> <p>Four (4) copies of the Certificate of Death which must be accomplished correctly and completely.</p> <p>Authenticated copy of the certificate of burial, cremation or other means of corpse disposal.</p> <p>Affidavit of Delayed Registration executed by the nearest relative of the deceased, or the person having legal charge of the deceased when still alive.</p>		<p>Hospitals/City Health Office</p> <p>Hospitals/City Health Office</p> <p>Crematory/Churches/Cemetery</p> <p>Notary Public/PAO/Private Lawyer</p>	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>Marriage:</b> Certification from the records of the Church/Court where the event was solemnized. Affidavit of the solemnizing officer or the person reporting or presenting the marriage certificate for registration, stating the exact place and date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of the delay.		Church/Court/Office of the City Mayor  Church/Court/Office of the City Mayor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1. Receive, evaluate, and interview for information needed and issue Order of Payment	None	10 minutes	Receiving / Releasing Clerk OFFICE OF THE CITY CIVIL REGISTRAR
	1.2. Process the document being requested	None	10 minutes	Asst. Reg. Officer Reg. Officer I City Civil Registrar OFFICE OF THE CITY CIVIL REGISTRAR
2. Pay the required documents at the City Treasurer's Office by showing the Order of Payment.	2.1 Collect the required fees and issue Official Receipt	Certificate of No Record (CNR) - PHP 50.00  Late Registration Fee - PHP 50.00	10 minutes	Collector City Treasurer's Office
3. Present and submit the Official Receipt	3.1 Receive and Record the Official Receipt	None	1 minute	Asst. Reg. Officer Office of the City Civil Registrar
4. Receive the documents	4.1 Sign and release the document after the completion of the ten (10) day posting period	None	4 minutes	Asst. Reg. Officer Reg. Officer I City Civil Registrar Office of the City Civil Registrar
	<b>TOTAL</b>	<b>P100.00</b>	<b>10 days and 35 minutes</b>	
<b>End of Transaction</b>				



### 3. Issuance of Certified True Copy/Machine Copy of Birth, Death, Marriage Certificate, and Other Registrable Civil Registry Documents.

Certified true copies are issued if the record is available in the Registry Books while Certified Machine Copies are issued based on the original copy of the document filed and kept in this office.

<b>Office or Division:</b>	Office of the City Civil Registrar
<b>Classification:</b>	Simple
<b>Type of</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Clients who need documents for determination of their parentage, tracing ancestry, establishing identity, inheritance rights, legal dependence, proof of age, school requirement, the exercise of the right to vote, enter civil service, and of legal age for marriage, issuance of professional licenses, pension benefits, obtaining passports, establishing citizenships,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID's (Company ID, Voter's ID, Postal ID, TIN, GSIS ID, SSS ID) for securing birth records. Rule 24, Administrative Order No. 1, Series of 1993-Non-Disclosure of Birth Records. The records of a person's birth shall be kept strictly confidential and no information relating thereto shall be issued except on the request of the following: <ol style="list-style-type: none"> <li>a. The concerned person himself, or any person authorized by him</li> <li>b. His spouse, his parent/s, his direct descendants or guardian, or institution legally in charge of him if he is a minor</li> <li>c. The court or proper public official whenever absolutely necessary in administrative or other official proceedings to determine the child's Parents or other circumstances surrounding his birth</li> <li>d. In case of a person's death, the</li> </ol>	<ul style="list-style-type: none"> <li>• DSWD</li> <li>• BIR</li> <li>• Commission on Election</li> <li>• COURT</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up request form for certified copy or machine copy	1.1. Receive, verify and retrieve the documents and issue Order of payment	None	30 minutes	CLERK II CLERK III Office of the City Civil Registrar
2.Pay prescribe fees at the City Treasurer's Office	2.1. Receive payment and issue Official Receipt	CERTIFICATION FEE- PHP.50.00 VERIFICATION FEE- PHP.30.00 AUTHENTICATION FEE-PHP. 50.00	10 minutes	Collector City Treasurer's Office
3.Present and submit the Official Receipt	3.1. Record the Official Receipt. 3.2. Process the requested document.	None	10 minutes	CLERK II  Office of the City Civil Registrar
4.Receive the document/s	4.1. Sign and release the document	None	10 minutes	CLERK II City Civil Registrar  Office of the City Civil Registrar
	<b>TOTAL</b>	<b>PHP 130.00</b>	<b>1 Hour</b>	
<b>End of Transaction</b>				



#### 4. Application for Marriage License

Where a marriage license is required, each of the contracting parties shall file separately a sworn application for such license with the proper civil registrar. Rule 47 Administrative Order No. 1, Series of 1993 -Implementing Rules and Regulations of Art. 3753 and other forms of Civil Registration. Rule 48 Administrative Order No. 1, Series of 1993 - Implementing Rules and Regulations of Art. 3753 & other laws on Civil Registration. Paragraph 9 - The Local Civil Registrar shall require the payment of the fees prescribed by laws or regulations (City Ordinance – Imposition of Fees for Civil Registry Services) before the issuance of the Marriage License.

<b>Office or Division:</b>	Office of the City Civil Registrar
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All couples (either one or both are residents of Oroquieta City, Misamis Occidental) 18 years old or above, intending to get married must apply for a marriage License at the City Civil Registry Office.

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• *Each applicant should provide one original and three (3) photocopies</li> <li>• Birth Certificates of the contracting parties</li> <li>• Community Tax Certificates (Cedula) of both (optional)</li> <li>• Death Certificate of spouse (for widow or widower)</li> <li>• Court Decision (for contracting parties whose previous marriage was annulled) or Divorce documents and recognition of foreign decree</li> </ul>	<ul style="list-style-type: none"> <li>• Local Civil Registrar/PSA</li> <li>• Office of the City Treasurer/Respective Barangay</li> <li>• Local Civil Registrar/PSA</li> <li>• Court</li> </ul>
<ul style="list-style-type: none"> <li>• Legal Capacity to Marry from their respective embassy if one of the contracting parties is of foreign citizenship</li> </ul>	<ul style="list-style-type: none"> <li>• Foreign Embassy</li> </ul>
<ul style="list-style-type: none"> <li>• Parental consent (for 18 to 20 years old), and Parental advice (for 21 to 24 years old)</li> </ul>	
<ul style="list-style-type: none"> <li>• Pre-marriage Counseling Certificate/ Family Planning Certificate if either or both applicants are below 25 years old</li> </ul>	<ul style="list-style-type: none"> <li>• Local Civil Registrar</li> </ul>
<ul style="list-style-type: none"> <li>• Certificate of No-Marriage (CENOMAR) from Philippine Statistics Authority (PSA)</li> </ul>	<ul style="list-style-type: none"> <li>• PSA</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Complete and submit requirements	1.1. Receive and evaluate documents and issue	None	5 minutes	REG.OFFICER I ASST. REG. OFFICER Office of the City Civil Registry
	1.2. Release Application Form and assist client			
2.Fill out application form Rule 49 of AO No. 1, Series of 1993: 1st Copy- Registrant 2 <sup>nd</sup> Copy - OCRG 3 <sup>rd</sup> Copy-Civil Registry File 4 <sup>th</sup> Copy - Solemnizing Officer		None	10 minutes	
3. Submit the duly accomplished application form	3.1. Receive and review the application form if properly accomplished and issue Order of Payment	None	10 minutes	Reg. Officer I Asst. Reg. Office Office of the City Civil Registry
4. Pay prescribe fees at the City Treasurer's Office	4.1. Receive payment and issue Official Receipt	Application for Marriage License Fee - PHP 60.00 Blank form- Php 30.00 PMCS-Php 60.00 License Fee- Php 25.00 Post Office Mailing (for applicants both outside Mis. Occ.)- Php 80.00	10 minutes	Collector City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present the Official Receipt and sign the Marriage Application and have the parents sign the consent or advice if below 21 or 25 years old	5.1. Witness the signing of the marriage application and the Parental Consent/ Advice/Prepare Advice  5.2. Release to the applicants the Notice for them to present it to the City Health office for the Pre-Marriage Counseling Seminar	None	10 minutes	REG.OFFICER I ASST. REG. OFFICER Office of the City Civil Registry
6. Attend the Pre-Marriage Counseling Seminar	6.1 Conduct the Pre-Marriage Counseling Seminar and release Pre-Marriage Counseling certificate after.	None	3 Hours	CITY HEALTH OFFICE
	6.2. Post Notice of Applicants for Marriage License after signing of application and payment of fees at the Bulletin Board for a period of ten (10) days	None	10 days	REG.OFFICER I ASST. REG. OFFICER Office of the City Civil Registry
7. Submit the Pre-Marriage Counseling Certificate and Receive the Marriage License	7.1. Receive the Pre-Marriage Counseling Certificate 7.2 Sign and release the Marriage License after ten (10) day posting period	None	5 minutes	CITY CIVIL REGISTRAR Office of the City Civil Registrar
	<b>TOTAL</b>	<b>Php.255.00</b>	<b>10 days,3 hours and 50 minutes</b>	

**End of Transaction**



**5. Registration of Court Decree/Order (Adoption/Recession of Adoption, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Legal Separation, Correction of Entry, Civil Interdiction, Declaration of Presumptive Death, and Other Registrable Court Decree/Orders)**

In case of a court decree/order covering the status of a person, it shall be the duty of the Clerk of Court to advise the successful petitioner to have the decree/order registered in the Civil Registrar's Office where the court is functioning within ten (10) days after the decree has become final and executory.

<b>Office or Division:</b>	Office if the City Civil Registrar
<b>Classification:</b>	Simple
<b>Type of</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Persons who filed for Adoption, Annulment of Marriage, Declaration of Absolute Nullity of Marriage, Legal Separation, Court Decree Setting Aside the Decree of Legal Separation, Correction of Entry, Civil Interdiction, Declaration of Presumptive Death, other registrable

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>* Locally Originated Court Decree/Order - four (4) sets</li> <li>* Copy of the Court Decree and Certificate of Finality and Certificate of Authenticity</li> <li>* Copy of Philippine Statistics Authority (PSA) document needing annotation/correction</li> <li>* Copy of Affidavit of Late Registration if the documents filed were outside the prescribed period of submission</li> </ul>	<p style="text-align: center;">Court</p> <p style="text-align: center;">PSA</p> <p style="text-align: center;">Notary Public</p>
<ul style="list-style-type: none"> <li>* For Court Decrees Originating from Outside the City</li> <li>* - five (5) sets</li> </ul>	
<ul style="list-style-type: none"> <li>* Copy of Court Decree and Certificate of Finality and Certificate of Authenticity</li> <li>* Certificate/Order of Registration of Court Decree from originating City/ Municipality</li> <li>* Copy of Philippine Statistics Authority (PSA) document needing annotation/correction</li> <li>* Copy of Affidavit of Late Registration if the documents filed were outside the prescribed period of submission</li> </ul>	<p style="text-align: center;">Court</p> <p style="text-align: center;">Court</p> <p style="text-align: center;">PSA</p> <p style="text-align: center;">Notary Public</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete document/s for registration (For events not registered in the City, bring three (3) copies of the registered document together with certification of registration from the concerned Civil Registrar where the event took place for issuance of the amended document)	1.1. Receive, evaluate the documents and issue order of payment.	None	15 minutes	Reg. Officer I  City Civil Registrar  Office of the City Civil Registrar
2. Pay prescribe fees at the City Treasurer Office	2.1. Collect fees and issue Official Receipt	Registration fee- Php. 200.00	5 minutes	Collector City Treasurer's Office
3. Present the Official Receipt	3.1. Record and receive Official Receipt, Process, issue Certificate of Registration and/amended document (If court decree or document was registered in another City/ Municipality, issue Certificate of Registration or amended document only)	None	5 minutes  Three (2) days	Reg. Officer I  City Civil Registrar  Office of the City Civil Registrar
4. Receive the registered documents	4.1. Sign and issue the document	None	10 minutes	City Civil Registrar  Office of the City Civil Registrar
	<b>TOTAL</b>	<b>Php 200.00</b>	<b>2 days 35 minutes</b>	
<b>End of Transaction</b>				



**6. Registration of Legal Instruments**

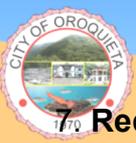
As a general rule, all legal instruments shall be registered in the Civil Registry of the place when they were executed except the following:

- a. Admission of Paternity, Acknowledgement,
- b. Legitimation
- c. Affidavit to Use the Surname of Father (R.A. 9255) and other registrable legal instruments where the birth of the child was recorded.

<b>Office or Division:</b>	Office if the City Civil Registrar	
<b>Classification:</b>	Simple	
<b>Type of</b>	G2C - Government to Citizen	
<b>Who may avail:</b>	Residents of the City and out-of-town applicants whose documents are registered in this City.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Basic: Birth Certificate of Child (Philippine Statistics Authority Copy and Parent's Copy) - 4 photocopies each	-	PSA/City Civil Registrar
Affidavit of Acknowledgment/Admission of Paternity o Affidavit of Acknowledgment/ Admission of Paternity duly accomplished/subscribed by a Notary Public - 4 photocopies each	-	PSA/City Civil Registrar
Legitimation Joint Affidavit of Legitimation duly accomplished/subscribed by a Notary Public -4 photocopies each Certified photocopy of Marriage Contract - 4 photocopies each CENOMAR of parents of child - 4		Notary Public/APO  City Civil Registrar  PSA
R.A. 9255 o Affidavit to Use the Surname of Father (for R. A. 9255) duly accomplished/ subscribed by Notary Public – 4 photocopies each	-	Notary Public/PSA
Affidavit of Acknowledgment/Admission of Paternity o Affidavit of Acknowledgment/ Admission of Paternity duly accomplished/subscribed by a Notary Public - 4 photocopies each	-	PSA/City Civil Registrar



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit complete requirements	1.1. Receive and evaluate the documents and order of payment	None	15 minutes	CLERK II REG.OFFICER I Office of the City Civil Registrar
2.Pay prescribed fees at the City Treasurer's Office	2.1. Collect fees and issue Official Receipt	Acknowledgement / Admission of Paternity- Php.100.00 Legitimation fee- Php.200.00	5 minutes	Collector City Treasurer's Office
3.Submit the Official Receipt	3.1. Receive and record Official Receipt		5 minutes	CLERK II REG.OFFICER I Office of the City Civil Registrar
	3.2. Process the document	None	20 minutes	CLERK II REG.OFFICER I Office of the City Civil Registrar
4.Receive the documents	4.1. Sign and release the documents	None	15 minutes	CLERK II REG.OFFICER I CITY CIVIL REGISTRAR Office of the City Civil Registrar
	<b>TOTAL</b>	<b>PHP 300.00</b>	<b>1 HOUR</b>	
<b>End of Transaction</b>				



**Request Correction of Clerical Error/ Change of First Name through R.A 9048/R.A 10172**

Processing of petitions for change of first name, correction of errors on date of birth (date and month only), and other clerical defects on registered birth, marriage, and death certificates. Errors covered under RA 9048 and RA 10172 that do not affect the document owner's status, nationality and age can be corrected administratively through the City Civil Registrar.

<b>Office or Division:</b>	Office if the City Civil Registrar
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Residents of the City and out-of-town applicants whose documents are registered in this City who have erroneous entries in their Birth,
<b>CHECKLIST OF REQUIREMENTS</b>	
R.A. 9048 - At least three (3) public/private documents showing the correct entries upon which the correction or change of name shall be based such as but not limited to Baptismal Certificate, Voter Registration Record, School Record, Employment Record, GSIS Record, SSS Record, Driver's License, and Business Records.	Churches Commission on Election Respective Schools Government Issued IDs Other Agencies
RA 10172 - At least three (3) public/private documents showing the correct entries upon which the correction or change of name shall be based such as but not limited to Earliest School Record or earliest school document, Medical Record confinement/check-up), Baptismal Certificate or documents issued by religious authorities, Certificate of Employment/Employer's Clearance, If employed/affidavit of Non-Employment if unemployed, Police and NBI Clearance, Medical Certification issued by an accredited government physician that petitioner has not undergone sex change,	Schools Hospitals Churches Lawyer/Notary Public NBI PNP Respective Barangay City Health Office PSA Local Civil Registry
(LCRO) copy of Birth Certificate, Cedula and personal appearance for change of gender.	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Philippine Statistics Authority (PSA) copy of the document needing correction or change including requirements Present and attach a copy of the Affidavit of Late registration, if filed outside the prescribed date of filling	1.1. Receive and evaluate the documents and Issue Order of Payment	None	15 minutes	REG.OFFICER I CITY CIVIL REGISTRAR Office of the City Civil Registrar
2. Pay prescribed fees at the City Treasurer's Office	2.1. Accept payment and issue an Official Receipt	R.A 9048 Correction of Clerical Error filling fee Php.1000.00  R.A 9048 Change of First Name filling fee Php.3000.00  R.A 10172 Correction of Clerical Error filling fee Php.3000.00	10 minutes	Collector City Treasurer's Office
3. Present the Official Receipt	3.1. Receive and record the Official Receipt	None	5 minutes	REG.OFFICER I Office of the City Civil Registrar
	3.2. Prepare, and encode the petition and other relevant/ related documents	None	25 minutes	REG.OFFICER I Office of the City Civil Registrar
4. Sign the petition	4.1 Receive the signed petition. 4.2 Release the Notice of Publication for Petition for Change of Name and R.A 10172	None	5 minutes	REG.OFFICER I Office of the City Civil Registrar
	4.2. Post notice on the bulletin board for ten (10) days for the Correction of Entry	None	10 Days	REG.OFFICER I Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
5.Present the Notice of Publication for Petition for Change of Name and R.A 10172 to the Newspaper Publisher	5.1. Publish Petition for Change of Name and R.A 10172 in the newspaper of gen. circulation once a week for 2 consecutive weeks	Php.2000.00	2 days (once a week)	Newspaper Publisher
	5.2. Render decision on petition after completion of posting or publication in a newspaper of general circulation	None	10 minutes	City Civil Registrar Office of the City Civil Registrar
	5.2. Forward petition to the Office of the Civil Registrar General (OCRG-PSA) for affirmation via courier	None	1 Hour	Messenger/ Liaison Office of the City Civil Registrar
	5.3. Receive Office of the Civil Registrar General (OCRG-PSA) approved petitions	None	66 days (approximately)	Receiver/Clerk Office of the City Civil Registrar
	5.4. Prepare, sign, and issue Certificate of Finality Amended/ annotated Certificate of affirmed petitions from Civil Registrar General (CRG)	None	30 minutes	REG.OFFICER I CITY CIVIL REGISTRAR Office of the City Civil Registrar
	<b>TOTAL</b>	<b>Php. 7,000</b>	<b>78 days, 2 hours and 40 minutes</b>	
<b>End of Transaction</b>				



## 8. REQUESTING PSA COPY OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage, Death Certificates and CENOMAR) on SECURITY PAPER (SECPA) through BREQS PROGRAM

The BREQS is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele. The authorized partner becomes known as a BREQS User. The actual processing of the requests is done by the Serbilis Outlet assigned to service the BREQS User. At present, the following documents can be applied through the BREQS User:

- Copies of birth, marriage and death documents,
- Copies of Annotated or endorsed documents provide copies of said documents have already been issued by NSO previously, and
- Certificates of No Record of Marriage (“Singleness”)

The documents resulting from applications applied through BREQS are same as what clients can get if they go to a Serbilis Outlet and file the applications there instead.

<b>Office or Division:</b>	Office if the City Civil Registrar			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Residents of the City and out-of-town applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSA Application Form (Birth, Marriage, Death, CENOMAR) (1 original or photocopy)  1. Valid Picture Id of Requesting Owner of Document * In Case Requester Is Not the Owner of Document: 1. Original Copy of Marriage Contract of Document Owner; 2. Special Power of Attorney of Executed by Document Owner or Duly Notarized Authorization Executed by The Document Owner 3. Valid Picture Id of Document Owner 4. Valid Picture Id of Person with Spa/ Authorization		Local Civil Registry Office  -Government or Private Institutions Issued Identification Card E.G. (Sss, Gsis Umid Card, Nbi Clearance, Passport, Pag-Ibig Loyalty Card, Police Clearance Driver's License, Etc.) -Psa Serbilis Outlet(Breqs) -Notary Public or Any Person Authorized To - Administer Oath; -Government or Private Institutions Issued Id, E.G. (Sss Id, Gsis Umid Card, Nbi Clearance, Passport, Police Clearance, Pag-Ibig Loyalty Card, Driver's License Etc.)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request/fill up the appropriate Application Form at the receiving staff at the Office of the City Civil Registrar	1.1 Review completeness and correctness of entries of the accomplished forms and issue Order of Payment	None	3 minutes	Interviewer / Processor Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Pay prescribe fees at the City Treasurer's Office</p>	<p>2. Accept payment and issue an Official Receipt</p>	<ul style="list-style-type: none"> <li>• PSA Birth Certificate is P215.00 as approved by City Ordinance (P60 – service charge paid at CTO / P155 PSA Fee)</li> <li>• PSA Marriage Certificate is P215.00 as approved by City Ordinance (P60 – service charge paid at CTO / P155 PSA Fee)</li> <li>• PSA Death Certificate is P215.00 as approved by City Ordinance (P60 – service charge paid at CTO / P155 PSA Fee)</li> <li>• PSA CENOMAR is P265.00 as approved by City Ordinance (P55 – service charge paid at CTO / P210 PSA Fee) Note: Acknowledgment slip is being issued to the client as temporary receipt and the machine validated OR from PSA is attached to the document once released.</li> </ul>	<p>10 minutes</p>	<p>Collector            City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the official receipt	3.1. Record the name of the requested documents and O.R. Number in the logbook.	None	1 minute	Processor / Releasing Clerk III Office of the City Civil Registrar
	3.2. Prepare two (2) copies of the Acknowledgment Slip for each Application Form	None	2 minutes	Processor / Releasing Clerk III Office of the City Civil Registrar
	3.3 Indicate in the form the date and time when the client can return to claim the results.	None	1 minute	Processor / Releasing Clerk III Office of the City Civil Registrar
	3.4. Issue one copy of the Acknowledgment Slip to the client and keep the other copy for reference.	None	1 minute	Processor / Releasing Clerk III Office of the City Civil Registrar
	3.5. Advise the client to return on the document release date (s) indicated in the Acknowledgment Slip and to bring the Acknowledgment Slip on his return.	None	7 days	Processor / Releasing Clerk III Office of the City Civil Registrar



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the official receipt	3.6. Inform the client that the Acknowledgment Slip shall be used to claim the document requested	None	1 minute	Processor / Releasing  Clerk III Office of the City Civil Registrar
	3.7. Inform the requester that the OR shall be issued upon the release of the document requested.	None	1 minute	Processor / Releasing  Clerk III Office of the City Civil Registrar
	3.8. Remind the client that, in the case of requests for copies of birth certificate, authorization and identification, documents must be presented in claiming the document when the claimant is not the owner.	None	1 minute	Processor / Releasing  Clerk III Office of the City Civil Registrar
4. Return on the date of release.	4.1 Prepare the document and advise the client to sign in the receiving copy.	None	1 minute	Processor / Releasing  Clerk III Office of the City Civil Registrar
	<b>TOTAL:</b>	<b>PHP 215.00 or PHP 265.00</b>	<b>7 DAYS release date and 22 MINUTES PROCESSING OF REQUEST</b>	
<b>End of Transaction</b>				



## 9. Request for the Processing of Supplemental Report

A Supplemental Report, according to the PSA, is used to supply entries or information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death, and Certificate of Fetal Death which are inadvertently omitted when the document was registered.

<b>Office or Division:</b>	Office of the City Civil Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Residents of the City and out-of-town applicants whose documents are registered in this City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Basic: o Birth Certificate of Child (Philippine Statistics Authority Copy and Parent's Copy) - 4 photocopies each		- PSA/City Civil Registrar		
Supplemental Report  Philippine Statistics Authority Copy of Document needing Supplemental Report - 4 photocopies each Affidavit to Supplement duly accomplished and subscribed by a Notary Public - 4 photocopies each Baptismal Certificate Voter registration record (if of voting age/registered voter)  School record (Transcript of Records) Any valid identification card		PSA  Notary Public/PAO  Church Commission on Election  Respective Schools Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1.1. Receive and evaluate the documents and order of payment	None	15 minutes	CLERK II REG.OFFICER I Office of the City Civil Registrar
2. Pay prescribe fees at the City Treasurer's Office	2.1. Collect fees and issue Official Receipt	Supplemental report fee- Php.100.00	5 minutes	Collector City Treasurer's Office
3. Submit the Official Receipt	3.1. Receive and record Official Receipt		5 minutes	CLERK II REG.OFFICER I Office of the City Civil Registrar
	3.2. Process the document	None	20 minutes	CLERK II REG.OFFICER I Office of the City Civil Registrar
4. Receive the documents	4.1. Sign and release the documents	None	15 minutes	CLERK II REG.OFFICER I CITY CIVIL REGISTRAR Office of the City Civil Registrar
	<b>TOTAL</b>	<b>PHP.400.00</b>	<b>1 HOUR</b>	
<b>End of Transaction</b>				



**FEEDBACK AND COMPLAINT MECHANISM**

**HOW TO SEND A FEEDBACK**

1. Accomplish our Feedback Form available in the offices and drop it in our suggestion/ comment box located at the Public Assistance and Complaints Desk
2. Send your feedback through these channels:
  - \* Email: [ocm.oroquieta@gmail.com](mailto:ocm.oroquieta@gmail.com)
  - \* Mobile Numbers:  
GLOBE/SMART: (09615991033)
  - \* FB page: <https://www.facebook.com/hrmo.lguorokta>
3. Talk to our Officer of the Day

**HOW FEEDBACKS ARE PROCESSED**

1. Client files feedback either through accomplishing Feedback Form available in the reception area or by sending their feedback through email address:
  - \* [feedback.oroquietacity@gmail.com](mailto:feedback.oroquietacity@gmail.com) / 09615991033
2. Personnel assigned as Officer of the Day will record, review the feedback and transmit to the concerned office.
3. All feedback recorded for the day will be submitted to the Human Resource Management Office, TWG-CC Secretariat.

**HOW TO FILE A COMPLAINT**

1. Answer the client Complaint Form and to the Officer of the Day in the Reception Area.
  2. Complaints can also be filed via telephone/mobile phone.
  3. Make sure to provide the following information:
    - \* Name of Person Being complained
    - \* Incident
    - \* Evidence
    - \* Contact details for verification and other information
- For inquiries and follow-ups, clients may contact the following telephone number: (09615991033)

**HOW COMPLAINTS ARE PROCESSED**

1. The Complaints Officer collects the complaints on a daily basis and evaluates each complaint. If applicable, he/she may conduct initial inquiry and refer the matter to the concerned office for their submission of explanation to the HRMO.
  2. The HRMO will then generate a report with recommendation to be submitted to the Office of the City Mayor and to the City Legal Office for appropriate action.
  3. The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.
- The Complaints Officer will give the feedback to the client.
- For inquiries and follow-ups, clients may contact the following telephone number: (09615991033)

**CONTACT INFORMATION OF ARTA, PCC, CCB**

Anti-Red Tape Authority (ARTA):  
[complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)  
 8478-5099, 0969-257-7242, 0928-690-4080

Presidential Complaint Center (PCC)  
[pcc@malacanang.gov.ph](mailto:pcc@malacanang.gov.ph)  
 Hotline 8888 or 82498310 loc. 8175 or 8182  
 Tel. Nos. 8736-8645, 8736-8603, 8736-8606, 8736-8629, 8736-8621

Contact Center ng Bayan (CCB) [email@contactcenterngbayan.gov.ph](mailto:email@contactcenterngbayan.gov.ph)  
 0908-881-6565



Control No: \_\_\_\_\_



**LOCAL GOVERNMENT OF OROQUIETA  
 HELP US SERVE YOU BETTER!**

ANTI-RED TAPE AUTHORITY  
 CLIENT SATISFACTION MEASUREMENT  
 FORM  
 PSA Approval No.: ARTA-2242-3

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type:  Citizen  Business  Government (Employee or another agency)

Date: \_\_\_\_\_ Sex:  Male  Female Age: \_\_\_\_\_

Region of residence: \_\_\_\_\_ Service Availed: \_\_\_\_\_

**INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.**

CC1 Which of the following best describes your awareness of a CC?

- 1. I know what a CC is and I saw this office's CC.
- 2. I know what a CC is but I did NOT see this office's CC.
- 3. I learned of the CC only when I saw this office's CC.
- 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?

- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A

**INSTRUCTIONS:**

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
<b>SQD0.</b> I am satisfied with the service that I availed.						
<b>SQD1.</b> I spent a reasonable amount of time for my transaction.						
<b>SQD2.</b> The office followed the transaction's requirements and steps based on the information provided.						
<b>SQD3.</b> The steps (including payment) I needed to do for my transaction were easy and simple.						
<b>SQD4.</b> I easily found information about my transaction from the office or its website.						
<b>SQD5.</b> I paid a reasonable amount of fees for my transaction.						
<b>SQD6.</b> I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
<b>SQD7.</b> I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
<b>SQD8.</b> I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

\_\_\_\_\_

\_\_\_\_\_

Email address (optional): \_\_\_\_\_

**THANK YOU!**



LIST OF OFFICES	ADDRESS	CONTACT INFORMATION
<b>1 OFFICE OF THE CITY MAYOR (OCM)</b>	2nd Floor, Civic Center - Town Center, Canubay, Oroquieta City	0885313821
<b>2 SANGGUNIANG PANLUNGSOD (SP)</b>	Ground Floor, Civic Center - Town Center, Canubay, Oroquieta City	0885313027
<b>3 CITY BUDGET OFFICE (CBO)</b>	2nd Floor, Civic Center - Town Center, Canubay, Oroquieta City	
<b>4 CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)</b>	2nd Floor, Civic Center - Town Center, Canubay, Oroquieta City	0885313816
<b>5 HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)</b>	2nd Floor, Civic Center - Town Center, Canubay, Oroquieta City	0885313391
<b>6 OFFICE OF THE CITY ADMINISTRATOR (OCA)</b>	2nd Floor, Civic Center - Town Center, Canubay, Oroquieta City	
<b>7 LOCAL CIVIL REGISTRAR'S OFFICE (LCR)</b>	Ground Floor, Mall Area - Town Center, Canubay, Oroquieta City	
<b>8 CITY ACCOUNTING OFFICE (CAO)</b>	2nd Floor, Mall Area - Town Center, Canubay, Oroquieta City	
<b>9 CITY TREASURER'S OFFICE (CTO)</b>	Ground Floor, Mall Area - Town Center, Canubay, Oroquieta City	
<b>10 CITY ASSESSOR'S OFFICE (CAO)</b>	Ground Floor, Mall Area - Town Center, Canubay, Oroquieta City	
<b>11 CITY GENERAL SERVICES OFFICE (CGSO)</b>	Rizal Street, Canubay, Oroquieta City	
<b>12 CITY HEALTH OFFICE (CHO)</b>	Indepence Street, Poblacion 2, Oroquieta City	
<b>13 CITY SOCIAL WELFARE &amp; DEVELOPMENT OFFICE (CSWD)</b>	Indepence Street, Poblacion 2, Oroquieta City	
<b>14 CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE (CDRRMO)</b>	Oroquieta Town Center, Canubay Oroquieta City	
<b>15 CITY ECONOMIC ENTERPRISE &amp; DEVELOPMENT OFFICE (CEEDO)</b>	Market Area, Poblacion 2, Oroquieta City	
<b>16 CITY ENGINEER'S OFFICE (CEO)</b>	CEO Compound, Upper Langcangan, Oroquieta City	0885453005
<b>17 OFFICE OF THE CITY PUBLIC SERVICE (OCPS)</b>	CEO Compound, Upper Langcangan, Oroquieta City	
<b>18 CITY AGRICULTURE &amp; FISHERIES OFFICE (CAFO)</b>	Lower Lamac, Oroquieta City	
<b>19 CITY ENVIRONMENT &amp; NATURAL RESOURCES OFFICE (CENRO)</b>	Ground Floor, Civic Center - Town Center, Canubay, Oroquieta City	
<b>20 CITY VETERINARY OFFICE (CVO)</b>	Lower Lamac, Oroquieta City	
<b>21 CITY LEGAL OFFICE (CLO)</b>	2nd Floor, Civic Center - Town Center, Canubay, Oroquieta City	



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