



CITY GOVERNMENT OF SAN FERNANDO,
PAMPANGA

CITIZEN'S CHARTER

2023 (4th Edition)



This Citizen's Charter 2023 (4th Edition) is approved for posting.

Vilma B. Caluag
City Mayor



I. Mandate:

Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local government units shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated in Section 17 of the Local Government Code.

II. Vision:

By 2040, The City of San Fernando (P) will be a model city in social development where citizens live in a healthy, safe and sustainable environment with sufficient economic opportunities and rich cultural heritage; with stronger public governance institutions, responsible citizenry and a smart sustainable city.

III. Mission:

We commit to improve the quality of life of Fernandinos, regardless of their gender, age and physical ability, through judicious use of government resources, in partnership with the private sector and the active participation of the citizenry.

IV. Service Pledge:

The City Government of San Fernando, Pampanga is committed to enhance customer satisfaction and public trust by providing quality public service and by promoting transparency and accountability in all levels of the stakeholders, and to ultimately align all its initiatives towards the city's strategic direction.

We strive toward the maintenance and continual upgrading of our services by developing strategies and methods to keep abreast with the new and ever increasing demands and challenges of public service.

To this end, we shall implement and maintain at all levels in the organization the following policies:

1. Ensure that all applications shall be effectively and efficiently processed on time.
2. Ensure that all requirements and processes shall be clear and transparent to all concerned as documented in the Citizen's Charter.
3. Offer services that shall ensure compliance with legal and statutory requirements.
4. Constantly review the strategic objectives to ensure their relevance to the establishment and continual improvement of the Citizen's Charter.

All offices involved shall at all times ensure strict adherence to the documented Citizen's Charter.



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Business License and Permit Division

External Services



1. BUSINESS RETIREMENT CERTIFICATE

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Business Retirement Certificate to those who ceased their operations within the territorial jurisdiction of the City of San Fernando, (P).

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal - Atrium	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business Entity	
Who may avail:	Business Entity	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Application Form for Business Retirement (2 original)	Business License and Permit Division - Window 11
	2. Location/Sketch (1 original)	Business License and Permit Division - Window 11
	3. Latest Mayor's Permit (1 original)	Business Owner
	4. For declaration of Gross Sales: - For Non-BIR Registered taxpayers - Affidavit of Gross Sales/Receipts for the latest taxable periods (1 original) - For BIR Registered taxpayers, any of the following: a. Income Tax Returns of the preceding year (1 photocopy) b. VAT or Percentage Tax Returns of the preceding year (1 photocopy) c. Certification of breakdown of sales of each branch (if consolidated ITR) (1 original) - For Non-Operation of Business- Affidavit of Non- Operation for the latest taxable period/s (1 original)	-Notarial Services -Bureau of Internal Revenue -Bureau of Internal Revenue -Company Accountant/Manager -Notarial Services
	Other supporting documents: -Affidavit of Business Retirement signed by both partner - for partnership (1 original)	-Notarial Services
	-Board Resolution/Secretary's Certificate for Business Retirement – for corporation (1 photocopy) -Authorization Letter – if representative (1 original)	-Company's Corporate Secretary -Business Owner

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the application form & submit all the necessary documents required at the Business License and Permit Division – Window 11. Wait while the staff prepares the Inspection Stub. Return on date indicated in the stub.</p>	<p>1. Receive, evaluate and verify the application form and documentary requirements.</p>	None	2 minutes	<i>Receiving Clerks/ Licensing Officer II</i> (Business License and Permit Division)
	<p>1.1 Issue Inspection Stub</p>	None	1 day upon receipt	<i>License Inspector</i> (Business License and Permit Division)
	<p>1.2 Endorse the documents to Inspector for inspection</p>	<p>1.3 Update all necessary information needed for the computation of taxes on the e-BPLS, print the assessment slip. Approve assessment.</p>	<p>Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14</p>	2 minutes
<p>2. Give the Inspection Stub to BLPD staff at the Business License and Permit Division – Windows 15 or 16</p>	<p>2. Release the Assessment Slip to the client</p>	None	2 minutes	<i>Releasing Clerks/ Licensing Officer II</i> (Business License and Permit Division)

3. Pay the corresponding taxes & fees at the City Treasurer's Office – Window 8 and receive the Official Receipt.	3. Collect the correct amount of money as payment for the issuance of Business Retirement Certificate.	None	3 minutes	<i>Local Revenue Collection Officer III</i> (City Treasurer's Office)
4. Wait while the BLPD staff prepares the Business Retirement Certificate	4. Print, approve and segregate the Certification	None	3 minutes	<i>Releasing Clerks/ Licensing Officer II/ BLPD Chief</i> (Business License and Permit Division)
5. Claim the Business Retirement Certificate at the Business License and Permit Division. – Windows 15 or 16	5. Release the Certification	None	2 minutes	<i>Releasing Clerks/ Licensing Officer II</i> (Business License and Permit Division)
TOTAL:		None	1 day and 14 minutes	

Note: If based on the inspection conducted, the business still operates, the processing for the retirement will be suspended and the taxpayer will be required to either renew his/her permit or cease its operation.



2. CERTIFICATE OF NO BUSINESS

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Certificate of No Business to affirm the validity of business record/information of an individual.

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CSFP Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of No Business from the Barangay Hall (1 original for presentation and 1 photocopy) 2. Authorization Letter and ID of the owner (if representative) (1 original for presentation and 1 photocopy)		-Barangay Hall -Owner of the Certification/Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Certificate of No Business at the Business License and Permit Division – Windows 15 or 16	1. Receive, check and verify the document. 1.1 Inform the client to pay at the City Treasurer's Office	None	5 minutes	<i>Releasing Clerks/ Licensing Officer II</i> (Business License and Permit Division)
2. Pay the corresponding fees at the City Treasurer's Office – Window 9 and receive the Official Receipt	2. Collect the correct amount of money as payment for the Certificate. 2.1 Print the Official Receipt	Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14	5 minutes	<i>Local Revenue Collection Officer</i> (City Treasurer's Office)

3. Give the Official Receipt to BLPD staff at Windows 15 or 16 and wait while the staff prepares the Certification	3. Encode, print, approve and segregate the Certificate .	None	10 minutes	<i>Releasing Clerks/ Licensing Officer II / BLPD Chief (Business License and Permit Division)</i>
4. Claim the Certification of No Business at the Business License and Permit Division – Windows 15 or 16	4. Release the Certificate of No Business	None	5 minutes	<i>Releasing Clerks Licensing Officer II (Business License and Permit Division)</i>
TOTAL:		None	25 minutes	



3. MAYOR'S PERMIT FOR BUSINESS (NEW BUSINESS)

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Mayor's / Business Permit for regulating the operation of businesses within the territorial jurisdiction of the City of San Fernando, (P). Any person doing business with the City of San Fernando, (P) can avail of this service.

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Businessmen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Business Application Form (1 original)	Business License and Permit Division – Window 11	
2. Location/Sketch (1 original)	Business License and Permit Division – Window 11	
3. Barangay Business Clearance	Business License and Permit Division	
4. DTI/SEC/CDA/ DHSUD – for business name registration (1 original copy for presentation and 1 photocopy for Business License and Permit Division)	Department of Trade and Industry Office/ Securities and Exchange Commission Office/ Cooperative Development Authority Office/ Department of Human Settlements and Urban Development	
5. Community Tax Certificate	Business License and Permit Division	
6. Tax Declaration (1 photocopy)	City Assessor's Office – Window 18	
Any of the following applicable forms of ownership of lot (1 photocopy) : -Owner's Duplicate Copy (TCT); -Lease proposal -Contract of Lease duly notarized; -Certificate of Lease duly notarized; -Deed of Absolute Sale duly notarized; -Authorization Letter (notarized) and/ or Notice of Award; -LHSD Certification if within Northville Subdivision; -NHA Certification if within San Fernando Heights, Bulaon Resettlement, San Fernando Ville (former AFP-PNP-Ville); -Deed of Donation and/ or Special Power of Attorney duly notarized;	-Owner of the property -Lessor of the property -Notarial Services -Owner or Lessor of the property -Local Housing Settlement Division -Notarial Services/Person being represented	

<p>-Contract to Sell duly notarized; and - Sworn Statement as Heir of the property</p>	<p>-Notarial Services -Notarial Services</p>
<p>-Photocopy of Certificate of Occupancy/ Use (except for kiosks, carts, ambulant vendors, public market stalls, security and janitorial services deployed in commercial establishments/ malls, construction with total cost of PHP 15,000 and below)</p>	<p>Business Owner or Office of the City Building Official</p>
<p>-Sanitary Permit, Environmental Management Permit, Zoning Certificate, Fire Safety Inspection Certificate, and Clearances from OCBO and Barangay</p>	<p>The following requirements are to be facilitated by the Business License and Permit Division</p>
<p>Other supporting documents: -Affidavit/Undertaking on Non-Operations of Games – for internet (1 original) -Grant of Authorities from Congress/ PAGCOR/ Sangguniang Panlungsod Franchise – for amusement entities (1 photocopy) - Compliance to Ordinance No. 2018-029 or “The 2018 CCTV System Ordinance of the City of San Fernando, Pampanga -CCTV System Certification -Letter of Undertaking to Comply to CCTV Ordinance - Homeowner’s Clearance/Certification – (if within approved residential subdivision) / Neighborhood’s Consent nearby, minimum of 4 periphery units (if no homeowner’s association)/ Developer’s Consent (for newly developed subdivision) - 1photocopy (original for presentation) -CMOD Clearance- if within the new/old public markets (CMOD Stamped) -License to work for entertainers/models & results of the Cervical Urethral Smear – for night clubs/entertainment establishments (1 original for presentation 1 photocopy) -Certificate of Certified Water Operator Course/Letter of Commitment, Sanitary Plan, Physical/Chemical Test (Every 6 months raw and product), Sanitary Engineer’s Report, Microbiological Test</p>	<p>-Notarial Services -Congress/PAGCOR/Sangguniang Panlungsod -CCTV System Installer/ Business Owner -Homeowner’s Association; Neighborhood; Developer -City Market Operations Division -Rural Health Unit II (Barangay Health Center-Sindalan) -Sanitary Engineer/ Water Laboratory</p>

<p>Total Coliform, E. Coli & Heterotrophic Plate Count – product every month; raw every six months; -Initial/Operational Permit/Clearance from CHD-3 (DOH)/ Barangay Resolution of No Objection - for memorial park, Cemetery or private burial ground (1 original for presentation and 1 photocopy) -Feasibility study reviewed & approved by the Secretary of Health or his duly authorized representative – for crematorium (1 original for presentation and 1 photocopy) -Design of Water Treatment Plant Facilities - for industrial establishments -Barangay Resolution of No Objection - for poultry & piggery (1 original for presentation and 1 photocopy) -NRL Certificate of proficiency – last 5 years; Picture of Physical Location of the Laboratory; PRC License to Operate; DOH Certificate of Accreditation; NRL Licensure Exam for water Sampler; DENR Environment Clearance- for water laboratory(1 original for presentation and 1 photocopy)</p>	<p>-Department of Health - Department of Health -Water Laboratory -Barangay Hall -Department of Health/ Professional Regulation Commission/ Department of Environment and Natural Resources Office</p>
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NOTE: For Shared Passive Telecommunication Tower Infrastructure (PTTIs), the requirement is only the filled-out Application Form for Business.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish the application form & submit all the necessary documents required at the Business License and Permit Division – Window 11.</p>	<p>1. Receive, evaluate and verify the application form and documentary requirements. 1.1 Endorse the documents to City Planning and Development Coordinator’s Office</p>	<p align="center">None</p>	<p align="center">None</p>	<p align="center"><i>Receiving Clerks/ Licensing Officer II (Business License and Permit Division)</i></p>
<p>2. Wait while the BLPD staff prepares the Inspection Stub. Return on the date indicated in the stub.</p>	<p>2. Prepare the Inspection Stub and give to the client</p>	<p align="center">None</p>	<p align="center">30 minutes</p>	<p align="center"><i>Receiving Clerks/ Licensing Officer II (Business License and Permit Division)</i></p>

	<p>2.1. Endorse the documents to Inspector for inspection (JIT Inspection)</p> <p>2.2 After inspection, endorse the documents to the Assessment Section for assessment.</p> <p>2.3 Encode all necessary information needed for the computation of taxes on the e-BPLS, print the assessment slip.</p> <p>2.4. Endorse the documents to the regulatory offices for encoding.</p> <p>2.5 Approve assessment slip.</p>	<p>None</p> <p>Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14</p>	<p>1 day upon receipt of application</p> <p>1 hour and 25 minutes</p>	<p><i>License Inspector (Business License and Permit Division)</i></p> <p><i>Inspectors from Regulatory Offices, (City Health Office, City Environment and Natural Resources Office, Office of the City Building Official)</i></p> <p><i>Assessment Clerks/ Assessment Officer/ BLPD Chief (Business License and Permit Division)</i></p> <p><i>Clerk FSEU/ Clerks from Regulatory Offices (City Health Office, City Environment and Natural Resources Office, Office of the City Building Official)</i></p>
<p>3. Give the Inspection Stub at the City Treasurer's Office –Windows 8 or 9</p>	<p>3. Give the Assessment Slip to the Client.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Local Revenue Collection Officer (City Treasurer's Office)</i></p>
<p>4. Pay the corresponding taxes & fees at the City Treasurer's Office – Windows 6 or 10 and receive the Official Receipt and</p>	<p>4. Collect the correct amount of money as payment for the issuance of Mayor's Permit.</p> <p>4.1. Print the Official Receipt & claim stub.</p>	<p>None</p>	<p>28 minutes</p>	<p><i>Local Revenue/ Collection Officer (City Treasurer's Office)</i></p>

Claim stub. Return on the date indicated in the stub.	4.2 Approve Mayor's Permit.	None	Within 4 hours	City Administrator/ Administrative Assistant (City Administrator's Office) and City Mayor/ Executive Assistant IV/ Admin. Officer II (City Mayor's Office)
	4.3 Print Barangay Business Clearance and Mayor's Permit	None	12 minutes	Administrative Aide/ Licensing Officer II (Business License and Permit Division)
5. Claim the Mayor's Permit at the Business License and Permit Division – Windows 15 or 16.	5. Receive the claim stub and Release the Mayor's Permit	None	6 minutes	Releasing Clerks/ Licensing Officer II (Business License and Permit Division)
TOTAL:		None	1 day, 6 hours & 43 minutes	

Note: (1) If upon ocular inspection the business has a violation, a Notice of Denial duly approved by the Head of Office or Authorized personnel will be issued to the client and it will not proceed to next step –Assessment until compliant.

(2) Applications with amendments or changes follow the steps for new application

(3) For client who avail the courier service, up to step 4 only. Wait for the permit to be delivered by the partner courier to your business address. (New and Renewal)

(4) Approval of Mayor's Permit is thru the system (e- BPLS) after payment. (New and Renewal)

(5) Releasing of Mayor's Permit may take longer during peak season (at least 3 days) (New and Renewal)

(6) No FSIC, no release of permits

(7) For Shared Passive Telecommunication Tower Infrastructure (PTTIs), the only requirement is the filled-out Application Form for Business



4. MAYOR'S PERMIT FOR BUSINESS (RENEWAL)

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Mayor's / Business Permit for regulating the operation of businesses within the territorial jurisdiction of the City of San Fernando, (P). Any person doing business with the City of San Fernando, (P) can avail of this service.

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Businessmen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Business Application Form (2 original)	Business License and Permit Division – Window 11	
2. Barangay Business Clearance	Business License and Permit Division	
3. Community Tax Certificate	Business License and Permit Division	
4. For declaration of Gross Sales: - For Non-BIR Registered taxpayers, indicate the Gross Sales/Receipts on the Application Form - For BIR Registered taxpayers, any of the following: a. Income Tax Returns of the preceding year (1 photocopy) b. VAT or Percentage Tax Returns of the preceding year (1 photocopy) c. Affidavit of Gross Sales/ Receipts/ Notarized Certification of breakdown of sales of each branch (if consolidated ITR) (1 original) -For Non-Operation of Business- Affidavit of Non-Operation for the latest taxable period/s (1 original) - For Banks- Notarized Joint Statement of Annual Income (signed by a designated Officer of the Head Office and by the Branch Manager) (1 original)	-Bureau of Internal Revenue -Bureau of Internal Revenue -Notarial Services/Company Accountant/Manager -Notarial Services -Company Head Office and Branch Manager	

<p>Other supporting documents:</p> <ul style="list-style-type: none"> -PCAB Contractor’s License – for contractor, sub-contractors, specialty contractors engaging in the construction agency (if new business on previous year) (1 photocopy) -BSP Proof of Registration (received application form at the BSP or Certificate of Registration) – for pawnshops, foreign exchange dealers, money changers & remittance agents (if new business on previous year) (1 photocopy) -Grant of Authorities from Congress/ PAGCOR/ Sangguniang Panlungsod Franchise – for amusement entities If existing grant is already expired (1 photocopy) -Physical/Chemical Test (every six months raw and product) & Microbiological Test Total Coliform, E. Coli & Heterotrophic Plate Count (product every month; raw every six months) – for water refilling station -Tax Declaration- for lessor of commercial buildings (1 photocopy- BFP) 		<ul style="list-style-type: none"> -Department of Trade and Industry -Bangko Sentral ng Pilipinas -Congress/PAGCOR/Sangguniang Panlungsod - Water Laboratory -City Assessor’s Office – Window 18 		
Fire Safety Inspection Certificate		Business Owner/ Bureau of Fire Protection		
Sanitary Permit, Environmental Management Permit, and Clearances from OCBO and Barangay		The following requirements are to be facilitated by the Business License and Permit Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the application form & submit all the necessary documents required at the Business License and Permit Division – Window 11	1. Receive, evaluate, and verify the application if not included in the “negative list”.	None	40 minutes	<i>Receiving Clerks / Licensing Officer II</i> (Business License and Permit Division)

<p><i>*If the application is included in the "negative list", applicant will be endorsed to the concerned regulatory office/offices for compliance prior to assessment.</i></p> <p>Negative list-are the list of non-compliant business establishments</p>				
<p>2.Wait while the assessment clerk computes for the tax due at the Business License and Permit Division – Windows 12-14</p>	<p>2. Retrieve the taxpayer information from the e-BPLS, renew and update all the pertinent information necessary in assessment.</p> <p>2.1 Print the assessment slip.</p> <p>2.2 Approve Assessment slip.</p>	<p>Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14</p>		<p><i>Assessment Clerks/ Assessment Officer/ BLPD Chief (Business License and Permit Division)</i></p>
<p>3.Pay the corresponding taxes & fees at the City Treasurer's Office and receive the Official Receipt and Claim stub</p>	<p>3. Collect the correct amount of money as payment for the issuance of Mayor's Permit. Print the Official Receipt & claim stub</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Local Revenue Collection Officer (City Treasurer's Office)</i></p>

	3.1 Approve Mayor's Permit.	None	4 hours	<i>City Administrator/ Administrative Assistant (City Administrator's Office) and City Mayor/ Executive Assistant IV/ Admin. Officer II (City Mayor's Office)</i>
	3.2 Print of Sanitary Permit	None	2 minutes	<i>Administrative Aide/ CHO Personnel (Business License and Permit Division)</i>
	3.3 Print Mayor's Permit and Barangay Business Clearance	None	12 minutes	<i>Administrative Aide/ Licensing Officer II (Business License and Permit Division)</i>
4. Claim the Mayor's Permit on the date indicated in the claim stub at the Business License and Permit Division	4. Receive the claim stub and Release the Mayor's Permit	None	6 minutes	<i>Releasing Clerks Licensing Officer II / BLPD Chief (Business License and Permit Division)</i>
TOTAL:		None	5 hours and 30 minutes	



5. MAYOR'S PERMIT FOR BUSINESS (SPECIAL PERMIT)

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Special Permits to those who promote/advertise their business within the territorial jurisdiction of the City of San Fernando, (P).

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original for presentation and 1 photocopy)		-Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter at the Business License and Permit Division – Windows 12-14	1. Receive, check and verify the request	None	5minutes	<i>Administrative Assistant/ Assessment Officer</i> (Business License and Permit Division)
2. Wait while the assessment clerk computes for the fee due at the Business License and Permit Division - Windows 12-14	2. Prepare the Order of Payment approved by the BLPD Chief. 2.1 Issue Order of Payment	Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14	5 minutes	<i>Assessment Clerks/ Assessment Officer/ BLPD Chief</i> (Business License and Permit Division)
3. Pay the corresponding fees at the City Treasurer's Office	3. Collect the correct amount of money as	None	5 minutes	<i>Collection Clerk</i> (City Treasurer's Office)

<p>– Window 4 and receive the Official Receipt</p>	<p>payment for the issuance of Mayor’s Permit - Special Permit. 3.1 Print the Official Receipt.</p>			
<p>4. Give the Official Receipt to BLPD Windows 12-14 and wait while the staff prepare the Permit</p>	<p>4. Encode, print, approve and segregate the Mayor’s Permit - Special Permit</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Assessment Clerks Assessment Officer/ BLPD Chief (Business License and Permit Division)</i> <i>City Administrator / Admin. Assistant (City Administrator’s Office)</i></p>
<p>5. Claim the Special Permit at the Business License and Permit Division</p>	<p>5. Release the Mayor’s Permit - Special Permit</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Assessment Clerks (Business License and Permit Division)</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>35 minutes</p>	



6. PERMIT TO OPERATE (TEMPORARY PERMIT)

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Permit to Operate (*Temporary Permit*) to ambulant vendors, seasonal businesses and short-term businesses like contractors and mall exhibitors in the City of San Fernando, (P).

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Businessmen	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Business Application Form (1 original)		Business License and Permit Division - Window 11
2. Location/Sketch (1 original)		Business License and Permit Division - Window 11
3. Barangay Business		Business License and Permit Division
4. DTI/SEC/CDA/DHSUD – for business name registration (1 original copy for presentation and 1 photocopy for Business License and Permit Division)		Department of Trade and Industry Office/ Securities and Exchange Commission Office/ Cooperative Development Authority Office/ Department of Human Settlements and Urban Development Office
5. Community Tax Certificate		Business License and Permit Division
Other supporting documents: -Affidavit/Undertaking on Non-Operations of Games – for internet (1 original) -Grant of Authorities from Congress/ PAGCOR/ Sangguniang Panlungsod Franchise – for amusement entities (1 photocopy)		-Notarial Services -Congress/PAGCOR/Sangguniang Panlungsod
- Compliance to Ordinance No. 2018-029 or "The 2018 CCTV System Ordinance of the City of San Fernando, Pampanga - Homeowner's Clearance/Certification – (if within approved residential subdivision) / Neighborhood's Consent nearby, minimum of 4 periphery units (if no homeowner's association)/ Developer's Consent (for newly developed subdivision) - 1 photocopy (original for presentation) -Health Card ID – for food establishments (1		-CCTV System Installer/ Business Owner -City Health Office – 1 st Floor (Main)

<p>original for presentation and 1 photocopy) -Contract Agreement – for contractors (1 photocopy) -Notice of Award/ Contract of Lease – for short-term business (3 months and below) 1 original for presentation and 1 photocopy) -Neighborhood’s Consent /Homeowner’s Clearance/Certification- if within residential approved subdivision (1 photocopy) -CMOD Clearance- if within the new/old public markets (CMOD Stamped) -Photocopy of Certificate of Occupancy/ Use (except for kiosks, carts, ambulant vendors, public market stalls, security and janitorial services deployed in commercial establishments/ malls, construction with total cost of PHP 15,000 and below) -License to work for entertainers/models & results of the Cervical Urethral Smear – for night clubs/entertainment establishments (1 original for presentation 1 photocopy) -Certificate of Certified Water Operator Course/Letter of Commitment, Sanitary Plan, Physical/Chemical Test, Sanitary Engineer’s Report, Microbiological Test Total Coliform, E. Coli & Heterotrophic Plate Count – for water refilling station (1 original for presentation) -Initial/Operational Permit/Clearance from CHD-3 (DOH)/ Barangay Resolution of No Objection - for memorial park, Cemetery or private burial ground (1 original for presentation and 1 photocopy) -Feasibility study reviewed & approved by the Secretary of Health or his duly authorized representative – for crematorium (1 original for presentation and 1 photocopy) -Design of Water Treatment Plant Facilities - for industrial establishments -Barangay Resolution of No Objection - for poultry & piggery (1 original for presentation and 1 photocopy) -NRL Certificate of proficiency – last 5 years; Picture of Physical Location of the Laboratory; PRC License to Operate; DOH Certificate of Accreditation; NRL Licensure Exam for water Sampler; DENR Environment Clearance- for water laboratory(1 original for presentation and 1 photocopy)</p>	<p>-Contractor -Owner of the Property -Homeowner’s -City Market Operations Division -Office of the City Building Official -Business Owner/ Office of the City Building Official -Rural Health Unit II (Barangay Health Center- Sindalan) -Sanitary Engineer/ Water Laboratory -Department of Health - Department of Health -Water Laboratory -Barangay Hall -Department of Health/ Professional Regulation Commission/ Department of Environment and Natural Resources Office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the application form & submit all the necessary documents required at the Business License and Permit Division – Window 11.	1. Receive, evaluate and verify the application form and documentary requirements.	None	30 minutes	<i>Receiving Clerks / Licensing Officer II</i> (Business License and Permit Division)
2. Wait while the BLPD staff prepares the Inspection Stub. Return on the date indicated in the stub.	2. Prepare the Inspection Stub and give to the client	None		<i>Receiving Clerks / Licensing Officer II</i> (Business License and Permit Division)
	2.1 Endorse the documents to Inspector for inspection	None	1 day upon receipt of application	<i>License Inspector</i> (Business License and Permit Division)
	2.2 After inspection, endorse the documents to the assessment section for assessment.			<i>Inspectors from Regulatory Offices</i> (Bureau of Fire Protection, City Health Office, City Environment and Natural Resources Office, Office of the City Building Official)
	2.3 Assess the Permit to Operate 2.4. Endorse the documents to the regulatory offices for encoding. (If applicable) 2.5 Approve assessment slip.			Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14
			40 minutes	

3. Give the Inspection Stub and wait for the assessment slip at the Business License and Permit Division –Window 15 or 16	3 Give the Assessment Slip to the Client.	None	30 minutes	<i>Releasing Clerks/ Licensing Officer II (Business License and Permit Division)</i>
4. Pay the corresponding taxes & fees at the City Treasurer's Office – Windows 8 or 9 and receive the Official Receipt and Claim stub. Return on the date indicated in the stub.	4 Collect the correct amount of money as payment for the issuance of Mayor's Permit. 4.1. Print the Official Receipt & claim stub.	None		<i>Local Revenue Collection Officer (City Treasurer's Office)</i>
5. Give the Official Receipt to BLPD Windows 15 or 16 and wait for the Permit to Operate.	5 Prepare the Permit to Operate, approved by BLPD Chief. Print the Barangay Business Clearance. Then endorse it to the City Administrator's Office for signature.	None	15 minutes	<i>Releasing Clerks/ Administrative Aide/ Licensing Officer II / BLPD Chief (Business License and Permit Division) City Administrator/ Administrative Assistant (City Administrator's Office)</i>
6. Claim Permit to Operate	6 Release the Permit to Operate.	None	5 minutes	<i>Releasing Clerks/ Licensing Officer II (Business License and Permit Division)</i>
TOTAL:		None	1 day and 2 hours	

Note: (1) Permit to Operate (Temporary Permit) is issued only to applicants with no proof of ownership of the lot/property to present which will be verified at the City Assessor's Office.

(2) Permit to operate (Temporary Permit) is issued to ambulant vendors, seasonal businesses and short-term businesses like contractors and mall exhibits (Steps 1, 4, 5 and 6 will apply).

(3) No FSIC, no release of permits



7. OTHER BUSINESS CERTIFICATIONS

The Business License and Permit Division under the City Administrator's Office is directly responsible for the issuance of Certifications to affirm the validity of business record/information of an individual.

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 Original or 1 photocopy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter at the Business License and Permit Division – Windows 15 or 16	1. Receive, check and verify the request	None	5 minutes	<i>Releasing Clerks Licensing Officer II (Business License and Permit Division)</i>
2. Wait while the staff prepares the certificate at the Business License and Permit Division – Windows 15 or 16	2. Encode, print, segregate and approve the Certification	None	10 minutes	<i>Releasing Clerks/ Licensing Officer III/ BLPD Chief (Business License and Permit Division)</i>
3. Claim the Certification at the Business License and Permit Division Windows 15 or 16	3. Release the Certification	None	5 minutes	<i>Releasing Clerks/ Licensing Officer II (Business License and Permit Division)</i>
TOTAL:		None	20 minutes	

Note: For Authorized Representative – bring Authorization letter and photocopy of I.D of the owner or Board Resolution/Secretary's Certificate for Corporation.



8. CERTIFIED TRUE COPY

The Business License and Permit Division under the City Administrator's Office is directly responsible for the Certified True Copy to affirm the authenticity of the business record/information of an individual.

Office or Division:	Business License and Permit Division (BLPD) located at Ground Floor, Plaza Vidal de Arrozal-Atrium			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Mayor's Permit (1 Original or 1 photocopy)		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Mayor's Permit at the Business License and Permit Division – Windows 15 or 16	1. Receive, check and verify the Mayor's Permit	None	5 minutes	<i>Releasing Clerks Licensing Officer II (Business License and Permit Division)</i>
2. Pay the corresponding taxes & fees at the City Treasurer's Office – Windows 8 or 9 and receive the Official Receipt	1. Collect the correct amount of money as payment for the Certified True Copy & Print the Official Receipt	Refer to 2017 Revised Revenue Code & Market Code of the CSFP *Copy of the Revenue Code at BLPD Windows 11 and 14	3 minutes	<i>Local Revenue Collection Officer (City Treasurer's Office)</i>
3. Wait while the staff prepares the Certified True Copy - Business License and Permit Division – Windows 15 or 16	3. Stamp the Mayor's Permit with "Certified True Copy"	None	5 minutes	<i>Releasing Clerks/ Licensing Officer III/ BLPD Chief (Business License and Permit Division)</i>
3. Claim the Certified True Copy at the Business License and Permit Division Windows 15 or 16	3. Release the Certified Mayor's Permit	None	2 minutes	<i>Releasing Clerks/ Licensing Officer II (Business License and Permit Division)</i>
TOTAL:		None	15 minutes	



City Treasurer's Office

External Services



1. PAYMENT OF ASSESSOR'S ANNOTATION AND CERTIFICATION FEE

The City Treasurer's Office maintains a tax information system where each taxpayer has a record. Tax clearance or certification based on the taxpayer's record is issued upon request of the taxpayer. Any person/individual and/or juridical entity that has a real property unit such as land, building and machinery and establishes, operates, conducts or maintains a business within the City can avail of this service.

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Window	30 & 31	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit order payment	1. Receive, review and verify the order of payment	None	2 minutes	<i>Administrative Aide/Local Revenue Collection Officer</i> (License and Permit Division)
2. Pay the corresponding fees and receive the Official Receipt	2. Accept the correct amount of money, print and issue the official receipt.	PHP 50.00/ page	5 minutes	<i>Administrative Aide/Local Revenue Collection Officer</i> (License and Permit Division)
TOTAL:		PHP 50.00/ page	7 minutes	

Note: (1) There shall be corresponding amount from every person requesting annotation of certain documents, certified true copy of Tax Declaration and other certifications from the City Assessor's Office, the following fees on a per page basis:

<i>a.) Certified True Copy of Tax Declaration</i>	<i>P50.00</i>
<i>b.) Owner's Copy of Tax Declaration</i>	<i>25.00</i>
<i>c.) Property Holdings</i>	<i>50.00/page</i>
<i>d.) No Property</i>	<i>50.00</i>
<i>e.) Certificate of No Improvement (CNI)</i>	<i>50.00</i>
<i>f.) Tax Map (Blue/while print)</i>	<i>100.00/sheet</i> <i>plus P50.00 if certified (reproduction of which will be on the account of the requester)</i>
<i>g.) Tax Map (Computer Generated)</i>	<i>150.00/sheet</i> <i>Plus P50.00 if certified</i>
<i>h.) Annotation</i>	<i>50.00/document</i>
<i>i.) Other Certifications</i>	<i>50.00/document</i>
<i>j.) Verification</i>	<i>10.00/rpu (positive or negative result)</i>
<i>k.) Reclassification Fee</i>	<i>500.00/has/RPU, if the property is less than a hectare, assessment of fee will be a fraction thereof but should not be less than P50.00</i>
<i>l.) Cancellation Fee</i>	<i>300.00/RPU</i>
<i>m.) Inspection Fee (if within reglementary period)</i>	<i>200.00/visit/RPU</i>
<i>n.) Inspection Fee (if beyond reglementary period)</i>	<i>300.00/visit/RPU</i>
<i>o.) Declaration Fee</i>	<i>50.00</i>



2. PAYMENT OF BUSINESS TAX

The City Treasurer's Office under the License and Permit Division is directly responsible for the real business tax payments operating within the territorial jurisdiction of the City of San Fernando, (P).

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Assessment Slip		Business License and Permit Division (BLPD)		
2. Community Tax Certificate (for presentation upon payment, original or photocopy)		City Treasurer's Office – Windows 5 and 6 / Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved assessment slip and all the necessary documents required	1. Receive, evaluate, and verify approved assessment slip	None	2 minutes	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
2.Wait while the collecting officers encodes the business control number	2. Retrieve the taxpayer information from the BCS	Refer to 2017 Revised Revenue Code & Market Code of the CSFP	1 minute	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
3.Pay the corresponding taxes & fees and receive the Official Receipt and Claim stub	3. Accept the correct amount of money as payment for the issuance of Mayor's Permit. Print the Official Receipt & claim stub	None	2 minutes	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
TOTAL:		Refer to 2017 Revised Revenue Code & Market Code of the CSFP	5 minutes	



3. PAYMENT OF LOCAL CIVIL REGISTRY

The City Treasurer's Office maintains a tax information system where the taxpayer upon verification has recorded marriage, birth, death and other related documents issued upon request of the taxpayer.

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 .Order of Payment		Window 42		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit order payment, violation ticket, assessment slip	1.Receive, review and verify the order of payment	None	2 minutes	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
2. Pay the corresponding fees and receive the Official Receipt	2. Accept the correct amount of money, print and issue the official receipt.	PHP 50.00/ page	5 minutes	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
TOTAL:		PHP 50.00/ page	7 minutes	



4. PAYMENT OF OTHER BUSINESS CERTIFICATIONS

The City Treasurer's Office maintains a tax information system where each taxpayer has a record of his/her historical payments of taxes due to the City. Business clearance or certification based on the taxpayer's record is issued upon request of the taxpayer.

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Window	6 to 10	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit order payment	1. Receive, review and verify the order of payment	None	1 minute	Administrative Aide/Local Revenue Collection Officer(License and Permit Division)
2. Pay the corresponding fees and receive the Official Receipt	2. Accept the correct amount of money, print and issue the official receipt	PHP 50.00/ page	2 minutes	Administrative Aide/Local Revenue Collection Officer(License and Permit Division)
TOTAL:		PHP 50.00/ page	3 minutes	

Note: (1) Certificate of No Tax Liability

- a. Proof of exemption, such as tax declaration for exempt real properties, SEC registration and/or certification from accredited agencies;

Note: (2) Certificate of Full Payment

- b. Proof of payment or official receipt, if available; Note: (3) Certificate of Business Tax Exemption
 c. Proof of exemption, Board of Investment (BOI) Certificate, SEC registration and/or certification from accredited agencies ;

Note: (4) Certificate of Business Tax Payments

- d. Proof of payment or official receipt, if available.
 e. No Business.

100. Brgy clearance w/no reg. business.



5. PAYMENT OF OTHER MISCELLANEOUS FEES

The City Treasurer's Office under the License and Permit Division is directly responsible for the collections of all other miscellaneous fees.

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2C / G2B / G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		-Regulatory office concerned / BLPD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit order payment	1. Receive, review and verify the order of payment	None	1 minute	Administrative Aide/Local Revenue Collection Officer (License and Permit Division)
2. Pay the corresponding fees and receive the Official Receipt	2. Accept the correct amount of money, print and issue the official receipt.	Refer to 2017 Revised Revenue Code & Market Code of the CSFP	2 minutes	Administrative Aide/Local Revenue Collection Officer (License and Permit Division)
TOTAL:		Refer to 2017 Revised Revenue Code & Market Code of the CSFP	3 minutes	



6. PAYMENT OF REAL PROPERTY TAX OR AMILYAR

The City Treasurer's Office under the Real Property Tax Division is directly responsible for the collection of real property tax payments within the territorial jurisdiction of the City of San Fernando, (P). Any person/individual and/or juridical entity who own a real property unit such as land, building, machinery and other improvements affixed or attached to the real property shall pay the imposed annual tax.

Office or Division:		City Treasurer's Office-Real Property Tax Division		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		Citizen/Businessmen/All Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Proof of payment or any available documents		Windows 38, 39, 41, 42		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure number at the information desk	1. Receive, evaluate and verify the application form and documentary requirements.	None	1 minute	<i>Administrative Aide (Real Property Division)</i>
2. Wait while the verification/assessment clerk computes for the tax due	2. Encode all necessary information needed for the computation of taxes on the e- RISE, print and issue the real property tax bill.	None	5 minutes	<i>Administrative Aide (Real Property Division)</i>
3. Pay the corresponding taxes	3. Accept the correct amount of money as payment and endorse the documents to collection officers	AV x 1% x no. of years x 2 (Basic & SEF)	4 minutes	<i>Local Revenue Collection Officer (CTO)</i>
4. Receive the Official Receipt	4. Issuance of Official Receipt	None	2 minutes	<i>Administrative Aide (Real Property Division)</i>
TOTAL:		AV x 1% x no. of years x 2 (Basic &	12 minutes	

Note: (1) Presentation of any of the following documents:

1. Proof of last payment i.e. previous tax receipts or clearance
2. Tax bill or statement of real property tax delinquency, if applicable
3. Copy of Latest Tax Declaration, if taxpayer has no record on hand.
4. Copy of Transfer of Certificate of Title (TCT), if taxpayer has no record on hand



7. PAYMENT OF SUPERVISION AND ENFORCEMENT REGULATION FEE

The City Treasurer's Office under the License and Permit Division is directly responsible for the collections supervisions and enforcement regulation fee.

Office or Division:		City Treasurer's Office-License and Permit Division		
Classification:		Simple		
Type of Transaction:		G2C / G2B / G2G		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Traffic Citation Ticket		Public Order and Safety Coordinating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit traffic citation ticket	1. Receive, review and verify the order of payment	None	4 minutes	<i>Administrative Aide/Local Revenue Collection Officer</i> (License and Permit Division)
2. Pay the corresponding fees and receive the Official Receipt. Proceed to POSCO main building	2. Accept the correct amount of money, print and issue the official receipt.	Refer to 2017-34 of Traffic Management Code of City of San Fernando, (P)	2 minutes	<i>Administrative Aide/Local Revenue Collection Officer</i> (License and Permit Division)
TOTAL:		Refer to 2017-34 of Traffic Management Code of City of San Fernando, (P)	6 minutes	



8. SECURING COMMUNITY TAX CERTIFICATE – CORPORATION

The City Treasurer's Office under the License and Permit Division is directly responsible for the collection of community tax for juridical entity engaged in or doing business in the Philippines whose principal office is located in the City of San Fernando, (P)

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Businessmen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present application form from the Business and License and Permit Divisions		Windows 5 and 6		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish business application form together with all the necessary documents	1. Receive, review and verify personal data form	None	1 minute	<i>Administrative Aide/Local Revenue Collection Officer</i> (License and Permit Division)
2. Wait while the administrative aide and local revenue collection officer computes for the tax due	2. Encode the taxpayer's personal information in the CTC System. Compute tax due and inform the taxpayer	None	1 minute	<i>Administrative Aide/Local Revenue Collection Officer</i> (License and Permit Division)
3. Pay the corresponding taxes & receive the community tax certificate	3. Accept the correct amount of money as payment for the issuance of community tax certificate	Basic Tax of P500 plus P2 for every P5,000	1 minute	<i>Local Revenue Collection Officer</i> (City Treasurer's Office)
TOTAL:		Basic Tax of P500 plus P2 for every P5,000	3 minutes	

Note: (1) Presentation of any of the following documents for business: For declaration of Gross Sales:

- For Non-BIR Registered taxpayers, indicate the Gross Sales/Receipts on the Application Form

- For BIR Registered taxpayers, any of the following:

a. Income Tax Returns of the preceding year (1 photocopy)

b. VAT or Percentage Tax Returns of the preceding year (1 photocopy)

c. Certification of breakdown of sales of each branch (if consolidated ITR) (original)

-For Non-Operation of Business- Affidavit of Non-Operation for the latest taxable period/s (original)

- For Banks- Notarized Joint Statement of Annual Income (signed by a designated Officer of the Head Office and by the Branch Manager) (original)

Other supporting documents:

-PCAB Contractor's License – for contractor, sub-contractors, specialty contractors engaging in the construction agency (if new business on previous year) (1 photocopy)

-BSP Proof of Registration (received application form at the BSP or Certificate of Registration) – for pawnshops, foreign exchange dealers, money changers & remittance agents (if new business on previous year) (1 photocopy)

-Grant of Authorities from Congress/ PAGCOR/ Sangguniang Panlungsod Franchise – for amusement entities



9. SECURING COMMUNITY TAX CERTIFICATE INDIVIDUAL FOR BUSINESS

The City Treasurer's Office under the License and Permit Division is directly responsible for the collection of community tax on individual persons engaged in business within the territorial jurisdiction of the City of San Fernando, (P).

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business application form		Window 6		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the personal data form	1. Receive, review and verify business application form	None	1 minute	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
2. Wait while the administrative aide and local revenue collection officer computes for the tax due	2. Compute tax due and inform the taxpayer	None	1 minute	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
3. Pay the corresponding taxes & receive the community tax certificate	3. Accept the correct amount of money as payment for the issuance of community tax certificate	Basic Tax of P5 plus P1 for every P1,000	1 minute	<i>Local Revenue Collection Officer (City Treasurer's Office)</i>
TOTAL:		Basic Tax of P5 plus P1 for every P1,000	3 minutes	

Note: (1) Presentation of any of the following documents for business: For declaration of Gross Sales:

- For Non-BIR Registered taxpayers, indicate the Gross Sales/Receipts on the Application Form

- For BIR Registered taxpayers, any of the following:

a. Income Tax Returns of the preceding year (1 photocopy)

b. VAT or Percentage Tax Returns of the preceding year (1 photocopy)

c. Certification of breakdown of sales of each branch (if consolidated ITR) (original)

-For Non-Operation of Business- Affidavit of Non-Operation for the latest taxable period/s (original)



10. SECURING COMMUNITY TAX CERTIFICATE - INDIVIDUAL

The City Treasurer's Office under the License and Permit Division is directly responsible for the collection of community tax on individual persons.

Office or Division:	City Treasurer's Office-License and Permit Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Form		Public Assistance and Complaints Division		
2. Submit the application form		Administrative Aide/Local Revenue Collection Officer (License and Permit Division)		
3. Wait while the verification/assessment clerk computes for the tax due		Window 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the personal data form	1. Receive, review and verify personal data form	None	1 minute	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
2. Wait while the administrative aide and local revenue collection officer computes for the tax due	2. Encode the taxpayer's personal information in the CTC System. Compute tax due and inform the taxpayer	None	1 minute	<i>Administrative Aide/Local Revenue Collection Officer (License and Permit Division)</i>
3. Pay the corresponding taxes & receive the community tax certificate	3. Accept the correct amount of money as payment for the issuance of community tax certificate	Basic Tax of P5 plus P1 for every P1,000	1 minute	<i>Local Revenue Collection Officer (City Treasurer's Office)</i>
TOTAL:		Basic Tax of P5 plus P1 for every P1,000	3 minutes	



11. PAYMENT OF TAX ON TRANSFER OF REAL PROPERTY OWNERSHIP

The City Treasurer's Office under the Real Property Tax Division is directly responsible for the collection of tax on transfer of real property ownership on the sale, donation, barter, or on any other mode of transferring ownership or title of real property within the territorial jurisdiction of the City of San Fernando, (P).

Office or Division:	City Treasurer's Office - Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Citizen/Businessmen/All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present the required documents		Window 38		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the all the necessary documents	1. Receive and evaluate documentary requirements.	None	3 minutes	<i>Administrative Aide/Local Revenue Officer</i> (Real Property Division)
2.Wait while the verification/assessment clerk computes for the tax due	2.Compute tax due and inform the taxpayer	None	2 minutes	<i>Administrative Aide/Local Revenue Officer</i> (Real Property Division)
3. Pay the corresponding taxes	2. Accept the correct amount of money as payment and endorse the documents to collection officers	75% of 1% of the Fair Market Value or Consideration whichever is higher	3 minutes	<i>Administrative Aide/Local Revenue Officer</i> (Real Property Division)
4. Receive the Official Receipt	3. Issuance of Official Receipt	None	2 minutes	<i>Administrative Aide/Local Revenue Officer</i> (Real Property Division)
TOTAL:		75% of 1% of the Fair Market Value or Consideration whichever is higher	10 minutes	

Note: (1) Presentation of any of the following documents:

- a. Original Copy of Deed of Sale/Donation.*
- b. Photocopy of Deed of Sale/Donation.*
- c. Latest Tax Declaration;*
- d. Land Tax Clearance;*
- e. Certificate of No Improvement, if applicable*



City Planning and Development Coordinator's Office

External Services



1. SECURING LOCATIONAL CLEARANCE / ZONING FOR BUILDING

The City Planning and Development Coordinator's Office (CPDCO) is responsible for the issuance of the Locational Clearance/Zoning Certificate for Building. All enterprises and private persons constructing a new building or applying for expansion/renovation are required to secure a Locational Clearance/Zoning Certificate upon application of a Building Permit. This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per the Comprehensive Land Use Plan (CLUP) of the City.

Office or Division:	City Planning and Development Coordinator's Office / City Hall Main Building, 2 nd floor	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Applicant / Office of the City Building Official (OCBO)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Unified Application Form for Building Permit		-Office of the City Building Official
2. One set blueprint or white print copy of Architectural Plans (i.e. Perspective, Floor Plan/s & Elevation Plan/s) signed & sealed by Architect/ Civil Engineer concerned with the conformity of the owner/ applicant		-Applicant / Architect / Engineers
3. One blueprint / whiteprint copy of location plan duly signed and sealed by a registered geodetic engineer (not applicable to tenants/ lessee)		-Applicant / Geodetic Engineer
4. Photocopy of Certified True Copy of Transfer Certificate of Title (TCT) from Register of Deeds (not applicable to tenants/ lessee)		-Register of Deeds
5. Photocopy of any of the following Forms of Ownership/ Right-Over Land Documents: 5.1. Notarized Contract of Lease/ Award Notice/ Offer Sheet (if client is leasing the space) 5.2. Notarized Deed of Assignment/ Deed of Donation/ Usufruct 5.3. Notarized Deed of Absolute Sale or Contract to Sell 5.4. Notarized Contract of Sale 5.5. Notarized Authority to Construct		-Property Owner / Notary public -Property Owner / Notary public -Property Owner / Notary public -Property Owner / Notary public -Property Owner / Notary public

<p>be required to submit a Certification that there is no existing duly registered homeowner's association in the proposed project site.</p> <p>c. Undertaking (not a prerequisite to the issuance of the certification, clearance, or permit) that they will conduct social preparation or will endeavor to educate the affected homeowners, households or families as to their health and safety protocols.</p> <p>13.2. Height Clearance Permit or Validated Affidavit of Undertaking, whichever is applicable:</p> <p>a. If located within CAAP Critical Area (as verified in CAAP website), a Height Clearance Permit (HCP) from the Civil Aviation Authority of the Philippines (CAAP) is required for all proposed PTTIs that are fifty (50) meters or higher above the elevation of the ground</p> <p>b. If located outside CAAP Critical Area or tower height is below fifty (50) meters, there is no need to require a Height Clearance Permit (HCP) from the CAAP. Instead, applicants are only required to submit an Affidavit of Undertaking (AOU) certified by a Geodetic Engineer.</p>		<p>-Applicant</p> <p>- Civil Aviation Authority of the Philippines (CAAP)</p> <p>- Geodetic Engineer</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the City Building Official shall conduct site inspection with the Joint Inspection Team	Conduct site inspection with Joint Inspection Team	None	8 hours (Simple, Complex Application) 16 hours (Highly Technical Application)	<i>Zoning Officer III/ Zoning Inspector II/ Project Development Officer II</i> (CPDCO)
2. Submit properly accomplished Unified Application Form & documentary requirements	2.1. Receive the application form Check the completeness & authenticity of the requirements	None		<i>Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Draftsman III/Administrative Assistant II/Aide</i> (CPDCO)

	<p>2.2. Determine if client conform to Approved Subdivision Plan with Development Permit; Comprehensive Land Use Plan & (CLUP) Zoning Ordinance (ZO)</p> <p>2.3. If requirements conform to the CLUP & in accordance with the Compatibility Matrix; record information</p>	None	<p>1.5 hours (Simple Application) 3 hours (Complex Application) 9 hours (Highly Technical Application)</p>	<p><i>Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Draftsman III/Administrative Assistant II/Aide (CPDCO)</i></p> <p><i>Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Draftsman III/Administrative Assistant II/Aide (CPDCO)</i></p>
	2.4. Compute applicable fees including applicable penalty, if any.	Schedule of fees as per: Art. 31, Sec. 125-128 of the 2017 Revenue and Market Code	<p>10 minutes (Simple Application) 20 minutes (Complex Application) 60 minutes (Highly Technical Application)</p>	<p><i>Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Draftsman III/Administrative Assistant II/Aide (CPDCO)</i></p>
	2.5. Record, encode and prepare Zoning Certificate/ Locational Clearance.	None	<p>15 minutes (Simple Application) 30 minutes (Complex Application) 90 minutes (Highly Technical Application)</p>	<p><i>Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Draftsman III/Administrative Assistant II/Aide (CPDCO)</i></p>
	2.6. Review & approve	None	<p>2 hours (Simple Application) 4 hours</p>	<p><i>Department Head/ Architect IV/Zoning</i></p>

	Zoning Certificate / Locational Clearance		(Complex Application) 12 hours (Highly Technical Application)	<i>Officer III(CPDCO)</i>
3. Receive Zoning Certificate / Locational Clearance	3. Release Zoning Certificate / Locational Clearance	None	5 minutes (Simple Application) 10 minutes (Complex Application) 30 minutes (Highly Technical Application)	<i>Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Draftsman III /Administrative Assistant II/Aide (CPDCO)</i>
TOTAL		None	1.5 working days (Simple Application) 2 working days(Complex Application) 5 working days (Highly Technical Application)	



**Based on Art. 31, Sec. 125 to 128
of the 2017 Revenue and Market Code**

I. ZONING/LOCATIONAL CLEARANCE	
A. Residential Structure (single attached or detached)	
1. P 100,000 and below	P 288.00
2. Over P100,000 to P 200,000	P 576.00
3. Over P 200,000	P 720.00 + (1/10 of 1% excess of P 200,000.00)
B. Apartments/Townhouses	
1. P500,000 and below	P 1,440.00
2. Over P 500,000 to P 2 Million	P 2,160.00
3. Over P 2 Million	P 3,600.00 + (1/10 of 1% of cost in excess of P2 Million regardless of the number of floors)
C. Dormitories	
1. Project Cost of P 2 Million and below	P 3,600.00
2. Project Cost of Over P 2 Million	P 3,600.00 + (1/10 of 1% of cost in excess of P2 Million regardless of the number of doors)
D. Institutional	
1. P 2 Million and below	P 2,880.00
2. Over P 2 Million	P 2,880.00 + (1/10 of 1% of cost in excess of P 2 Million)
E. Commercial, Industrial, Agro-Industrial	
1. P 100,000 and below	P 1,440.00
2. Over P100,000 to P 500,000	P 2,160.00
3. Over P 500,000 – P 1 Million	P 2,880.00
4. Over P 1 Million – P 2 Million	P 4,320.00
5. Over P 2 Million	P 7,200.00 + (1/10 of 1% of cost in excess of P 2 Million)
F. Special Uses/ Special Projects (gasoline station, cell sites, slaughterhouse, treatment plant, etc.)	
1. P 2 Million and below	P 7,200.00
2. Over P 2 Million	P 7,200.00 + (1/10 of 1% in excess of P 2 Million)



2. SECURING ZONING CERTIFICATE FOR BUSINESS PERMIT

The City Planning and Development Coordinator's Office (CPDCO) is responsible for the issuance of the Zoning Certificate. Business establishments are required to secure a Zoning Certificate upon application of a Business Permit to ensure that the proposed utilization of the lot is in accordance with the City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

Office or Division:	City Planning and Development Coordinator's Office / City Hall Main Building, 2 nd floor	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Applicant / BLPD	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Application Form for Business	Business License and Permit Division
	2. Tax Declaration (photocopy)	Applicant / City Assessor's Office
	3. Applicable Forms of Ownership (1 photocopy): whichever is applicable	
	3.1. Owners duplicate copy (TCT)	-Registry of Deeds
	3.2. Contract of Lease (duly notarized)	-Building / Property Owner, Notary public
	3.3. Contract to Sell (duly notarized)	-Notary Public
	3.4. Deed of Absolute Sale (duly notarized)	-Notary Public
	3.5. Deed of Donation and/or Special Power of Attorney (duly notarized)	-Building / Property Owner
	3.6. Authorization letter (notarized) and/or Notice of Award/ Certification	-Building / Property Owner
	3.7. Sworn Statement as Heir of the Property (duly notarized)	-Local Housing Settlement Division
	3.8. LHSD Certification – if within Northville Subdivision	-National Housing Authority
	3.9. NHA Certification – if within San Fernando Heights, Bulaon Resettlement, and San Fernando Ville (AFP-PNP Ville)	-Building / Property Owner
	3.10. Lease Proposal	-Building / Property Owner, Notary public
	3.11. Certificate of Lease (duly Notarized)	

<p>4. OTHER SUPPORTING DOCUMENTS:</p> <p>4.1. Neighborhood's Consent, minimum of 4 periphery units (if no Homeowner's Association) / Homeowner's Clearance or Certification (if within approved residential subdivision) / Developer's Consent (for newly developed subdivisions)</p> <p>4.2. CMOD Clearance – if within New Public Market / Market Plaza (Stamped application with stall number)</p>	<p>-Applicant / Accredited Homeowners Association / Subdivision Developer</p> <p>-City Market Operations Division (CMOD)</p>
<p>5. Additional requirements for business applications with amendments:</p> <p>5.1. Amendments in Ownership:</p> <p>5.1.a. Change in Marital Status: Marriage Certificate (photocopy)</p> <p>5.1.b. Transfer of Ownership thru Consanguinity / Affinity (whichever is applicable / duly notarized): Updated Lease Proposal (no need to be notarized), Updated Contract of Lease, Updated Certificate of Lease, Updated Contract to Sell, Updated Deed of Absolute Sale, Updated Deed of Donation, Updated Special Power of Attorney, Updated Authorization Letter, Updated Notice of Award, Sworn Statement as Heir of Property, CMOD Clearance (Public Markets), Neighbors Consent – 4 units or Homeowner's Clearance (if within registered subdivisions), LHSD Certification (within Northville Subdivision) or NHA Certification (San Fernando Heights, Bulaon Resettlement, San Fernando Ville)</p> <p>5.2. Amendments in Business Name: photocopy of Updated Barangay Business Clearance</p> <p>5.3. Amendments in Location and / or Type of Business Operation and / or Expansion of Services: same requirements for New Business Applications</p>	<p>-Applicant / PSA</p> <p>-Applicant / Notary Public</p> <p>-CMOD</p> <p>- Applicant / Accredited Homeowners Association</p> <p>-Business License and Permit Division</p> <p>-Business License and Permit Division</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and submit properly accomplished application form: Zoning Certificate for Business & Documentary requirements	1. Receive the application Check the completeness & authenticity of the requirements	None	9 minutes	<i>Architect IV/Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Planning Officer/Draftsman III/Administrative Assistant II/Aide (CPDCO)</i>
2. Wait while the staff evaluates the application and accomplish the routing slip	2.1. Determine conformity to the Compatibility Matrix &/or Comprehensive Land Use Plan (CLUP) 2.2. Record & encode pertinent information in logbook for the proper documentation of application. 2.3. Review & approve the application (if it is in compliance to existing & applicable laws & ordinances)	None		<i>Architect IV/Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Planning Officer/Draftsman III/Administrative Assistant II/Aide (CPDCO)</i> <i>Department Head/ Architect IV/ Zoning Officer III (CPDCO)</i>
3. Sign the logbook and receive the accomplished routing slip.	3. Release the accomplished routing slip. File the Zoning certificate for Business	None		<i>Architect IV/Zoning Officer III/Zoning Inspector II/ Project Development Officer II/ Planning Officer/ Draftsman III/Administrative Assistant II/Aide (CPDCO)</i>
TOTAL:		None	9 minutes	



3. SECURING ZONING CERTIFICATE FOR LAND

The City Planning and Development Coordinator's Office (CPDCO) is responsible for the issuance of the Zoning Certificate for Land. Site zoning is requested by a taxpayer and/or any individual to enable the property owner to determine whether the use of the parcel of land is in accordance with the approved Comprehensive Land Use Plan and Zoning Ordinance.

Office or Division:	City Planning and Development Coordinator's Office / City Hall Main Building, 2 nd floor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Health Declaration Form		Guard Post (Entrance)		
2. One (1) copy of location plan duly signed and sealed by a registered Geodetic Engineer		Applicant / Geodetic Engineer		
3. One (1) photocopy of Title		Applicant / Registry of Deeds		
4. One (1) photocopy of Tax Declaration		Applicant / City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly filled-out Health Declaration Form and the documentary requirements	1. Receive & check the completeness & authenticity of the requirements	None	15 minutes	Architect IV / Zoning Officer III / Zoning Inspector II / Project Development Officer II / Planning Officer / Draftsman II / Administrative Assistant II / Aide (CPDCO)
2. Wait while the staff evaluates the use of the parcel of land	2. Evaluate the use of the parcel of land using the Comprehensive Land Use Plan (CLUP) Matrix & the Zoning Ordinance (ZO)	None	60 minutes	Architect IV / Zoning Officer III / Zoning Inspector II / Project Development Officer II / Planning Officer / Draftsman II / Administrative Assistant II / Aide (CPDCO)
3. Receive the Order of Payment	3. Compute based on the schedule of fees: Zoning Certificate for Land and Prepare the Order of Payment	Based on; Art. 31, Sec. 125-128 of the 2017 Revenue and Market Code	10 minutes	Architect IV / Zoning Officer III / Zoning Inspector II / Project Development Officer II / Planning Officer / Draftsman II / Administrative Assistant II / Aide (CPDCO)

4. Pay corresponding fee to the City Treasurer's Office (CTO)	4. Instruct client to pay corresponding fee to the City Treasurer's Office (CTO)	Based on; Art. 31, Sec. 125-128 of the 2017 Revenue and Market Code	1 minute	CTO Staff (City Treasurer's Office)
5. Submit copy of Official Receipt	5. Receive copy of proof of payment	None	1 minute	Architect IV / Zoning Officer III / Zoning Inspector II / Project Development Officer II / Planning Officer / Draftsman II / Administrative Assistant II / Aide (CPDCO)
6. Wait while the certificate is prepared	6.1. Prepare & record Zoning Certificate for Land	None	30 minutes	Architect IV / Zoning Officer III / Zoning Inspector II / Project Development Officer II / Planning Officer / Draftsman II / Administrative Assistant II / Aide (CPDCO)
	6.2 Review & Approve Zoning Certificate for Land	None	20 minutes	Department Head (CPDCO)
7. Receive Zoning Certificate for Land	7. Release Zoning Certificate for Land	None	15 minutes	Architect IV / Zoning Officer III / Zoning Inspector II / Project Development Officer II / Planning Officer / Draftsman II / Administrative Assistant II / Aide (CPDCO)
TOTAL:			2 hours and 32 minutes	



Office of the City Building Official

External Services



1. BUILDING PERMIT AND OTHER ANCILLARY AND ACCESSORY PERMITS

The Office of the City Building Official is primarily responsible for the issuance of building permit and other ancillary and accessory permits and other related permits as mandated by law particularly the National Building Code (P.D. 1096) and other referral codes in order to promote public safety, order and welfare towards a sustainable and sound environment catering to City of San Fernando’s development. Any person, firm or corporation who wishes to erect, construct, enlarge, alter, repair, move, improve, convert, demolish, equip, use, occupy, or maintain any building or structure can avail of these services.

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G – Government to Government	
Who may avail:	Citizen / Business / Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. Fully accomplished, originally signed and sealed by duly licensed professionals of the following forms (if applicable):</p> <ul style="list-style-type: none"> - **Four (4) copies of notarized Unified Application Form for Building Permit - Two (2) copies of Sanitary/Plumbing Permit - Two (2) copies of Application for Electrical Permit - Two (2) copies of Electrical Permit - Two (2) copies of Mechanical Permit - Two (2) copies of Electronics Permit <p>Note: For Ancillary and Accessory Permit applications only, submit photocopy of approved Building Permit (if applicable)</p>		Office of the City Building Official (Receiving Window)

<p>2. ^^The following sets of plans, all originally signed and sealed by respective professionals:</p> <ul style="list-style-type: none"> - **Four (4) sets of Architectural Plans - Three (3) sets of Civil/Structural Plans - Three (3) sets of Sanitary/Plumbing Plans - Three (3) sets of Electrical Plans with Short Circuit and Voltage Drop Calculations - Three (3) sets of Mechanical Plans - Three (3) sets of Electronic Plans <p>Legend: **Additional one (1) copy of Unified Application Form for Building Permit and one (1) set of Architectural Plans for projects within Heritage District and Declared Heritage Structure (for CTIPO) ^^Additional one (1) set of plans and copies of documentary requirements for projects located along National Roads is required -In the event of multiple applications of typical design of structure like subdivision, the applicant may apply and submit one typical set of plans per block but with individual lot plan and site development plan</p>	<p>Respective Professionals</p>
<p>3. Four (4) sets of Location Plan, originally signed and sealed</p>	<p>Licensed Geodetic Engineer</p>
<p>4. Four (4) sets of Cost Estimates/ Bill of Materials, all originally signed and sealed, notarized</p>	<p>Licensed Architect or Civil Engineer</p>
<p>5. Four (4) sets of Specifications, all originally signed and sealed</p>	<p>Licensed Architect or Civil Engineer</p>
<p>6. Three (3) sets of Hydraulic Analysis, for new and additional fire protection system, all originally signed and sealed</p>	<p>Professional Mechanical Engineer</p>
<p>7. Three (3) sets of Fire Protection Plan including Automatic Fire Suppression System (AFSS), Fire Detection and Alarm System (FDAS), Kitchenhood Suppression System (KHSS) and Centralized LPG Line System (for BFP) – if applicable</p>	<p>Professional Mechanical Engineer</p>

8. Three (3) sets of Valid Professional Licenses and Latest PTR with 3 specimen signature and seal	Respective Professionals
9. Two (2) sets of Structural Design Analysis and Seismic Analysis, for two (2) storey buildings/ structures with height of 7.5 meters or more and warehouses, all originally signed and sealed	Licensed Architect or Civil Engineer
10. Two (2) sets Boring and Plate Load Tests, Structural Design Analysis and Seismic Analysis for three (3) storey buildings and higher, all originally signed and sealed	Licensed Civil Engineer
11. One (1) copy of DOLE Certification for Construction Safety and Health Program	Department of Labor and Employment (DOLE)
12. One (1) copy Traffic Impact Assessment – if building floor area is more than 5,000 square meters (for CPDCO)	Traffic Engineer
13. One (1) copy Affidavit of Undertaking – for Building Permit applications with 30 days grace period submission of other government clearances	-Office of the City Building Official (Receiving Window) -Notarial Services
14. Two (2) copies of the following documents: Certified True Copy of Transfer Certificate of Title from Register of Deeds **In case the applicant is not the registered owner of the lot, two (2) copies of any of the following duly notarized document shall be submitted: - Contract of Lease or Award Notice/ Offer Sheet - Deed of Absolute Sale/ Donation/ Usufruct - Contract of Sale - Authority to Construct - Affidavit of Heirs - Memorandum of Agreement - Waiver of Rights	-Register of Deeds located at Capitol Compound -Owner of the property -Notarial Services
16. One (1) copy of Certified Tax Declaration	City Assessor's Office

17. One (1) copy of Current/ Latest Real Property Tax Receipt or Real Property Tax Clearance (to be facilitated by OCBO)	CTO – Land Tax Division
18. Any of the following will be required in cases when the applicant is not the registered owner (1 original, 1 photocopy) - Corporate Secretary – for corporation - Special Power of Attorney - Notarized Authorization Letter	-Corporation -Owner of the property -Notarial Services
19. Sangguniang Panlungsod Resolution/ Ordinance on the approved reclassification – for reclassified land	Office of the Sangguniang Panlungsod
20. One (1) copy of Barangay	Office of the City Building Official
21. One (1) copy of Homeowner’s Clearance or Neighborhoods Consent nearby, minimum of 4 periphery units, if applicable - (for CPDCO)	Homeowner’s Association where the project is located
22. One (1) copy of Zoning Certificate or Locational Clearance (to be facilitated by OCBO)	Office of the City Building Official
23. One (1) copy of Fire Safety Evaluation Clearance (to be facilitated by OCBO)	Office of the City Building Official
24. One (1) copy Lifting of the Presumption for 50 years and over structure from any Cultural Agencies (from CTIPO – to be facilitated by OCBO)	Office of the City Building Official
25. One (1) copy of Conformity for new buildings within Heritage District (from CTIPO – to be facilitated by OCBO)	Office of the City Building Official
26. One (1) copy of Clearances from other government agencies such as CAAP, DENR, DOH, NHA, DPWH, etc., if necessary (to be submitted within 30 days from the date of submission)	Applicable government agency/ies
27. Additional Documentary Requirements for Base Stations and other Telecommunication Infrastructure: ● If the applicant is a Mobile Network Operator (MNO): - Certified True Copy of National Telecommunication Commission’s Provisional Authority (PA); or - Certificate of Registration to Provide	- National Telecommunication Commission - Department of Information and

<p>Telecommunication Services</p> <ul style="list-style-type: none"> ● <i>If the applicant is an Independent Tower Company (ITC) constructing a Passive Telecommunication Tower (PTTI) or other passive structures:</i> <ul style="list-style-type: none"> - Certified True Copy of the ITC Certificate of Registration (issued by DICT) ● <i>If the telecommunication structure is proposed to be located on a privately-owned land within residential subdivision:</i> <ul style="list-style-type: none"> - Written certification under oath executed by the responsible officer of the company that there is no other available or suitable site within the coverage area except the subject property inside the subdivision project and said location will best serve the purpose of interconnectivity effectively and efficiently - Undertaking that they will conduct social preparation among the affected homeowners, households or families ● Radiofrequency Radiation (RFR) Evaluation Report from the Center for Device Regulation, Radiation, Health, and Research of the Food and Drug Administration (FDA-CDRRHR) – not applicable for passive infrastructures 	<p>Communication Technology (DICT)</p> <ul style="list-style-type: none"> - Responsible Officer of the company - Center for Device Regulation, Radiation, Health, and Research of the Food and Drug Administration (FDA-CDRRHR)
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the necessary forms and documents required at OCBO Receiving Window.	1. Check the completeness of the required documents and indicate the time in and date in the Routing Slip. Encode application details in the receiving logbook. Then, print the	None	50 minutes (simple) / 1 hour,	<i>Administrative Assistant/ Aide (OCBO)</i>

Receive Acknowledgement Receipt (Wait for the results of evaluation within 3 working days)	Verification Form, Routing Slip, Acknowledgement Receipt, Evaluation – Nonconformity Compliance Sheet and Joint Inspection Report for Building and other Ancillary and Accessory Permits. **For Sign Permit and Demolition Permit applications , encode the pertinent information and print the applicable permit.		50 minutes (complex)	
	1.1 Endorse the documents to the City Treasurer’s Office and City Tourism and Investment Promotion Office (if applicable) for verification.	None		<i>Administrative Assistant/ Aide OCBO Monitoring Officer</i>
	1.2 Stamp the plans and application forms with “RECEIVED” and indicate the date of receipt as well as the assigned application control number.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	1.3 Fill out the Routing Slip completely and issue the acknowledgement receipt / feedback to the applicant.	None		<i>Administrative Assistant/ Aide (OCBO)</i>

	<p>1.4 Endorse the application to the BFP Plan Evaluator then to the Architect and Engineers for technical evaluation. Also, endorse to the JIT Leader for the conduct of joint inspection.</p> <p>Note: <i>Technical evaluation may be conducted simultaneously with the ocular inspection.</i></p>	None	10 hours (simple) / 32 hours (complex)	<i>Administrative Assistant/ Aide (OCBO)</i>
	<p>1.5 Indicate time in and date in the Routing Slip. Verify and evaluate the plans and documents as to technical requirements of their respective fields / disciplines.</p>	None		<i>Architect and Engineers (OCBO) and Building Plan Evaluator (BFP)</i>
	<p>1.6 Accomplish and sign the Evaluation – Nonconformity Compliance Sheet.</p> <p>Notes: 1.6.1 <i>If the application is compliant to the National Building Code (P.D. 1096) and other referral code of each discipline, sign on the approval box of the plans.</i> 1.6.2 <i>If the application is not compliant, record the findings in the Evaluation – Nonconformity Compliance Sheet and the nonconformity in the Nonconforming Outputs</i></p>			<i>Architect and Engineers (OCBO), Building Plan Evaluator (BFP), Processing and Evaluation Division Chief (OCBO) and (City Building Official (OCBO)</i>

	<p><i>Logbook.</i> <i>Nonconforming outputs shall be monitored with a period of thirty (30) calendar days after the technical deficiencies were communicated to the client.</i></p> <p><i>1.6.3 If the applicant fails to comply with the technical requirements after a period of thirty (30) calendar days, the inspector/s will conduct an ocular inspection.</i></p> <p><i>1.6.4 For completely and partially constructed, demolished or installed, a Demand Letter will be served.</i></p> <p><i>1.6.5 Notice of violations will be served if the applicant fails to comply after the issuance of a Demand Letter. Refer procedures on OCULAR INSPECTION Note 1.12.3</i></p> <p><i>1.6.6 If the applicant fails to comply after the final notice of violation, application will be endorsed to the City Legal Office for appropriate legal actions.</i></p> <p><i>1.6.7 For applications with notice/s issued during the conduct of saturation, and the applicant fails to comply, a demand letter and/or due notice/s, whichever applicable will be served prior to endorsement to the City Legal Office for appropriate legal actions. Follow the procedures in Note 1.6.3 of Technical</i></p>			
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	Evaluation			
	1.7 Fill out the Routing Slip.	None		<i>Architect and Engineers (OCBO) and Building Plan Evaluator (BFP)</i>
	1.8 Receive and attach the Locational / Zoning Clearance and Order of Payment from the CPDCO and other documents from BFP to the application documents.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	1.9 Indicate the time in and date on the Routing Slip and endorse the application to the Processing and Evaluation Division Chief and City Building Official.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	1.10 Review and application and applicable permits.	None		<i>Processing and Evaluation Division Chief (OCBO) and City Building Official (OCBO)</i>
	1.11 Fills out completely the Routing Slip.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	1.12 Conduct joint inspection from the date of application and record the results of the inspection and recommendation on the report. Notes: <i>1.12.1 If the applicant fails to comply with the technical requirements,</i>	None	1 working day	<i>Building Inspector (OCBO), Fire Safety Enforcer (BFP), Zoning Inspector (CPDCO), Tourism Representative (CTIPO), and Barangay Representative</i>

	<p><i>conduct ocular inspection within five (5) working days from the last day of the thirty (30) days grace period to determine the status of construction.</i></p> <p><i>1.12.2 If noncompliance was noted by all or any of the regulatory offices, joint inspection shall be conducted by the OCBO and concerned office or the OCBO only as the case may be.</i></p> <p><i>1.12.3 For applications which were issued with a Demand Letter, inspection shall be conducted three (3) days after the date of receipt of the Demand Letter. If Notice of Violations will be served, inspection shall be conducted three (3) days after the receipt of every corresponding notice.</i></p> <p><i>1.12.4 For not yet constructed, demolished or installed, a quarterly inspection will be conducted to monitor the application from the proposed date of construction and will be canceled by the Building Official after a period of one (1) year from the date of</i></p>			
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	<i>application.</i>			
	1.13 Request the applicant to sign on the Inspection Report and furnish him/her a copy of it. Endorse the applicant's documents to the Assessment Officer.	None		<i>Building Inspector (OCBO)</i>
	1.14 Fill out the Routing Slip completely and endorse the documents to the Assessment Officer.	None		<i>Building Inspector (OCBO)</i>
	1.15 Retrieve the set of application documents allotted for the CPDCO and attach the verification form and joint inspection report. Then endorse the documents to the CPDCO.	None		<i>Administrative Assistant / Aide (OCBO)</i>
	1.16 Indicate the time in and date on the Routing Slip. Assess and encode all applicable fees. For the Location Clearance fees and FSEC fees, copy of assessment based on the CPDCO's order of payment and BFP's assessment form.	None	1 hour (simple) / 2 hours (complex)	<i>Assessment Officer (OCBO)</i>
	1.17 Print one (1) copy of Assessment Slip, four (4) copies of Order of Payment and sign on each copy.	None		<i>Assessment Officer (OCBO)</i>

	1.18 Endorse the Assessment Slip and Order of Payment to the Processing and Evaluation Division Chief and the City Building Official for the review and approval.	None		<i>Assessment Officer (OCBO)</i>
	1.19 Review and approve of Assessment Slip and Order of Payment.	None	2hou 2 hours (simple) / 6 hours (complex)	<i>Processing and Evaluation Division Chief and City Building Official (OCBO)</i>
	1.20 Fill out the Routing Slip and endorse it to the Revenue Collection Clerk (CTO) together with the Order of Payment.	None		<i>Assessment Officer (OCBO)</i>
2. Present Acknowledgement Receipt to the City Treasurer's Office – Window 31)	2.1 Receive the Acknowledgment Receipt from the applicant.	Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances	10 minutes	<i>Revenue Collection Clerk (CTO)</i>
	2.2 Retrieve the Order of Payment from file.			<i>Revenue Collection Officer/ Clerk (CTO)</i>
	2.3 Indicate the date and time on the Routing Slip and encode the payment details and collect the correct amount of money from the client.			
	2.4 Print Official Receipt Payment to the client			

3. Present Routing Slip, Order of Payment, Official Receipt and RPT Clearance to OCBO Releasing Window and accomplish Client's Feedback Form	3.1. Receive from the CTO the Routing Slip, Order of Payment, Official Receipt and the RPT Clearance.	None	2 hours (simple) / 6 hours (complex)	<i>Administrative Assistant/ Aide (OCBO)</i>		
	3.2 Indicate the time in and date on the Routing Slip.					
	3.3 Print the Building Permit in three (3) copies					
	3.4 Receive and attach the Fire Safety Evaluation with the application documents to the City Building Official.					
	3.5 Sign Building Permits. Note: <i>Thorough review of application already carried out during the Technical Evaluation procedures.</i>					<i>City Building Official (OCBO)</i>
	3.6 Fill out completely all copies of Application Forms including the Routing Slip					<i>Administrative Assistant/ Aide (OCBO)</i>
	3.7 Indicate the time in and date on the Routing Slip.					<i>Administrative Assistant/ Aide (OCBO)</i>
	3.8 Encode details of application and payment on logbook.					<i>Administrative Assistant/ Aide (OCBO)</i>

4. Receive approved permits and drop Client's Feedback Form in the Suggestion Box at OCBO Releasing Window	3.9 Stamp the plans and application with "ISSUED" and indicate the date of issuance. Segregate the approved Building Plans and Permit into two (2) sets (OCBO and Owner's copy).			Administrative Assistant/ Aide (OCBO)
	3.10 Issue the approved permits to the applicant and request him to accomplish the previously issued acknowledgment receipt/ feedback form after which will be dropped accordingly by the applicant to the designated suggestion box.			Administrative Assistant/ Aide (OCBO)
	3.11 Fill out the Routing Slip and request the applicant to sign on releasing the logbook to signify receipt of documents.			Administrative Assistant/ Aide (OCBO)

TOTAL:	Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances	3 Working Days (Simple application) / 7 Working Days (Complex application)	
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2. CERTIFICATE OF FINAL ELECTRICAL INSPECTION/ COMPLETION (SMALL ELECTRICAL)

The Office of the City Building Official is primarily responsible for the issuance of Certificate of Final Electrical Inspection/ Completion (Small Electrical) as mandated by law particularly the National Building Code (P.D. 1096) and its Implementing Rules and Regulations in order to obtain services of the electric utility company and as compliance to Philippine Electrical Code (R.A. 7920).

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G – Government to Government	
Who may avail:	Citizen / Business / Government	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. **One (1) copy of accomplished Application for Final Electrical Inspection/ Completion	Office of the City Building Official (Receiving Window)
	2. Two (2) copies Certificate of Final Electrical Inspection/ Completion, all originally signed and sealed by a professional electrical engineer	Office of the City Building Official (Receiving Window)
	3. Two (2) copies of Application for Electrical Permit, all originally signed and sealed by a professional electrical engineer	Office of the City Building Official (Receiving Window)
	4. Two (2) copies of Electrical Permit, all originally signed and sealed by a professional electrical engineer	Office of the City Building Official (Receiving Window)
	5. Three (3) sets of Electrical Layout, all originally signed and sealed by a professional electrical engineer	Office of the City Building Official (Receiving Window)

<p>6. **One (1) copy of Transfer Certificate of Title or Award Notice from any government or private housing organization.</p> <p>Note: In case the applicant is not the registered owner of the lot, submit 1 copy of any of the following duly notarized documents showing proof of ownership:</p> <ul style="list-style-type: none"> - Contract of Lease or Award Notice/ Offer Sheet - Deed of Absolute Sale/ Donation/ Usufruct - Contract of Sale - Authorization from Lot Owner - Affidavit of Heirs <p>Legend: ** - initial requirement to be submitted. The rest of the documentary requirements will be submitted after the conduct of inspection.</p>		<p>-Register of Deeds -Owner of the property -Notarial Services</p>		
<p>6. One (1) copy Certificate of Electrical Inspection – to be secured at the BFP (to be facilitated by OCBO)</p>		<p>Bureau of Fire Protection (BFP)</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish Application for CFEIC and wait for the schedule of ocular inspection. Submit proof of ownership at OCBO Receiving Window</p>	<p>1. Determine the registered owner of the lot based on the submitted documents prior to receiving the application.</p> <p><i>Notes:</i> <i>*If the applicant is the registered owner, proceed to the next procedure.</i> <i>*If the applicant is not the registered owner, return the application to the client and provide reasons for returning it.</i></p>	<p>None</p>		<p><i>Administrative Assistant/ Aide (OCBO)</i></p>

1.1 Submit all the necessary forms and documents required at OCBO Receiving Window	1.1 Indicate date and time on the Routing Slip.	None	1 hour	<i>Administrative Assistant/ Aide (OCBO)</i>
	1.2 Schedule the inspection and encode application details in the logbook.			
	1.3 Print the routing slip and two (2) copies of CFEIC Inspection/ Evaluation Report. Fill out complete details on the routing slip and endorse it to the Electrical Engineer of Inspection and Enforcement Division (IED) together with the application form.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	1.4 Conduct an ocular inspection within two (2) working days from the date of application and record the results of the inspection and recommendations on the report.	None	2 working days	<i>Electrical Engineer of IED (OCBO)</i>
	1.5 Request the applicant to sign in the report and furnish the applicant a copy of it.			<i>Electrical Engineer of IED (OCBO)</i>
	1.6 Fill out the details on the Routing Slip.			<i>Electrical Engineer (OCBO)</i>
	1.7 Receive and check the other required documents from the client. Prepare and issue the Acknowledgment Receipt to the		1 hour	<i>Administrative Assistant/ Aide (OCBO)</i>

<p>1.2 Receive Acknowledgement Receipt (Wait for the results of evaluation within 3 working days)</p>	<p>applicant. Stamp the documents with "RECEIVED" and indicate the date of receipt.</p>			
	<p>1.8 Indicate the time in and date on the Routing Slip. Endorse the application to the Electrical Engineer of IED for technical evaluation and the electrical layout to the BFP.</p>			<p><i>Administrative Assistant/ Aide (OCBO)</i></p>
	<p>1.9 Verify and evaluate the documents as to technical requirements.</p>			<p><i>Electrical Engineer of IED (OCBO) Building Plan Evaluator (BFP)</i></p>
	<p>1.10 Accomplish and sign the CFEIC Inspection/ Evaluation Report including electrical permits.</p> <p><i>Notes: *If the application is compliant to the National Building Code (P.D. 1096) and its Implementing Rules and Regulations, signs on the Certificate of Final Electrical Inspection/ Completion and Electrical Permit. *If the application is not compliant, record the findings</i></p>			<p><i>Electrical Engineer of IED (OCBO) Building Plan Evaluator (BFP)</i></p>

<p><i>in the Evaluation Report and the nonconformity in the Nonconforming Outputs Logbook. *If the applicant fails to comply with the technical requirements after a period of one (1) year, the application will be canceled by the Building Official.</i></p>			
<p>1.11 Fill out the Routing Slip completely and endorse the applicant's documents to the Assessment Officer.</p>			<p><i>Electrical Engineer of IED (OCBO)</i></p>
<p>1.12 Indicate the time and date on the Routing Slip, assess and indicate applicable fees in the order of payment in three (3) copies. For CEI fees, copy the assessment based on BFP's assessment form.</p>		1 hour	<p><i>Assessment Officer (OCBO)</i></p>
<p>1.13 Fill out the Routing Slip completely and endorse the application to the OCBO Chief for the review.</p>			<p><i>Assessment Officer (OCBO)</i></p>
<p>1.14 Indicate the time in and date on the Routing Slip then endorse it to the IED Chief and OCBO Chief.</p>			<p><i>Administrative Assistant / Aide (OCBO)</i></p>

	1.15 Review and approve the application, Certificate of Final Electrical Inspection/ Completion and Order of Payment		4 hours	<i>IED Chief and City Building Official</i>
	1.16 Fill out completely the Routing Slip	None		<i>Administrative Assistant / Aide (OCBO)</i>
2. Present Acknowledgement Receipt to	2. Receive Acknowledgement Receipt from the applicant and	Refer to Schedule of Fees	5 minutes	<i>Administrative Assistant / Aide (OCBO)</i>
the City Treasurer's Office – Window 31)	issue the necessary documents to the applicant for payment to the City Treasurer's Office Order of Payment	and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances		<i>Revenue Collection Clerk (CTO)</i>
	2.1 Receive the documents from the client and check if the Order of Payment is signed by the authorized signatory			
	2.2 Encode the payment details and collect the correct amount of money from the client.			
	2.3 Print the Official Receipt and fill out the Routing Slip completely.			<i>Revenue Collection Clerk (CTO)</i>

	2.3 Issue the Official Receipt together with the other documents to the OCBO Liaison Officer .			<i>Revenue Collection Clerk (CTO)</i>
3. Receive approved CFEIC and accomplish Client's Feedback Form then drop it in the Suggestion Box at OCBO Releasing Window	3. Receive from the CTO the documents and indicate the time in and date on the routing slip.	None	55 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	3.1 Receive and attach the Certificate of Electrical Inspection including BFP's assessment to the application documents.			
	3.2 Encode details of application and payment on the logbook.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	3.3 Fill out all copies of Certificate of Final Electrical Inspection/ Completion, Electrical Permit and Electrical Layout.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	3.4 Stamp the electrical layout and application forms with "ISSUED" and indicate the date of issuance.	None		<i>Administrative Assistant/ Aide (OCBO)</i>

	3.5 Segregate the approved Certificate of Final Electrical Inspection/ Completion into two (2) sets: Owner's Copy and Office File Copy.			<i>Administrative Assistant/ Aide (OCBO)</i>
	3.6 Issue the approved documents to the applicant and request him to accomplish the previously issued feedback form/ acknowledgement receipt after which will be dropped accordingly by the applicant to the designated suggestion box.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	3.7 Fill out the Routing Slip completely and request the applicant to sign on it to signify receipt of documents.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	TOTAL:	Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances	3 Working Days	



3. CERTIFICATE OF OCCUPANCY

The Office of the City Building Official is primarily responsible for the issuance of Certificate of Occupancy/Use before occupying a building or structure, as mandated by law. It is also a prerequisite/requirement in applying for OCBO clearance, Electric service connection and in order to avail the assistance of various financial institutions such as PAG-IBIG, BANKS, etc.

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G – Government to Government	
Who may avail:	Citizen / Business / Government	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Three (3) copies Unified Application Form for Certificate of Occupancy/Use, duly notarized	Office of the City Building Official (Receiving Window)
	2. Two (2) copies for each of the following Certificates of Completion duly accomplished by the contractor (if the construction is undertaken by contract) and all originally signed and sealed by the architect or engineer in- charge of construction works: - Certificate of Completion-Building - Certificate of Completion-Sanitary/ Plumbing - Certificate of Final Electrical Inspection/ Completion - Certificate of Completion-Mechanical	Office of the City Building Official (Receiving Window)
	3. Construction Logbook Sheet with Folder, all originally signed and sealed by the architect or engineer in-charge of construction works	Licensed Architect or Civil Engineer
	4. Two (2) copies of As-built plans and specifications (if necessary), jointly and originally signed and sealed by the designing architect or civil engineer and the architect or civil engineer in-charge of the construction and signed by the contractor (if the construction is undertaken by contract) and confirmed by the owner	Licensed Architect or Civil Engineer

5. One (1) Electronic copy of Photograph of the completed structures showing front, sides and rear areas (preferably *jpeg format)	Licensed Architect or Civil Engineer or Owner of the Property
6. One (1) copy of Valid Professional Licenses and Latest PTR with 3 specimen signatures, seal	Respective Professionals
7. Additional document/s required by the inspector/s as written on the Certificate of Occupancy/Use Joint Inspection Report, if necessary – <i>to be submitted after the conduct of inspection</i>	
8. One(1) copy Affidavit (change of in- charge of construction), duly notarized	Notarial Services
9. One (1) copy Corporate Secretary's Certificate, authorizing signatory	Owner of the Property
10. One (1) copy Special Power of Attorney/ Authorization Letter, if necessary	Owner of the Property
11. Any of the following will be required in cases when the applicant is not the registered owner (1 original copy) -Corporate Secretary's Certificate – for corporation -Special Power of Attorney Notarized Authorization Letter	
12. One (1) copy Fire Safety Inspection Certificate (<i>to be facilitated by OCBO</i>)	Bureau of Fire Protection (BFP)
13. Photocopy of Official Receipt of Building Permit Fee of Order of Payment for Building Permit, if applicable – for Building Permit applications in the year 2013 and below	
14. Photocopy of Official Receipt of Zoning/ Locational Clearance Fee or Zoning Certificate/ Locational Clearance, if applicable – for Building Permit applications dated September 2019 and below	
15. One (1) copy of DPWH Clearance for project along national roads	Department of Public Works and Highways (DPWH)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit all the necessary forms and documents required at OCBO Receiving Window.</p> <p>1.1 Receive Acknowledgement Receipt (Wait for the results of evaluation within 5 working days)</p>	<p>1. Check the required documents and encode application details in the receiving logbook.</p>	None		<p><i>Administrative Assistant/ Aide (OCBO)</i></p>
	<p>1.1 Print Routing Slip, Acknowledgment Receipt, Evaluation – Nonconformity Compliance Sheet and Certificate of Occupancy/ Use Joint Inspection Report.</p>			
	<p>1.2 Stamp the completion forms and as-built plans with “RECEIVED” and indicate date of receipt.</p>			
	<p>1.3 Endorse the Certificate of Occupancy/ Use Joint Inspection Report to the JIT Leader for the conduct of inspection while the application documents will be endorsed to the BFP.</p>			
	<p>1.4 Conduct of Joint Inspection within one (1) working day from the date of application and record the results of the inspection and recommendations on the report.</p> <p>Notes: <i>If the applicant fails to comply with the technical requirements, conduct ocular inspection within five (5) working days</i></p>	None	Within 1 working day	<p><i>-Building Inspectors (OCBO)</i> <i>-Fire Safety Enforcer (BFP)</i></p>

	<p>from the last day of the 30 days grace period to determine the status of construction.</p> <p><i>-If noncompliance was noted by all or any of the regulatory offices, joint inspection shall be conducted by the OCBO and concerned office or the OCBO only as the case may be.</i></p> <p><i>-For applications which were issued with Demand Letter, inspection shall be conducted three (3) days after the date of receipt of the Demand Letter. If Notice of violations will be served, inspection shall be conducted three (3) days after the receipt of every corresponding notice.</i></p>			
	<p>1.5 Request the applicant to sign on the Certificate of Occupancy/ Use Joint Inspection Report and furnish him/ her a copy of it. Fill out the Routing Slip completely and endorse the applicant's documents to the technical evaluators.</p>	<p>None</p>		<p><i>Building Inspector (OCBO)</i></p>
	<p>1.6 Indicate the time in and date on the Routing Slip. Verify and evaluate the plans and documents as to technical requirements</p>	<p>None</p>	<p>10 hours (simple) / 32 hours (complex)</p>	<p><i>-Architect and Engineers (OCBO) and Building Plan Evaluator (BFP)</i></p>

	<p>of their respective fields/ disciplines and fire safety requirements.</p>			
	<p>1.7 Accomplish and sign Evaluation Sheet and as-built plans (if any). Note: <i>-If the application is compliant to the National Building Code (P.D. 1096) and its Implementing Rules and Regulations, signs on the Evaluation – Nonconformity Compliance Sheet.</i> <i>-If the application is not compliant, record the findings in the Evaluation – Nonconformity Compliance Sheet and the nonconformity in the Nonconforming Outputs Logbook. Nonconforming outputs shall be monitored within a period thirty (30) calendar days after the technical deficiencies were communicated to the client.</i> <i>-If the applicant fails to comply with the technical requirements after a period of thirty (30) calendar days, the inspector/s will conduct an ocular inspection.</i> <i>-If still noncompliant, a Demand Letter will be served.</i> <i>-Notice of Violations</i></p>			

	<p><i>will be served if the applicant fails to comply after the issuance of a Demand Letter. Refer to procedures on OCULAR INSPECTION 1.4</i></p> <p><i>-If the applicant fails to comply after the final notice of violation, the application will be endorsed to City Legal Office for appropriate legal actions.</i></p>			
	<p>1.8 Fill out the Routing Slip completely and endorse the documents to the Administrative Aide.</p>	None		<p><i>Building Inspectors (OCBO) and Fire Safety Enforcer (BFP)</i></p>
	<p>1.9 Fill out the Routing Slip completely and endorse the documents to the Administrative Aide.</p>	None		<p><i>Building Inspectors (OCBO) and Fire Safety Enforcer (BFP)</i></p>
	<p>1.10 Indicate the time in and date on the Routing Slip and endorse to the Inspection and Enforcement Division Chief and City Building Official</p>	None		<p><i>Administrative Aide (OCBO)</i></p>

	1.11 Review and approve the application and applicable permits.			<i>Processing and Evaluation Division Chief and City Building Official (OCBO)</i>
	1.12 Fill out completely the Routing Slip and endorses the applicant's documents to the Assessment Officer	None		<i>Administrative Assistant/ Aide (OCBO)</i>
	1.13 Indicate the time in and date on the Routing Slip, assess and encode all applicable fees. For FSIC fees, copy the assessment based on the BFP's assessment form.	None	1 hour (simple) / 2 hours (complex)	<i>Assessment Officer (OCBO)</i>
	1.14 Review and approve of Assessment Slip and Order of Payment	None	2 hours (simple) / 6 hours (complex)	<i>Processing and Evaluation Division Chief and City Building Official</i>
	1.15 Fills out completely the Routing Slip and endorse to the Revenue Collection Clerk (CTO) together with the order of Payment.	None		<i>Administrative Assistant/ Aide (OCBO)</i>
2. Present Acknowledgement Receipt to the City Treasurer's Office – Window 31)	2. Receive Acknowledgement Receipt from the applicant.	Refer to Schedule of Fees and other Charges of the Revised Implementi		
	2.1 Retrieve the Order of Payment from file.			

	2.2 Indicate the date and time on the Routing Slip and encode the payment details and collect the correct amount of money from the client.	ng Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances	10 minutes	<i>Revenue Collection Officer/ Clerk (CTO)</i>
	2.3 Print the Official Receipt and fill out the Routing Slip completely.			
	2.4 Issue the Official Receipt together with the applicable Routing Slip and Order of Payment to the client.			
3. Present Routing Slip, Order of Payment and	3. Receive from the CTO the Routing Slip, Order of Payment	None	2 hours (simple) / 6 hours (complex)	<i>Administrative Assistant/ Aide (OCBO)</i>
Official Receipt to OCBO Releasing Window and accomplish Client's Feedback Form	and the Official Receipt.	None		
4. Receive approved Certificate of Occupancy/ Use and drop Client's Feedback Form in the Suggestion Box at OCBO	3.1 Prints the Certificate of Occupancy/ Use in two (2) copies.			

Releasing Window	3.2 Receive and attach the Fire Safety Inspection Certificate and other documents from the BFP to the application documents.	None		
	3.3 Sign the Certificate of Occupancy/ Use. <i>Note: Thorough review of application was already carried out during the Technical Evaluation procedures.</i>	None		
	3.4 Encode details of application and payment on the logbook.	None		
	3.5 Stamp the plans and application forms with "ISSUED" and indicate the date of issuance.	None		
	3.6 Segregate the approved Certificate of Occupancy/ Use into three (3) sets: Owner's Copy, Office File Copy.	None		
	3.7 Issue approved Certificate of Occupancy/ Use and request him/ her to accomplish the previously issued feedback form/ acknowledgement receipt after which will be dropped accordingly by the applicant to the designated suggestion box.	None		

	3.8 Fill out the Routing Slip completely and request the applicant to sign on it to signify receipt of documents.	None		
TOTAL:		Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D.1096) / Other Regulatory Fees / Ordinances	3 Working Days (simple application) / 7 Working days (complex applications)	



4. ANNUAL INSPECTION CERTIFICATE & CERTIFICATE OF OPERATION

The Office of the City Building Official is primarily responsible for the issuance of Certificate of Annual Inspection & Certificate of Operation, as mandated by law particularly the National Building Code (P.D. 1096) and other referral codes in order to promote public safety, order and welfare towards a sustainable and sound environment catering to City of San Fernando's development.

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G - Government to Government	
Who may avail:	Citizen / Business / Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) copy of fully accomplished form of Annual Inspection Establishment Data(for Annual Inspection only)		OCBO
One (1) copy of Inspection Report (Annual Inspection/Certificate of Operation)		OCBO
Two (2) copies of Certification/s from professional/s as indicated in the Inspection Report		Duly Licensed Professional/s hired by the Applicant
-Note other documents may be required by the inspector base on the conducted inspection.		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all copies of documents at the OCBO Receiving Window.	Check the completeness of the required documents and prepare the Routing Slip, Evaluation Report & Acknowledgement Receipt.	None	10 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Stamp Certifications and other required documents with "RECEIVED" and indicate date received and signed.			
	Sign on the routing slip endorse documents to the I.E.D. Inspector/s.			

	Issue Acknowledgement Receipt/Feedback to the applicant.			
	Accomplish the Routing Slip with Date & Time In.			
	Prepare certificates to be issued.			
	Accomplish Evaluation Findings Form		1 day (8 hours)	<i>I.E.D. Inspector/s (OCBO)</i>
	Fill-up Routing Slip with Date & Time Out.			
	Endorse all documents to the Inspection and Enforcement Division Chief for review.			
	Accomplish the Routing Slip with Date & Time In.		15 minutes	<i>Inspection and Enforcement Division Chief (OCBO)</i>
	Review all documents, findings and recommendations for approval.	None		
	Accomplish the Routing Slip with Date & Time Out.	None	15 minutes	<i>Inspection and Enforcement Division Chief (OCBO)</i>
	Endorse the documents to the Assessment Officer.			
	Accomplish the Routing Slip with Date & Time In.			
	Assess fees based on the documents submitted.			
	Prepare three (3) copies of the Order of Payment then sign.	None	10 minutes	<i>Assessment Officer (OCBO)</i>

	Accomplish the Routing Slip with Date & Time Out.			
	Endorse the documents to the City Building Official for approval.			
	Accomplish the Routing Slip with Date & Time In.	None	10 minutes	<i>City Building Official</i>
	Review all documents, findings and sign on the Certificate/s to be issued.			
	Fill-up Routing Slip with Date & Time Out.			
	Endorse three (3) copies of Order of Payment and the Routing Slip to the City Treasurer's Office for payment			
2. Present Acknowledgement Receipt to the City Treasurer's Office – Window 31)	Retrieve documents	Refer to the Assessment Slip issued by the DOLE Regional Office	15 minutes	<i>Revenue Collection Officer/ Clerk (CTO)</i>
	Collect the amount of corresponding fees and accomplish the Routing Slip with Date & Time In.			
	Prepare the Official Receipt and fill out the Routing Slip with Date & Time Out			
	Endorse the documents to the OCBO Releasing Clerk			

	Indicate the time in and date on the Routing Slip.			
	Accomplish certificates with payment details and stamp "Issued" with the date of Issuance and sign.	None	15 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Encode payment details on the Issuance Logbook			
	Accomplish the Routing Slip with Date & Time Out.			
3. Receive documents from the Releasing Clerk	Issue one copy each of Certificate/s, Order of Payment, Official Receipt and Certifications.	None	5 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Inform the client to accomplish the Feedback Form and sign on the issuance logbook.			
		Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR)	Maximum of Three (3) Working Days (Simple application)	Note: Inspection will be excluded in processing of certificate/s. (Ocular Inspection / Saturation)
TOTAL			1 day, 1 hour & 25 minutes	



5. DOLE PERMIT TO OPERATE – PAYMENT

The Office of the City Building Official is primarily responsible for the collection of fees for DOLE – PERMIT TO OPERATE, in compliance with memorandum of agreement between The Ministry of Labor (DOLE) and The Ministry of Public Works (DPWH) effective April 15, 1980.

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business	
Who may avail:	Citizen / Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
DOLE - Permit to Operate Assessment Slip - Two (2) copies of Assessment Slip (1 original & 1 photocopy)		DOLE Regional Office 3

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all copies of the Assessment Slip at OCBO Receiving Window.	Check the completeness of the required documents and prepare the Routing Slip, Acknowledgement Receipt & three copies of Order of Payment.	None	10 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Accomplish the Routing Slip with Date & Time In.			
	Issue Acknowledgement Receipt/Feedback to the applicant.			
	Sign on the routing slip and endorse it to the Assessment Officer for review.		5 minutes	<i>Assessment Officer (OCBO)</i>
	Review all documents and sign on the Order of Payment.			
	Accomplish the Routing Slip with Date & Time Out.			

	Endorse all documents to the available Division Chief or higher authority for approval of payment.			
	Accomplish the Routing Slip with Date & Time In.			
	Review all documents and sign on the Order of Payment.		4 minutes	<i>Building Official, Division Chief or any with higher authority (OCBO)</i>
	Accomplish the Routing Slip with Date & Time Out.	None	4 minutes	<i>Building Official, Division Chief or any with higher authority (OCBO)</i>
	Endorse three (3) copies of Order of Payment and the Routing Slip to the City Treasurer's Office for payment.		1 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
2. Present Acknowledgement Receipt to the City Treasurer's Office – Window 31)	Accomplish the Routing Slip with Date & Time In.	Refer to the Assessment Slip issued by the DOLE Regional Office	5 minutes	<i>Revenue Collection Officer/ Clerk (CTO)</i>
	Collect the amount of corresponding fees then Fill out the Routing Slip completely and issue the acknowledgement receipt / feedback to the applicant.			
	Prepare the Official Receipt and fill out the Routing Slip			
	Endorse the documents to the OCBO Releasing Clerk			

	Indicate the time in and date on the Routing Slip.	None	3 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Stamp the DOLE Assessment Slip with "RECEIVED" and indicate the date of receipt then sign.			
	Encode details on the DOLE-PTO Payment Issuance Logbook	None	3 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Accomplish the Routing Slip with Date & Time Out.			
		Refer to the Assessment Slip issued by the DOLE Regional Office	Maximum of Three (3) Working Days (Simple application)	
		In compliance with memorandum of agreement between The Ministry of Labor (DOLE) and The Ministry of Public Works (DPWH) effective April 15, 1980		
TOTAL:			30 minutes	



6. NOTICE OF VIOLATIONS

The Office of the City Building Official is primarily responsible for monitoring all construction activities within the City of San Fernando as mandated by law particularly the National Building Code (P.D. 1096), in order to promote public safety, order and welfare towards a sustainable and sound environment catering to City of San Fernando's development.

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business	
Who may avail:	Citizen / Business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Two (2) copies of Notice of Violation(s) (1 original & 1 photocopy)		Client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all copies of the Notice of Violation(s) at OCBO Receiving Window.	Check the completeness of the required documents and prepare the Routing Slip, Acknowledgement Receipt.	None	10 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Accomplish the Routing Slip with Date & Time In.			
	Issue Acknowledgement Receipt/Feedback to the applicant.			
	Sign on the routing slip and endorse it to the Assessment Officer for review.		5 minutes	<i>Assessment Officer (OCBO)</i>
	Review all documents and sign on the Order of Payment.			
	Accomplish the Routing Slip with Date & Time Out.			

	Endorse all documents to the available Division Chief for review of payment.			
	Accomplish the Routing Slip with Date & Time In.			
	Review all documents and sign on the Order of Payment.			
	Accomplish the Routing Slip with Date & Time Out.		5 minutes	<i>Division Chief (OCBO)</i>
	Endorse all documents to the City Building Official for approval of payment.			
2. Present Acknowledgement Receipt to the City Treasurer's Office – Window 31)	Accomplish the Routing Slip with Date & Time In.	Refer to the Assessment Slip issued by the DOLE Regional Office	5 minutes	<i>Revenue Collection Officer/ Clerk (CTO)</i>
	Collect the amount of corresponding fees.			
	Prepare the Official Receipt and fill out the Routing Slip			
	Endorse the documents to the OCBO Releasing Clerk			
	Indicate the time in and date on the Routing Slip.	None	3 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	Encode details on the Issuance Logbook			
	Accomplish the Routing Slip with Date & Time Out.			
3. Receive documents from the Releasing Clerk	Issue one copy of Order of Payment, Official Receipt and original copy of Notice of Violation(s).	None	2 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>

	Inform the client to accomplish the Feedback Form and sign on the issuance logbook.			
		Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances	Maximum of Three (3) Working Days (Simple application	Note: 1) Applicable only for saturated illegal structures/constructions. 2) Fines under BAA, Occ & CFEIC will be included in respective processes' Order of Payment
TOTAL			30 minutes	

7. DOCUMENT/CERTIFICATION REQUESTS



The Office of the City Building Official is directly responsible for the issuance of Certified True Copy of documents to affirm the authenticity of the construction-related record/information of an individual/structure/building

Office or Division:	Office of the City Building Official (OCBO) located at Plaza Vidal de Arrozal (Atrium), City Hall, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen / G2B – Government to Business / G2G - Government to Government	
Who may avail:	Citizen / Business / Government	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
One (1) copy of fully accomplished Document/Certification Request Form -Additional one (1) copy of duly notarized Authorization Letter/Secretary Certificate if the applicant is not the document owner.		OCBO
One (1) copy of any duly notarized proof of change in ownership (i.e. Deed of Sale/Contract of Sale/Agreement)		Document Owner
One (1) photocopy of valid government issued ID of the applicant/representative.		Applicant/Representative
One (1) copy of issued company ID if document is owned by a group/company/corporation.		
Photocopies of issued documents (permits/plans/forms) if requesting for Certified True Copy only. - Note that the office cannot certify a true copy any kind of document that was produced by other government agencies or private group/entities.		Document Owner
		Issuing Agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all copies of documents at the OCBO Receiving Window.	1.1 Check the completeness of the required documents and prepare the Routing Slip & Acknowledgement Receipt.		10 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	1.2 Stamp the Request Form with "RECEIVED" and indicate date			

	received and sign.	NONE	1 day (8 hours)	<i>Records Officer</i>
	1.3 Sign on the routing slip endorse to the Records Officer for records validation.			
	1.4 Issue Acknowledgement Receipt/Feedback to the applicant.			
	1.5 Accomplish the Routing Slip with Date & Time In.			
	1.6 Verify given data through records.			
	1.7 Accomplish Request Form findings.			
	1.8 Fill-up Routing Slip with Date & Time Out.			
	1.9 Endorse all documents to the Administrative and Records Management Chief for review.			
	1.10 Accomplish the Routing Slip with Date & Time In.			
	1.11 Review all documents, findings and recommend type of document to be issued on the Request Form.			
	1.12 Print/Prepare the requested document if available or a denial letter if any deficiency was found. (Stamp "Certified True Copy" for C.T.C. requests)			
	1.13 Accomplish the Routing Slip			

	with Date & Time Out.			
	1.14 Endorse the documents to the Assessment Officer for assessment			
	1.15 Accomplish the Routing Slip with Date & Time In.	NONE	10 minutes	<i>Assessment Officer</i>
	1.16 Assess fees base on the documents submitted.			
	1.17 Prepare three (3) copies Order of Payment then sign.			
	1.18 Accomplish the Routing Slip with Date & Time Out.			
	1.19 Endorse the documents to the City Building Official for approval.			
2. Present Acknowledgment Receipt to the City Treasurer's Office – Window 31)	2.1 Retrieve documents	Refer to the Assessment Slip issued by the DOLE Regional Office	15 minutes	<i>Revenue Collection Officer/ Clerk (CTO)</i>
	2.2 Accomplish the Routing Slip with Date & Time In.			
	2.3 Collect the amount of corresponding fees then Fill out completely the Routing Slip and issue the acknowledgement receipt / feedback to the applicant.			
	2.4 Prepare the Official Receipt and fill out the Routing Slip with Date & Time Out			
	2.5 Endorse the documents to the			

	OCBO Releasing Clerk			
	2.6 Indicate the time in and date on the Routing Slip.	NONE	15 minutes	<i>Administrative Assistant/ Aide (OCBO)</i>
	2.7 Stamp documents with app and indicate the date of receipt then sign.			
	2.8 Encode payment details on the Issuance Logbook			
	2.9 Accomplish the Routing Slip with Date & Time Out.			
3. Receive documents from the Releasing Clerk	3.1 Issue one copy of Order of Payment, Official Receipt and the document requested.			<i>Administrative Assistant/ Aide (OCBO)5 minutes</i>
	3.2 Inform the client to accomplish the Feedback Form and sign on the issuance logbook.			
		Refer to Schedule of Fees and other Charges of the Revised Implementing Rules and Regulations (IRR) of the National Building Code of the Philippines (P.D. 1096) / Other Regulatory Fees / Ordinances	Maximum of Three (3) Working Days (Simple application)	
	TOTAL		1 day, 1 hour & 25minutes	



City Environment and Natural Resources Office

External Services



1. ISSUANCE OF CERTIFICATE OF NO OBJECTION

Securing certification that interposes no objection to the trimming, pruning, earth balling or cutting of trees as a requirement for the permit to be issued by PENRO-DENR.

Office or Division:	City Environment and Natural Resources Office (CENRO), Left Wing, Ground floor, Heroes Hall	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>A. For trees located within private property</p> <p>a.1 Copy of received letter request for PENRO-DENR for trimming, pruning, earth balling or cutting of trees permit from the property owner for validity of request City's certification that interposes no objection to the trimming, pruning, earth balling or cutting of trees.</p> <p>a.2 Barangay Certification that interposes no objection to the trimming, pruning, earth balling or cutting of trees.</p> <p>a.3 Homeowners Association's certification that interposes no objection to the trimming, pruning, earth balling or cutting of trees. (Note: if property is within subdivision).</p> <p>a.4 Location map/sketch of the trees.</p> <p>a.5 Certified true copy of TCT from Registry of Deeds.</p> <p>a.6 Pictures of affected trees.</p> <p>a.7 Care and maintenance Plan (earth balling)</p> <p>a.8 Location map to where the trees will be transferred (earth balling)</p> <p>B. For trees located within public school/public place</p> <p>b.1 Copy of received letter request for PENRO-DENR for trimming, pruning, earth balling or cutting of trees permit from the school requesting for City's certification that interposes no objection to the trimming, pruning, earth balling or cutting of trees.</p> <p>b.2 Barangay Certification that interposes no objection to the trimming, pruning, earth balling or cutting of trees.</p> <p>b.3 DepEd and PTA's certification that</p>	<p>From the property owner</p> <p>Barangay Hall</p> <p>Homeowners Association</p> <p>From the applicant as submitted to PENRO-DENR</p> <p>From the school</p> <p>Barangay Hall</p> <p>DepEd/PTA</p>

interposes no objection to the trimming, pruning, earthballing or cutting of trees. b.4 Pictures of affected trees. b.5 Location map/sketch of the trees. b.6 Care and maintenance Plan (earth balling) b.7 Location map to where the trees will be transferred(earth balling)		From the applicant as submitted to PENRO-DENR		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the requirements to the CENR Office to avail the service and wait while application is being processed	1.Check the submitted documents and ensure the completeness of the requirements.	None	10 minutes	<i>Admin. Officer IV/ EMS I</i> (City Environment and Natural Resources Office)
	1.2 Encode pertinent documents to the Documents Monitoring before endorsing it to the responsible unit.	None	5 minutes	<i>Admin. Officer IV/ EMS I</i> (City Environment and Natural Resources Office)
	1.3 Inspect the affected trees and verify the validity of the request.	None	4 working days after the receipt of complete requirements in the office.	<i>EMS I</i> (City Environment and Natural Resources Office)
	1.4 Prepare the Certificate of No Objection for trimming, pruning, earth balling or cutting of trees.	None	20 minutes	<i>EMS I</i> (City Environment and Natural Resources Office)

	1.5 Final Review and approval of the Certificate of No Objection	None	5 working days	<i>Admin. Aide VI/ EMS I (City Environment and Natural Resources Office)</i> <i>City Administrator (City Administrator's Office)</i>
2. Receive the Certificate of No Objection	2. Release the Certificate of No Objection to the requesting party	None	10 minutes	<i>Admin. Aide VI/ EMS I (City Environment and Natural Resources Office)</i>
TOTAL:		None	9 working days and 45 minutes	



2. PROCESSING OF ENVIRONMENTAL MANAGEMENT PERMIT (WITH VIOLATION)

The City Environment and Natural Resources Office ensures the processing of Environmental Management Permit (EMP).

Office or Division:	City Environment and Natural Resources Office(CENRO), Left Wing Ground floor, Heroes Hall			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form for Business			Business License and Permit Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the requirements to avail the service and accomplish the application form	1. New: Receive Application Form for business with complete requirements and fill out the routing slip. Renewal: Receive Application Form for business and review the submitted documents For applications that are included in the negative list: verify the violation in the CENRO system. Depending on the violation, the client will be either advised to;	None	10 minutes	<i>Administrative Aide VI</i> (City Environment and Natural Resources Office)
1.1 Attend the set schedule for the seminar at CENRO Left Wing Ground floor, Heroes Hall	1.1. Proceed at CENRO to a specific schedule to attend a seminar of which the client will then be issued a certificate as well as the clearance slip as proof of compliance to be presented at BLPD. An order of payment will be issued to the client for this purpose.	None	2 hours	<i>Administrative Aide VI</i> (City Environment and Natural Resources Office)
1.2 Pay the Corresponding	1.2 Receive payment and issue Official Receipt			

<p>penalty at the City Treasurer's office (CTO), window 9.</p> <p>1.3 Present the official receipt to CENRO personnel assigned at BLPD office located at Vidal de Arrozal (atrium)</p>	<p>* Please see attached table for the corresponding violation and its corresponding fees.</p> <p>1.3 The official receipt will then be presented to CENRO for the preparation of Clearance Slip as proof of compliance to be presented at BLPD</p> <p>Once already compliant, update system to reflect the status of compliance of the client.</p>	None	5 minutes	<p><i>Local Revenue Collection Officer I (City Treasurer's Office)</i></p>
		None	5 minutes	<p><i>Administrative Aide VI (City Environment and Natural Resources Office)</i></p>
	<p>2. Encode pertinent data and information on the CENRO database system.</p>	None	5 minutes	<p><i>Administrative Aide VI CENRO</i></p>
	<p>3.1 For New Application; joint inspection is conducted every 8:00 am and 1:00 pm</p> <p>3.2 For Renewal Application: are subject to year- round inspection</p> <p>3.3 Verify the inspection conducted and sign the submitted reports.</p> <p>3.4 Review and approve the inspection conducted and sign the reports.</p>	None	<p>New-1 day Renewal- year round</p> <p>1 day</p> <p>1 day</p>	<p><i>EMS II (City Environment and Natural Resources Office)</i></p> <p><i>Head/Inspection Team leader</i></p>
	<p>4. Filing Consolidate and file all approved inspection reports separately for new and renewal applications</p>	None	Daily	<p><i>CENR Officer EMS II (CENRO)</i></p>
TOTAL:	Refer to the table below	2 hours and 25 minutes		

	Violation/s	Fines
Plastic Free Ordinance 2014-008	Providing Plastic Sando Bag	First offense : Warning with compulsory attendance to a Values Formation Seminar Second Offense: A fine of Php 1,000.00 Third Offense: A fine of Php 3,000.00 Fourth and Succeeding Offense: Cancellation of Business Permit
	Providing Plastic Labo for Dry Goods	
	Using Styro Packaging for Food Products	
City Ordinance No. 2002-002: CSF Solid Waste Management Ordinance	Non- segregated waste or mixed waste	First offense : A fine of Php 500.00 Second Offense: A fine of Php 700.00 Third Offense: A fine of Php 1,000.00 Fourth Offense: A fine of Php 1,500.00 Fifth Offense: A fine of Php 2,500.00
	Dirty frontage and immediate surroundings	
	Improper and untimely storing of garbage outside residence	
City Ordinance No. 2008-021: Environmental Code of the CSFP	Open burning of solid waste	First offense : A fine of Php 300.00 or imprisonment(1-15 days) Second Offense: A fine of Php 600.00 or imprisonment(1-15 days) Third Offense: A fine of Php 1,000.00 or imprisonment(1-15 days)
	Causing or permitting the collection of non-segregated waste	
	Littering, throwing, dumping of waste in public place such as roads, side walks, canals, esteros and establishments	
		First offense : A fine of Php 300.00 or community service(1-15 days) Second Offense: A fine of Php 600.00 community service(1-15 days) Third Offense: A fine of Php 1,000.00 community service(1-15 days)

<p>City Ordinance No. 2008-021: Environmental Code of the CSFP</p>	<p>Discharging, wholly or partially, untreated or inadequately treated industrial effluents into city waters, waterways - causing aquatic pollution</p>	<p>First offense : A fine of Php 5000.00</p> <p>Second Offense: Imprisonment</p>
<p>City Ordinance No. 2004-010: Ecological Solid Waste Management Inspection Clearance for Commercial, Industrial, Institutional and Agricultural Establishments</p>	<p>Unclean and unsanitary conditions of the establishments facilities and premises</p> <hr/> <p>Mixed waste: biodegradable, recyclable and residual waste /hazardous waste (if any)</p> <hr/> <p>Without/unmarked waste bins for biodegradable ,recyclable and residual waste</p> <hr/> <p>Improper and untimely storing of garbage outside establishments prior to the arrival of garbage truck</p> <hr/> <p>Without septic tanks, sewerage system and liquid wastes treatment facilities</p> <hr/> <p>Without protective equipment for workers ,especially those that are handling solid/hazardous waste</p>	<p>First offense : A fine of Php 2000.00</p> <p>Second Offense: A fine of Php 3500.00</p> <p>Third Offense: A fine of Php 5,000.00 & Cancellation of Business Permit</p>



3. PROCESSING OF ENVIRONMENTAL MANAGEMENT PERMIT (WITHOUT VIOLATION)

The City Environment and Natural Resources Office ensures the processing of Environmental Management Permit (EMP).

Office or Division:	City Environment and Natural Resources Office(CENRO),Left Wing Ground floor, Heroes Hall			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form for Business		Business License and Permit Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the requirements to avail the service and accomplish the application form at the Business One Stop Shop	1. New: Receive Application Form for business with complete requirements and fill out the routing slip. Renewal: Received Application Form for business Review the submitted documents.	None	10 minutes	<i>Admin Aide VI</i> (City Environment and Natural Resources Office)
2. Wait while the application is being processed at the BOSS	2. Encode pertinent data and information on the CENRO database system.	None	5 minutes	<i>Admin Aide VI</i> (City Environment and Natural Resources Office)

	<p>3. For New Application; joint inspection is conducted every 8:00 am and 1:00 pm.</p> <p>For Renewal Application: are subject to year-round inspection</p> <p>3.1 Verify the inspection conducted and sign the submitted reports.</p> <p>3.2 Review and approve the inspection conducted and sign the reports.</p>	None	<p>New-1 day Renewal-year round</p> <p>1 day</p> <p>1 day</p>	<p><i>EMS II</i> (City Environment and Natural Resources Office)</p> <p><i>Head/Inspection Team leader</i></p> <p><i>CENR Officer</i></p>
	<p>4. Filing Consolidate and file all approved inspection reports separately for new and renewal applications</p>	None	Daily	<p><i>EMS II</i> (City Environment and Natural Resources Office)</p>
TOTAL:		None	15 minutes	



4. SALE OF COMPOST FERTILIZER

The City Environment and Natural Resources Office offer/sell compost fertilizer made from collected biodegradable wastes from the 2 public markets.

Office or Division:	City Composting Center, City Environment and Natural Resources Office (CENRO), CGSO Compound, NPM, Del Pilar, CSFP			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt (1 original) 2. Purchase order form (1 original, 1 duplicate)		City Treasurer's Office Window 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the order of payment form at City Treasurer's Office, Window 5, City Hall main lobby.	1. Receive the order of payment form and verify the order	None	5 minutes	<i>Local Revenue Collection Officer I</i> (City Treasurer's Office)
2. Pay corresponding amount to City Treasurer's Office, Window 5, City Hall main lobby.	2. Receive payment and prepare Official receipt.	350.00/ sack	5 minutes	<i>Local Revenue Collection Officer I</i> (City Treasurer's Office)
3. Present the order of payment form and official receipt to City Composting Center personnel at CGSO Compound, NPM, Del Pilar, CSFP	3. Verify the receipt and will issue the ordered organic compost	None	5 minutes	<i>Foreman II</i> (City Environment and Natural Resources Office)
	TOTAL	350.00/ sack	15 minutes	



City Assessor's Office

External Services



1. SECURING ASSESSMENT FOR DECLARATION OF NEW / RENOVATED / DEPRECIATED BUILDINGS AND MACHINERIES

New tax declarations have to be prepared for newly constructed houses or buildings and newly installed machinery. Physical change on the existing structure of a house or building should be declared.

Office/Division	City Assessor's Office (1 st floor Bulwagang Mariano Leon Santos Hall, beside Plaza Vidal De Arrozal – Atrium)	
Classification	Simple	
Type of Transaction	G2C, G2B and G2G	
Who may Avail	Real Property Owners and their Authorized Representatives (whose real property is within the jurisdiction of the city)	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
General Requirements		
Accomplished Application Form	Real Property Owner / City Assessor's Office	
Request Letter	Real Property Owner	
For Real Property Owner: *Photocopy of Valid ID	Real Property Owner	
For Authorized Representative: *Authorization Letter *Photocopy of Owner's and Representative's ID	Real Property Owner	
For Buildings		
Photocopy of RP Tax Receipt or RP Tax Clearance for the current year <i>1 copy</i>	Windows 39 to 42 of Land Tax Division – City Treasurer's Office Windows 31 and 30 of Land Tax Division – City Treasurer's Office	
Copy of Building Plans (if any) <i>1 copy</i>	Office of the City Building Official / Civil Engineer / Contractor	
Copy of Title (if any) <i>1 copy</i>	Real Property Owner / Registry of Deeds	
Copy of Vicinity Map <i>1 copy</i> (if any)	Geodetic Engineer	
Copy of Building Permit (if necessary) <i>1 copy</i>	Office of the City Building Official	
Copy of Occupancy Permit (if necessary) <i>1 copy</i>	Office of the City Building Official	
For Machinery		
Notarized Sworn Statement of True Current and Fair Market Values of Real Properties <i>1 copy</i>	Form – City Assessor's Office (Window 24) / Real Property Owner	

Official Receipt of the machineries upon purchase 1 copy (if necessary)		Real Property Owner		
Itemized List of Machineries 1 copy (if Applicable) (notarized if necessary)		Real Property Owner		
CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number in the monitor and Fill out application form provided at the City Assessor's Clients Lounge and wait for the number to be called	1. Call the queuing number	None	None	<i>Local Assmt Operations Off III or Local Assmt Operations off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i>
2. Submit the Documentary Requirements and the Queuing Slip to Window 19 or 20	2. Verify and evaluate requirements	None	20 minutes	<i>Local Assmt Operations Off III or Local Asst Operations off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i>
3. Wait while the personnel receive the documents and accept the queuing slip that will be issued	3. Receive and input necessary information in the system and issue 2 nd part of the queuing slip	None		<i>Local Assmt Operations Off III or Local Asst Operations off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i>

<p>4. Go to Land Tax Division (window 30 & 31) to pay the necessary fees and get the Official Receipt that will be issued and Return to City Assessor's Office Window 19 or 20 for the next step</p>	<p>4. Receive payment; Print and issue official Receipt</p>	<p>Inspection fee PhP200.00 per visit (within reglementary period) or PhP300.00 per visit (beyond the reglementary period) Declaration Fee PhP50.00 Certified True Copy Tax Declaration PhP50.00</p>	<p>5 minutes</p>	<p><i>Local Revenue Collection Officer III (Treasurer's Office)</i></p>
<p>5. Submit the Official Receipt at Window 19 or 20 and Receive the acknowledgement receipt</p>	<p>5. Receive the Official Receipt; Schedule the date of Inspection and issue acknowledgement receipt</p>	<p>None</p>	<p>16 working hours</p>	<p><i>Local Assmt Operations Off III or Local Asst Operations off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i></p>
<p>6. Assist the inspectors on site</p>	<p>6. Conduct ocular inspection and prepare Field Appraisal & Assessment Sheet (FAAS) report</p>	<p>None</p>		<p><i>Local Assessment Operations Officer III or Local Assessment Operations Officer II or Assessment Clerk II (Appraisal And Assessment Division) CAssO</i></p>
<p>7. Wait and Return to Window 19 or 20 of the City Assessor's Office on the specified Due Date for Releasing</p>	<p>7.1 Appraise and Assess and approve the FAAS Report</p>	<p>None</p>	<p>6 working hours</p>	<p><i>Local Assessment Operations Officer III (Appraisal And Assessment Division and Assessment Evaluation Division) and Asst. City Assessor And/or City Assessor (CAssO)</i></p>

	7.2 Encode the data and print the assessment documents	None	1 hour and 30 minutes	<i>Local Assessment Operations Officer III, or Local Assessment Operations Officer II or Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division)</i> CAssO
	7.3 Approve the Assessment documents	None		<i>City Assessor or Asst. City Assessor or Local Assessment Operations Officer III</i> CAssO
8. Receive the Tax Declaration and Notice of Assessment	8. Release the Assessment documents	None	5 minutes each document	<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division)</i> CAssO
	Total	PhP300.00 if within reglementary period or PhP400.00 if beyond reglementary period	3 working Days	<i>Per Real property Unit</i>

**Reglementary period – within 60 days upon completion or occupancy of the improvement (building) whichever comes first*

** In cases when RPUs are more than three (3) in a transaction, the processing time of additional one (1) day per three (3) RPUs shall be applied.*

** Waiting time accountable to clients such as preparation of payment for fees, completion of additional requirements among others are not included in the measurement of processing time.*

** The scheduled date of inspection is on the following day of the application, In cases the property owner/authorized representative is not available, an agreed date of inspection will be set. The Idle time after the payment of fees up to the date of scheduled inspection is not included in the measurement of the processing time*



2. SECURING ASSESSMENT FOR DECLARATION OF SUBDIVISION / CONSOLIDATION OF LAND

The City Assessor's Office maintains Assessment Records of all property, whether taxable or exempt, located within the City. Every property owner must declare his/her property subdivided or consolidated with other lots for the updating of the assessment records.

Office/Division	City Assessor's Office (1 st Floor Bulwagang Mariano Leon Santos Hall, beside Plaza Vidal De Arrozal – Atrium)			
Classification	Simple			
Type of Transaction	G2C, G2B and G2G			
Who may Avail	Real Property Owners and their Authorized Representatives (whose real property is within the jurisdiction of the city)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
General Requirements				
Accomplished Application Form	Real Property Owner / City Assessor's Office			
Photocopy of the New Transfer Certificate of Title/s or Certified True Copy (Original Copy for presentation) <i>1 copy</i>	Real Property Owner / Registry of Deeds			
Photocopy of Deed of Sale/Deed of Donation/Extra Judicial Settlement of Estate / Subdivision agreement or Any legal document to prove ownership <i>2 copies</i>	Real Property Owner / Registry of Deeds			
Photocopy of RP Tax Receipt or RP Tax Clearance for the current year <i>1 copy</i>	Windows 39 to 42, 30 and 31 of Land Tax Division – City Treasurer's Office			
Blue Print of Approved Subdivision Plan <i>(2 copies)</i>	Real Property Owner / Registry of Deeds / Bureau of Lands			
Certificate Authorizing Registration <i>1 copy (if necessary)</i>	Real Property Owner / Registry of Deeds / Bureau of Internal Revenue			
Copy of Zoning Certificate or SP Resolution for Reclassification <i>1 copy</i>	City Planning and Development Coordinator's Office or Sangguniang Panlungsod Office			
Copy of Development Permit <i>1 copy (if necessary)</i>	Sangguniang Panlungsod Office			
Master list of Lots -per Lot and Block Number (for subdivisions with 100 or more parcels) <i>1 copy</i>	Real Property Owner			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	Person Responsible

1. Get a queuing number in the monitor and Fill out the application form provided at the City Assessor's Clients Lounge and wait for the number to be called	1. Call the queuing number	(None)		<i>Taxmapper III or Tax mapper II or Draftsman II (Tax Mapping Division) CAssO</i>
2. Submit the Documentary Requirements to Window 18	2. Verify and evaluate requirements	None	40 minutes	<i>Taxmapper III or Tax mapper II or Draftsman II (Tax Mapping Division) CAssO</i>
3.Wait while the personnel receive the documents and accept the queuing slip that will be issued	3. Receive and Input necessary information in the system and issue the 2 nd part of the queuing slip	None		<i>Taxmapper III or Tax mapper II or Draftsman II (Tax Mapping Division) CAssO</i>
4..Go to Land Tax Division (window 30 & 31) to pay the necessary fees and get the Official Receipt that will be issued and Return to City Assessor's Office Window 18 for the next step	4. Receive payment; Print and issue official Receipt	Declaration Fee – PhP50.00 Certified True Copy Tax Declaration – PhP50.00 (with existing bldg) Inspection fee per visit- PhP200.00	5 minutes	<i>Local Revenue Collection Officer III Treasurer's Office</i>
5. Submit the official receipt and Receive the acknowledgement receipt, if there is an existing building, assist the inspectors on site on the scheduled date of inspection	5.1 Receive the Official Receipt; Schedule the date of Inspection and acknowledgement receipt	None	8 working hours	<i>Taxmapper III (Tax Mapping Division) and Local Assessment Operations Officer III (Assessment Evaluation Division) CAssO</i>
	5.2 Assign Property Index Number	None		<i>Taxmapper III or Tax mapper II or Draftsman II (Tax Mapping Division) CAssO</i>

	5.3 Appraise and Assess and approve of FAAS Report	None		<i>Taxmapper III (Tax Mapping Division) and Local Assessment Operations Officer III (Assessment Evaluation Division) and City Assessor And/or Asst. City Assessor CAssO</i>
	5.4 Encode the data and print the assessment documents	None	7 working hours	<i>Local Assessment Operations Officer III, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
	5.5 Approve the assessment Documents	None		<i>City Assessor or Asst. City Assessor or Local Assessment Operations Officer III CAssO</i>
6. Return to City Assessor's Office Window 22 on the specified Due Date and present the acknowledgement receipt to claim and receive the Tax Declaration and Notice of Assessment	6. Release the Assessment documents	None	15 minutes each document	<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) CAssO</i>
	Total	PhP100.00 per RPU (Land) additional *PhP300.00 per Bldg	2 working days	<i>For simple subdivision of 10 Real Property Units</i>

**Additional of 1 day per 10 Real Property Units more
Additional 3 working days for inspection if there is an existing building (see agency Action step 6 to 8 of Securing Assessment for declaration of new/renovated buildings and machineries)



3. AVAILING OF TRANSFER OF OWNERSHIP

The City Assessor's Office (CAssO) determines the transfer of property from one owner to another on the basis of required documents. Any person/individual, firm/corporation who is a property owner and intends to transfer real property ownership shall notify the CAssO within 60 days from the date of such transfer.

Office/Division	City Assessor's Office (1 st Floor Bulwagang Mariano Leon Santos Hall, beside Plaza Vidal De Arrozal – Atrium)			
Classification	Simple			
Type of Transaction	G2C, G2B and G2G			
Who may Avail	Real Property Owners and their Authorized Representatives (whose real property is within the jurisdiction of the city)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Accomplished Application Form		Real Property Owner / City Assessor's Office		
Photocopy of Owner's ID or Authorized Representative's ID 1 copy		Real Property Owner / Authorized Representative		
Photocopy of the New Transfer Certificate of Title/s or certified true copy of the title (Original Copy for presentation) 1 copy		Real Property Owner / Registry of Deeds		
Photocopy of Deed of Sale/Deed of Donation/Extra Judicial Settlement of Estate / Affidavit of Consolidation of Ownership with Certificate of Sale or Any legal document to prove ownership 2 copies		Real Property Owner / Registry of Deeds		
RP Tax Receipt or RP Tax Clearance for the current year (1 copy)		Windows 39 or 42 of Land Tax Division – City Treasurer's Office Windows 30 or 31 of Land Tax Division – City Treasurer's Office		
Certificate Authorizing Registration for presentation (if necessary)		Real Property Owner / Registry of Deeds/ Bureau of Internal Revenue		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	Person Responsible
1. Get a queuing number in the monitor and Fill out the application form provided on the City Assessor's Clients Lounge and wait for the number to be called	1. Call the queuing number	None		Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO

2. Submit the Documentary Requirements to Window 24	2. Verify and evaluate requirements	None	20 minutes	<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
3. Wait while the personnel receive the documents and accept the queuing slip that will be issued	3 Receive and Input necessary information in the system and issue the 2 nd part of the queuing slip	None		<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
4. Go to Land Tax Division (window 30 & 31) present the queuing slip to pay the necessary fees and get the Official Receipt that will be issued	4.Receive payment; Print and issue official Receipt	Declaration Fee - PhP50.00 Certified True Copy Tax Declaration – PhP50.00	5 minutes	<i>Local Revenue Collection Officer III (Treasurer's Office)</i>
5. Return to Window 24. Submit the Official Receipt and wait while the personnel process the documents	5.1 Encode the data and print the assessment documents	None	30 minutes	<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>

	5.2 Approve the assessment documents	None		<i>City Assessor or Asst. City Assessor or Local Assessment Operations Officer III (CAssO)</i>
6. Receive the Tax Declaration and Notice of Assessment	6. Release the Assessment documents	None	5 minutes	<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
Total		PhP100.00	1 hour	Per Real Property Unit



4. SECURING OF VARIOUS CERTIFICATIONS

The Tax Declaration serves as the city's permanent record for every property owner (land, building & machinery). A certified true copy or certifications of various property holdings or non-improvements thereon may be requested from the City Assessor's Office. The City Assessor's Office issues certification/s to any property owner or his/her duly authorized representative such as certification of no property.

Office/Division	City Assessor's Office (1 st Floor Bulwagang Mariano Leon Santos Hall, beside Plaza Vidal De Arrozal – Atrium)	
Classification	Simple	
Type of Transaction	G2C, G2B and G2G	
Who may Avail	Real Property Owners and their Authorized Representatives	
CHECKLIST OF REQUIREMENT		WHERE TO SECURE
General Requirements		
Accomplished Application Form	Real Property Owner / City Assessor's Office	
For Real Property Owner: *Photocopy of Valid ID	Real Property Owner	
For Authorized Representative: *Authorization Letter from Owner/Bank/Agency *Photocopy of Owner's and Representative's ID	Real Property Owner/ Bank/ Agency Office	
For Certified True Copy/Owner's Copy of Tax Declaration, Certificate of No Property and Property Holdings		
Present any of the following		
Copy of RP Tax Receipt / Tax Clearance	Windows 39 to 42, 30 and 31 of Land Tax Division – City Treasurer's Office	
Copy of Transfer Certificate of Title/s	Real Property Owner / Registry of Deeds	
Location Plan <i>1copy</i> (if any)	Real Property Owner / Bureau of lands	
For Certificate of No Property		
Please provide complete name of the subject person including maiden name for married women in the application form	City Assessor's Office	
For Certificate as per Tax Mapping		
Photocopy of the Transfer Certificate of Title/s <i>1copy</i>	Real Property Owner / Registry of Deeds	
Approved plan <i>1 copy</i> (if necessary)	Real Property Owner / Bureau of lands	
For Property verification from Banks and other agencies		
Application Letter/Form of the Property Owner to the bank/agency <i>1 copy</i>	Bank or Agency Office	
For Certified Tax Map		

Photocopy of Client's ID		Client		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get a queuing number in the monitor and Fill out the application form provided on the City Assessor's Clients Lounge and wait for the number to be called	1.Call the queuing number	None		<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) or Taxmapper III or Taxmapper II or Draftsman II (Taxmapping Division) CAssO</i>
2. <i>*For Certified True Copy/Owner's Copy of Tax Declaration, Certificate of No Property, Property Holdings, and Cancelled Assessment</i> Submit the Documentary Requirements to Window 22 for verification <i>For Certified Tax Map and Certificate as per Taxmapping</i> Submit the Documentary Requirements to Window 18 for verification	2.1 Verify and evaluate requirements	None	12 minutes	<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) or Taxmapper III or Taxmapper II or Draftsman II (Taxmapping Division) CAssO</i>
3. Wait while the personnel receive the documents and accept the queuing slip that will be issued	3. Receive and Input necessary information in the system and issue the 2 nd part of the queuing slip	None		<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) or Taxmapper III or Taxmapper II or Draftsman II (Taxmapping Division) CAssO</i>

4.Go to Land Tax Division (window 30 & 31) to pay the necessary fees and get the Official Receipt that will be issued	4. Receive payment; Print and issue official Receipt	Certification fee -PhP50.00 per Page Certified Tax Map – PhP200.00 per Section map	3 minutes	<i>Local Revenue Collection Officer III (Treasurer’s Office)</i>
.5. Submit the Official Receipt to City Assessor’s Office <ul style="list-style-type: none"> ● Window 22 <i>*For Certified True Copy/Owner’s Copy of Tax Declaration, Certificate of No Property, Property Holdings and Cancelled Assessment</i> Or <ul style="list-style-type: none"> ● Window 18 <i>*For Certified Tax Map and Certificate as per Taxmapping</i> And wait while the personnel process the documents	6.1 Print the Certificate	None	10 minutes	<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) or Taxmapper III or Taxmapper II or Draftsman II (Taxmapping Division) CAssO</i>
	6.2 Approve the Certificate	None		<i>City Assessor or Asst. City Assessor or Local Assessment Operations Officer III or Tax Mapper III (CAssO)</i>
7. Receive the Certifications	7. Release the Certificate	None	5 minutes	<i>Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) (CAssO)</i>
TOTAL		PhP50.00 per certification/Page PhP200.00 per tax map (Computer generated)	30 Minutes	Per Real Property Unit



5. CANCELLATION OF ASSESSMENT OF BUILDINGS AND MACHINERIES

The Cancellation of Assessment is eliminating a property from the assessment roll which have been demolished, destroyed or have suffered permanent loss of value by reason of storm, flood, fire, or other calamity.

Office/Division	City Assessor's Office (1 st Floor Bulwagang Mariano Leon Santos Hall, beside Plaza Vidal De Arrozal – Atrium)			
Classification	Simple			
Type of Transaction	G2C, G2B and G2G			
Who may Avail	Real Property Owners and their Authorized Representatives (whose real property is within the jurisdiction of the city)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
General Requirements				
Accomplished Application form	Real Property Owner / City Assessor's Office			
Request Letter	Real Property Owner			
For Real Property Owner * Photocopy of Valid ID	Real Property Owner			
For Authorized Representative *Authorization Letter *Photocopy of Owner's and Representative's ID	Real Property Owner			
Copy of Demolition Permit or Fire Incident Clearance (if any)	Office of the Building Official / Bureau of Fire			
Copy of Real Property Tax Receipt or Tax Clearance	Windows 39 to 42, 30 and 31 of Land Tax Division – City Treasurer's Office			
Copy of Title (if any) <i>1 copy</i>	Real Property Owner			
Affidavit of cancellation or certificate of closure of business (for machinery only) <i>1 copy</i>	Law Office / Business License and Permit Division			
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	Person Responsible
1. Get a queuing number in the monitor and Fill out the application form provided on the City Assessor's Clients Lounge and wait for the number to be called	1. Call the queuing number	None	None	Local Assmt Operations Off III or Local Assmt Operations off II or Assessment Clerk II (Assessment

				Evaluation Division) CAssO
2. Submit the Documentary Requirements to Window 19 or 20	2. Verify and evaluate requirements	None	20 minutes	<i>Local Assmt Opeartions Off III or Local Assmt Oprations off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i>
3.Wait while the personnel receive the documents and accepts the queuing slip that will be issued	3. Receive and Input necessary information in the system and issue the 2 nd part of the queuing slip	None		<i>Local Assmt Opeartions Off III or Local Assmt Oprations off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i>
4.Go to Land Tax Division (window 30 & 31) to pay the necessary fees and get the Official Receipt that will be issued and Return to City Assessor's Office Window 19 or 20 for the next step	4. Receive payment; Print and issue official Receipt	Inspection fee PhP200.00 per visit Cancellation Fee PhP300.00 Certificate of Cancelled Assessment PhP50.00	5 minutes	<i>Local Revenue Collection Officer III (Treasurer's Office)</i>
5. Submit the Official Receipt at Window 19 or 20 and Receive the acknowledgement receipt	5. Receive the Official Receipt; Schedule the date of Inspection and Issue acknowledgement	None	16 working hours	<i>Local Assmt Operations Off III or Local Assmt Operations</i>

	receipt			<i>off II or Assessment Clerk II (Assessment Evaluation Division) CAssO</i>
6. Assist the inspectors on site	6. Conduct ocular inspection	None		<i>Local Assessment Operations Officer III or Local Assessment Operations Officer II or Assessment Clerk II (Appraisal And Assessment Division) CAssO</i>
7. Wait and Return to Window 19 or 20 of the City Assessor's Office on the specified Due Date for Releasing	7.1 Prepare Field Appraisal & Assessment Sheet (FAAS) report	None	6 working hours	<i>Local Assessment Operations Officer III (Appraisal and Assessment division and Assessment Evaluation Division) CAssO</i>
	7.2 Approve Documents	None		<i>City Assessor and/or Asst. City Assessor or Local Assessment Operations Officer III (CAssO)</i>
	7.3 Cancel the Assessment in the Real Property Assessment System and Print the Certificate	None	1 hour and 30 minutes	<i>Local Assessment Operations Officer III (Assessment Evaluation Division)</i>

				or Asst. City Assessor (CAssO)
	7.4 Approve Certificate	None		City Assessor or Asst. City Assessor or Local Assessment Operations Officer III (CAssO)
8. Receive the Certificate of Cancelled Assessment	8. Release the certificate	None	5 minutes each document	Local Assessment Operations Officer III or Assessment Clerk II or BookBinder II (Records Management and Administrative Division) (CAssO)
TOTAL		PhP550.00	3 Days	Per Real Property Unit



6. RECLASSIFICATION OF REAL PROPERTY

In this transaction, the Real Property Classification will be reclassified based on the actual use and development on the Property. Another basis is the approved Land Use Plan or a Resolution from the Sangguniang Panlungsod.

Office/Division	City Assessor's Office (Bulwagang Mariano Leon Santos Hall, beside Plaza Vidal De Arrozal – Atrium)			
Classification	Simple			
Type of Transaction	G2C, G2B and G2G			
Who may Avail	Real Property Owners and their Authorized Representatives (whose real property is within the jurisdiction of the city)			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
General Requirement				
Accomplished Application form		Real Property Owner/City Assessor's Office		
Request Letter		Real Property Owner		
For Real Property Owner: * Valid ID		Real Property Owner		
For Authorized Representative *Authorization Letter *Photocopy of Owner's and Representative's ID		Real Property Owner		
Copy of RP Tax Receipt or RP Tax Clearance for the current year <i>1 copy</i>		Windows 39 to 42, 30 and 31 of Land Tax Division – City Treasurer's Office		
Copy of Location Plan (<i>if necessary</i>)		Real Property Owner / Geodetic Engineer		
Copy of Title <i>1 copy</i>		Real Property Owner / Registry of Deeds		
Copy of Zoning Certificate or SP Resolution for Reclassification or DAR Conversion <i>1 copy</i>		City Planning and Development Coordinator's Office or Sangguniang Panlungsod Office or Department of Agrarian Reform		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Get a queuing number in the monitor and Fill out the application form provided at the City Assessor's Clients Lounge and wait for the number to be called	1. Call the queuing number	None		Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO
2. Submit the Documentary Requirements to Window	2. Verify and evaluate requirements	None	20 minutes	Local Assessment Operations Officer III, Local

19 or 20				<i>Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
3. Wait while the personnel receive the documents and accept the queuing slip that will be issued	3. Receive and Input necessary information in the system and issue the 2 nd part of the queuing slip	None		<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
4. Go to Land Tax Division (window 30 & 31) and present the queuing slip to pay the necessary fees and get the Official Receipt that will be issued	4. Receive payment; Print and issue official Receipt	Declaration Fee PHP50.00 Certified True Copy Tax Declaration PHP50.00 Inspection Fee PHP200.00 per visit Reclassification Fee PhP500.00 per hectare	5 minutes	<i>Local Revenue Collection Officer III (Treasurer's Office)</i>
5. Return to Window 19 or 20 Submit the Official Receipt and receive the acknowledgement receipt	5. Receive the Official Receipt; Schedule the date of Inspection and Issue acknowledgement receipt	None	16 working hours	<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation</i>

				<i>Division) CAssO</i>
6. Assist the inspectors on site	6. Conduct ocular inspection	None		<i>Local Assessment Operations Officer III or Local Assessment Operations Officer II or Assessment Clerk II (Appraisal And Assessment Division) CAssO</i>
7. Wait and Return to Window 19 or 20 of the City Assessor's Office on the specified Due Date for Releasing	7.1 Prepare Field Appraisal & Assessment Sheet (FAAS) report	None	6 working hours	<i>Local Assessment Operations Officer III Appraisal And Assessment Division and Assessment Evaluation Division) CAssO</i>
	7.2 Appraise, Assess and approve the FAAS Report	None		<i>Local Assessment Operations Officer III and Asst. City Assessor And City Assessor CAssO</i>
	7.3 Encode the data and print the assessment documents	None	1 hour and 30 minutes	<i>Local Assessment Operations Officer III, Local Assessment Operations Officer II, Assessment Clerk II or Assessment Clerk III (Assessment Evaluation Division) CAssO</i>
	7.4 Approve the assessment Documents	None		<i>City Assessor Or Asst. City Assessor or Local Assessment Operations Officer III CAssO</i>

8. Receive the Tax Declaration and Notice of Assessment	8. Release the assessment documents	None	5 minutes each document	<i>Local Assessment Operations Officer III or Administrative Officer II or BookBinder II (Records Management and Administrative Division) CAssO</i>
Total		PhP300.00 per RPU And PhP500.00 per hectare	3 Days	Per Real Property Unit



City Health Office

External Services



1. AVAILMENT OF POST EXPOSURE PROPHYLAXIS/ANTI-RABIES VACCINE

The Animal Bite Treatment Center (ABTC) under the City Health Office ensures to provide free Post Exposure Prophylaxis/Anti-Rabies vaccine to all Fernandinos.

Office or Division:	City Health Office- Animal Bite Treatment Center			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Animal Bite Patients (Fernandinos)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Voter's ID or Certification or Verification form (original or photocopy); Senior Citizen ID; PWD ID; Kayabe Card; Valid ID		COMELEC; OSCA; CSWD; Community Affairs Division		
2. Record of previous history of Post Exposure Prophylaxis (if applicable)		Animal Bite Treatment Center (of previous history)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to avail the service and log in the Patient's logbook provided	1.1 Receive and review the certificate or Voter's ID or Verification form	None	2 minutes	ABTC Nurse (City Health Office)
	1.2 Examine and assess animal bite patient	None	2 minutes	ABTC Medical Coordinator/Nurse (City Health Office)
2. Provide all necessary information needed by the ABTC Nurse	2.1 Register patient on NRPCP Rabies Exposure Registry	None	2 minutes	ABTC Nurse (City Health Office)
	2.2 Prepare Post Exposure Prophylaxis Card	None	2 minutes	ABTC Nurse (City Health Office)
3. Wait while the Nurse prepares the vaccine	3. Prepare and administer the vaccine	None	3 minutes	ABTC Nurse (City Health Office)

4. Wait for further instructions and schedule of next visit	4. Give medical advice and referral to other ABTCs (if necessary) and provide schedule of next visit	None	2 minutes	<i>ABTC Nurse</i> (City Health Office)
TOTAL:		None (2 doses free for Fernandinos; booster doses are not given free)	13 minutes	



2. AVAILMENT OF MEDICINES

The Central Pharmacy under the City Health Office caters the 35 barangays of City of San Fernando, Pampanga and provides free basic essential medicines to all Fernandinos.

Office or Division:	City Health Office- Central Pharmacy, 1st floor City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP (beside City Hall)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Fernandinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 Kayabe Card (1 original)		Office of the Community Affairs located at the City Hall		
1.2. Senior Citizen's Card (1 original) for patients 60 years old and above		Office for Senior Citizens Affairs (OSCA) located at the City Hall		
2.1 Prescription (1 original)		At the respective Barangay Health Station of the patients permanent area of residence		
2.2. Referral form (1 original)		At the respective Barangay Health Station of the patients permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Kayabe Card or Senior Citizen's Card	1. Check identification or proof of residency	None	1 minute	<i>Pharmacy Aide/ Pharmacist IV</i> (City Health Office)
2. Present latest prescription duly signed by the attending physician	2. Check the authenticity of the prescription	None	1 minute	<i>Pharmacy Aide/ Pharmacist IV</i> (City Health Office)
3. Wait while the staff check the availability of medicine(s)	3. Check availability of medicine(s)	None	2 minutes	<i>Pharmacy Aide/ Pharmacist IV</i> (City Health Office)
4. If the medicine(s) is/are available, wait while the staff records the details of the patient	4. Write the time of entry, name, age, address, name and quantity of the medicine(s) to be given to the patient	None	5 minutes	<i>Pharmacy Aide/ Pharmacist IV</i> (City Health Office)

5. If the medicine(s) is/are not available, retrieve the prescription or referral form	5. Return the prescription or referral form to the patient or representative	None	1 minute	<i>Pharmacy Aide/ Pharmacist IV (City Health Office)</i>
6. Wait while the pharmacy personnel prepare the medicines	6. Double check the medicine(s) to be given to the patient	None	2 minutes	<i>Pharmacy Aide/ Pharmacist IV (City Health Office)</i>
7. Receive, check the medicine(s), and sign at the End-user form	7. Hand over the medicines and advise the patient or representative on how to take the medicine(s) and record the time of end of transaction	None	2 minutes	<i>Pharmacy Aide/ Pharmacist IV (City Health Office)</i>
TOTAL:		None	14 minutes	



3. ISSUANCE OF PRE-MARRIAGE ORIENTATION AND COUNSELING CERTIFICATE

The City Population Office under the City Health Office ensures the conduct and issuance of Pre-marriage Orientation and Counseling certificates as part of the process and requirement in obtaining a Marriage License.

Office or Division:	City Health Office- City Population Office 2nd floor City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP (beside City Hall)			
Classification :	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Residents who are 18 y/o and above – Pre-marriage Orientation Certificate Residents who are 18 y/o to 25 y/o – Pre-marriage Counselling Certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of application for Marriage License (1 original)		City Treasurer's Office located at the City Hall (Window 37)		
2. Pre-Marriage Orientation Application Form (1 original)		City Population Office 2nd floor City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP (beside City Hall)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present receipt together with the schedule of Pre-Marriage Orientation and Counseling form	1. Check receipt together with the schedule of Pre-Marriage Orientation and Counseling form	None	1 minute	<i>City Population Office Staff</i> (City Health Office)
2. Client sign the attendance	2. Assist the client	None	1 minute	<i>City Population Office Staff</i> (City Health Office)
3. Lecture proper <i>* to be conducted at the 3rd floor CHO Main</i>	3. Conduct Pre-marriage Orientation	None	3 hours and 55 minutes	<i>City Population Office Staff</i> (City Health Office/ CSWDO)

<i>Building</i>				
4. Wait while the staff prepare the Pre- marriage Orientation certificate	4. Issue the Pre-marriage Orientation certificate	None	3 minutes	<i>City Population Office Staff (City Health Office)</i>
TOTAL:		None	4 hours	
<i>* Clients 25 y/o below are required to attend additional Pre-marriage Counseling Session</i>				
5. Lecture proper <i>* to be conducted at the 3rd floor CHO Main Building</i>	5. Conduct Pre-marriage Counseling	None	3 hours and 55 minutes	<i>City Population Office Staff (City Health Office/CSWDO)</i>
6. Wait while the staff prepare the Pre- marriage Orientation certificate	6. Issue the Pre-marriage Counseling certificate	None	5 minutes	<i>City Population Office Staff (City Health Office)</i>
TOTAL:		None	8 hours	



4. ADMISSION PROCEDURE

COVID Kalingang Fernandino Isolation Facility (CKFIF) is the LGU-owned and operated 250-bed capacity Temporary Treatment and Monitoring Facility (TTMF) for COVID 19 response. It accommodates asymptomatic to mild COVID-19 suspect, probable, and confirmed cases in the locality.

Office or Division:	City Health Office- CKFIF, Civic Center, Barangay San Isidro, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Asymptomatic to mild COVID-19 suspect, probable and confirmed cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid government-issued ID or Philhealth ID		Government agency or Philippine Health Insurance Corporation		
2. Official RT-PCR Result (if available)		Any DOH-Accredited Molecular Laboratory, Rural Health Units, Barangay Health Stations City Medical Unit		
3. Copy of birth certificate and PhilHealth ID of parents for minors		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure referral from RHU/BHS and CESU through text template	1. Conduct pre-admission interview, orientation, and triage	None	15 minutes	<i>Triage Team on duty</i> (City Health Office)
2. Send copy of identification card(s), RT-PCR Result, and other documents required via e-mail	2.1. Prepare patient's chart and other pertinent documents prior to arrival of the patient at the CKFIF	None	5 minutes	<i>Triage Team on duty</i> (City Health Office)
2. Send copy of identification card(s), RT-PCR Result, and other documents required via e-mail	2.2. Coordinate room assignment based on gathered information (e.g. gender, comorbidities, symptoms and special needs)	None	5 minutes	<i>Facility Management Section</i> (City Health Office)

2. Send copy of identification card(s), RT-PCR Result, and other documents required via e-mail	2.3. Prepare designated room/accommodation for the patient	None	30 minutes	<i>Facility Management Section</i> (City Health Office)
3. Proceed to the CKFIF (<i>admission time: 1PM to 5PM</i>)	3.1. Admits patient to the facility, secure informed consent, take and record initial assessment and vital signs	None	5 minutes	<i>Triage Team on duty</i> (City Health Office)
3. Proceed to the CKFIF (<i>admission time: 1PM to 5PM</i>)	3.2. Assist patient to assigned room/facility	None	10 minutes	<i>Facility Management Section</i> (City Health Office)
TOTAL:		None	1 hour and 10 minutes	



5. DISCHARGE PROCEDURE

All admitted patients at the COVID Kalingang Fernandino Isolation Facility (CKFIF) are considered recovered from COVID-19 after 10-14 days of isolation and are asymptomatic for at least 3 days prior to date of discharge. Patients who were previously admitted from a hospital will complete 21 days of isolation if recovering from moderate COVID 19 infection.

Office or Division:	City Health Office- CKFIF, Civic Center, Barangay San Isidro, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All admitted patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait and listen to the instructions of nurses on duty	1.1. Obtain May Go Home order from attending physician	None	2 minutes	<i>Nurses on duty</i> (City Health Office)
1. Wait and listen to the instructions of nurses on duty	1.2. Prepare discharge documents (Medical Certificate, Discharge Summary, and Home Instructions)	None	10 minutes	<i>Nurses on duty</i> (City Health Office)
1. Wait and listen to the instructions of nurses on duty	1.3. Inform patient of may go home status	None	2 minutes	<i>Nurses on duty</i> (City Health Office)
1. Wait and listen to the instructions of nurses on duty	1.4. Endorse patient(s) to be discharged to their respective RHUs and CESU	None	2 minutes	<i>Nurses on duty</i> (City Health Office)
1. Wait and listen to the instructions of nurses on duty	1.5. Coordinate with housekeeping for checking of rooms prior to discharge	None	2 minutes	<i>Nurses on duty</i> (City Health Office)

2. Allow CKFIF personnel to conduct room check prior to discharge	2. Conduct final room inspection and collect all issued items from patient(s) through the accomplishment of the room checklist form	None	2 minutes	<i>Facility Management Section</i> (City Health Office)
3. Proceed to the Nurse's Station as instructed <i>(discharge time: 9AM to 11AM)</i>	3. Discuss home instructions and issue all discharge documents to the patient(s). Secure receiving copy	None	5 minutes	<i>Nurses on duty</i> (City Health Office)
4. Present medical certificate to guard on duty for clearance	4. Clears patient for discharge from the Isolation Facility	None	2 minutes	<i>Security Personnel on duty</i>
TOTAL:		None	27 minutes	



6. DOCUMENT REQUEST FOR BENEFIT CLAIMS (IN-PATIENT)

All currently admitted patients at the COVID Kalingang Fernandino Isolation Facility (CKFIF) are entitled to request for and receive documents needed to be complied in order to qualify for sickness benefit claims (e.g. SSS, GSIS)

Office or Division:	City Health Office- CKFIF, Civic Center, Barangay San Isidro, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All currently admitted patients at the CKFIF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SSS and/or GSIS Benefit Claim Form		Downloadable through the SSS and GSIS official website		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for needed documents	1.1. Prepare requested documents based on patient's medical records	None	15 minutes	<i>Nurses Team on Duty</i> (City Health Office)
1. Request for needed documents	1.2. Facilitate signing of form(s)	None	5 minutes <i>(may vary depending on the availability of signatory)</i>	<i>Attending Physician</i> (City Health Office)
2. Receive requested documents on date of discharge	2.1. Inform patient on date of discharge	None	2 minutes	<i>Nurses Team on Duty</i> (City Health Office)
2. Receive requested documents on date of discharge and sign at the receiving logbook	2.2. Issue requested documents and secure proof of receipt	None	5 minutes	<i>Nurses Team on Duty</i> (City Health Office)
TOTAL:		None	27 minutes	



7. DOCUMENT REQUEST FOR BENEFIT CLAIMS (OUT-PATIENT)

All previously admitted patients at the COVID Kalingang Fernandino Isolation Facility (CKFIF) are entitled to request for and receive documents needed to be complied in order to qualify for sickness benefit claims (e.g. SSS, GSIS)

Office or Division:	City Health Office- CKFIF, Civic Center, Barangay San Isidro, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All previously admitted patients at the CKFIF			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SSS and/or GSIS Benefit Claim Form		Downloadable through the SSS and GSIS official website		
2. Copy of Medical Certificate from the CKFIF		CKFIF (issued upon discharge)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for documents needed	1.1. Prepare requested documents based on patient's medical records	None	15 minutes	<i>Nurses Team on Duty</i> (City Health Office)
1. Request for documents needed	1.2. Facilitate signing of form(s) to the physician who issued patient's medical certificate	None	3 days	<i>Attending Physician</i> (City Health Office)
2. Wait for a confirmation from the CKFIF personnel	2. Inform patient once documents are available for claiming	None	2 minutes	<i>Nurses Team on Duty</i> (City Health Office)
3. Claim/receive the requested documents at the CKFIF and sign at the receiving logbook	3. Issue requested document and secure proof receipt through logbook	None	5 minutes	<i>Nurses Team on Duty</i> (City Health Office)
TOTAL:		None	3 days and 22 minutes	



8. REQUEST FOR RT PCR TESTING

The CSFP Testing Facility caters to all in-patient and out-patient that are at risk of contracting COVID 19 infection. This includes testing of the following groups: (1) suspect cases, (2) individuals with relevant history of travel and exposure (or contact), whether symptomatic or asymptomatic, and (3) health workers with possible exposure, whether symptomatic or asymptomatic.

Office or Division:	City Health Office- COVID Kalingang Fernandino Isolation Facility- Testing Facility, Civic Center, Barangay San Isidro, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	COVID 19 suspect, probable, and close contact cases			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Philhealth ID		Philippine Health Insurance Corporation		
2. Valid government issued ID		Government agencies		
3. Endorsement or referral letter		Rural Health Units/Barangay Health Stations/ Isolation Facility/City Medical Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the registration area	1. Register the patient and give queue card	None	5 minutes	<i>Administrative Aide</i> (City Health Office)
2. Fill-out information sheet, undertaking, and acknowledgement form	2. Validate the information sheet, undertaking, and acknowledgement form	None	15 minutes	<i>Administrative Aide</i> (City Health Office)
3. Patient proceeds to the assessment area	3. Assess the patient and fill-out the Case Investigation Form (CIF)	None	15 minutes	<i>Administrative Aide</i> (City Health Office)
4. For paying patients: pay Swabbing/RT PCR testing fee	4. Receive the payment and issue Order of Payment	Php 2,500.00	5 minutes	<i>Administrative Aide</i> (City Health Office)
5. Patient proceeds to the swabbing area	5. VTM tagging, register the patient on the line list and conduct NPS/OPS swabbing	None	15 minutes	<i>Administrative Aide/Swabber</i> (City Health Office)

6. Patient listens to home instructions and wait for the result via e-mail, SMS, or phone call	6. Explain and issue home quarantine instructions	None	5 minutes	<i>Administrative Aide</i> (City Health Office)
TOTAL:		Php 2,500.00	1 hour	



9. AVAILMENT OF POST-PARTUM SERVICES IN BIRTHING STATIONS

The CSFP's Birthing Stations endeavors to provide comprehensive, quality intrapartum and newborn healthcare in convenient, compassionate and cost-effective manner with the mission of providing safe and quality healthcare to birthing mothers and their newborns.

Office or Division:	City Health Office- Birthing Stations (BS) San Jose BS- Purok 5, Brgy. San Jose, CSFP Sindalan BS- Gloria 1, Brgy. Sindalan, CSFP San Nicolas BS- Bulusan St., Brgy. San Nicolas, CSFP San Agustin BS- Diretso St. Brgy. San Agustin, CSFP Northville BS- Northville 14, Phase 1, Brgy. Calulut, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women of Reproductive Age (15-49 years old) and Newborn babies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Postpartum delivery checklist (1 original)		Birthing Station		
2. Family planning commodities (1 original)		Birthing Station/Rural Health Unit		
3. Referral form (1 original)		Birthing Station		
4. Doctor's prescription (1 original)		Birthing Station (Physician)		
5. Newborn Hearing registration form (1 original)		Birthing Station/Hearing test provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and get number queuing	1. Instruct patient to get number queue at the receiving area	None	1 minute	<i>Nurse/Midwife/ Nursing Assistant on duty (City Health Office BS I-V)</i>
2. Allow the Health Care Provider to take her vital signs	2. Takes and records patient's vital signs	None	7 minutes	<i>Nurse/Midwife/ Nursing Assistant on duty (City Health Office BS I-V)</i>
3. Patients proceeds to the midwife area and answer the questions of the Health Care Provider	3. Interview patient for any clinical signs of abnormality	None	5 minutes	<i>Midwife/Nurse on duty (City Health Office BS I-V)</i>
4. Patient lies at the examination table	4.1. Conduct routine internal cervical examination to assess for any vaginal bleeding	None	2 minutes	<i>Midwife (City Health Office BS I-V)</i>

4. Patient lies at the examination table	4.2. Properly refer to the Birthing Station Manager for any abnormality seen	None	3 minutes	<i>Midwife</i> (City Health Office BS I-V)
5. Patient listens to instructions/advise	5. Provide information and education on Family Planning and Breastfeeding and post-natal care	None	10 minutes	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
6. Mother to place the baby in the examination table	6. Give infant care such as immunization, etc.	None	7 minutes	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
7. Mother gives information for hearing test	7.1. Instruct mother for schedule of the Newborn for hearing test	None	15 minutes	<i>Hearing Screening Center Staff</i> (accredited hearing center)
7. Mother gives information for hearing test	7.2. Assist mother in accomplishing the information sheet for hearing test	None	5 minutes	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
7. Mother listens to Health Care Provider's instruction/advise	7.3. If the result is not normal, instruct the mother that the baby will be scheduled to return after 1 week for repeat hearing test	None	1 minute	<i>Hearing Screening Center Staff</i> (accredited hearing center)
TOTAL:		None	56 minutes	



10. AVAILMENT OF PRE-NATAL SERVICES IN BIRTHING STATIONS

The CSFP's Birthing Stations endeavors to provide comprehensive, quality intrapartum and newborn healthcare in convenient, compassionate and cost-effective manner with the mission of providing safe and quality healthcare to birthing mothers and their newborns.

Office or Division:	City Health Office- Birthing Stations (BS) San Jose BS- Purok 5, Brgy. San Jose, CSFP Sindalan BS- Gloria 1, Brgy. Sindalan, CSFP San Nicolas BS- Bulusan St., Brgy. San Nicolas, CSFP San Agustin BS- Diretso St. Brgy. San Agustin, CSFP Northville BS- Northville 14, Phase 1, Brgy. Calulut, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women of Reproductive Age (15-49 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration form (1 original)		Birthing Station		
2. Laboratory request form (1 original)		Birthing Station/RHU Laboratory Section		
3. Birth Plan (1 original)		Birthing Station		
4. Treatment Record (1 original)		Birthing Station		
5. Doctor's prescription (1 original)		Birthing Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient seeks pre- natal consultation at the Birthing Station and present maternal booklet	1. Register the client and give number queue	None	1 minute	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
2. Allow the Health Care Provider to take her vital signs	2. Take and record the patient's weight and height	None	5 minutes	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
3. Patient proceeds to the pre-natal room and answer all the questions of the Health Worker	3.1. For new patient, accomplish the birth plan	None	10 minutes	<i>Birthing Station Manager/ Nurse/Midwife</i> (City Health Office BS I- V)

3. Patient proceeds to the pre-natal room and answer all the questions of the Health Worker	3.2. For return check- up patients, review and update the birth plan. Assess patient as to Last Menstrual Period, clinical danger signs of pregnancy, etc.; issue ultrasound request as needed			<i>Birthing Station Manager/ Nurse/Midwife</i> (City Health Office BS I- V)
4. Patient lies on the examination table and follow Health Care Provider's further instructions	4.1. Performs Leopold's maneuver, fundic height, fetal heart tone, and movement, etc.	None	15 minutes	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
5. Patient lies on the examination table and follow Health Care Provider's further instructions	5.1. For term patient, internal cervical examination will be done	None	1 minute	<i>Midwife on duty</i> (City Health Office BS I-V)
5. Patient lies on the examination table and follow Health Care Provider's further instructions	5.2. Proper referral to the birthing physician for any abnormality	None	3 minutes	<i>Midwife/Nurse on duty</i> (City Health Office BS I-V)
6. Patient listens to the instructions and rationale of the procedures	6.1 Issue laboratory request such as Urinalysis, Hemoglobin & Hematocrit, and other tests as necessary	None	1 minute	<i>Birthing Station Manager/ Nurse/Midwife</i> (City Health Office BS I- V)
6. Patient listens to the instructions and rationale of the procedures	6.2. For 1st trimester patient: urinalysis, blood typing, hemoglobin & hematocrit, syphilis, HIV	None	1 minute	<i>Birthing Station Manager/ Nurse/Midwife</i> (City Health Office BS I- V)

6. Patient listens to the instructions and rationale of the procedures	6.3. For 2nd trimester : depends on the baseline result of the 1st trimester	None	2 minutes	<i>Birthing Station Manager/ Nurse/Midwife</i> (City Health Office BS I- V)
6. Patient listens to the instructions and rationale of the procedures	6.4. For 3rd trimester: urinalysis, hemoglobin & hematocrit, HIV, Fasting Blood Sugar, Hepa Screening; For follow-up patient, issue laboratory request and bring specimen or results for the next check-up	None	3 minutes	<i>Birthing Station Manager/ Nurse/Midwife</i> (City Health Office BS I- V)
7. Patient gives the laboratory request to the Medical Technologist	7. Medical Technologist completes patient information and give schedule and further instructions	None	2 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)
8. Patient return for Fasting Blood Sugar	8. Verify patient's preparation	None	2 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)
9. For urinalysis: patient collects midstream urine on a sterile container	9. Examine the urine	None	4 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)
10. For hemoglobin & hematocrit, HIV, Hepa Screening syphilis: patient is ready for extraction	10. Prepare patient for extraction then label specimen	None	2 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)

11. Wait while the medical technologist performs laboratory test	11.1. Perform laboratory tests	None	15 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)
11. Wait while the medical technologist performs laboratory test	11.2 Record the result at the laboratory logbook	None	2 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)
12. Receive the result and sign at the the end- user	12. Release the laboratory result and instruct patient to sign the end-user	None	2 minutes	<i>Medical Technologist</i> (City Health Office RHU I-V Laboratory Units)
13. Patient proceed again to the midwife area	13.1. Assess the laboratory result	None	1 minute	<i>Midwife</i> (City Health Office BS I-V)
13. Patient listens for further instruction	13.2. If baseline results are above or below normal, advise patient to take medication with prescription ordered by birthing physician and come back after 1 week for repeat tests	None	2 minutes	<i>Birthing Station Manager/Midwife</i> (City Health Office BS I-V)
TOTAL:		None	1 hour and 14 minutes	



11. PATIENT IN-LABOR

The CSFP's Birthing Stations endeavors to provide comprehensive, quality intrapartum and newborn healthcare in convenient, compassionate and cost-effective manner with the mission of providing safe and quality healthcare to birthing mothers and their newborns.

Office or Division:	City Health Office- Birthing Stations (BS) San Jose BS- Purok 5, Brgy. San Jose, CSFP Sindalan BS- Gloria 1, Brgy. Sindalan, CSFP San Nicolas BS- Bulusan St., Brgy. San Nicolas, CSFP San Agustin BS- Diretso St. Brgy. San Agustin, CSFP Northville BS- Northville 14, Phase 1, Brgy. Calulut, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women of Reproductive Age (15-49 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Plan (original)		Birthing Station		
2. Treatment Record (original)		Birthing Station		
3. Doctor's prescription (original)		Birthing Station		
4. Patient's chart (original)		Birthing Station		
5. Partograph (original)		Birthing Station		
6. Delivery checklist form (original)		Birthing Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient is in-labor	1.1 Assess patient, take and record vital signs.	None	5 minutes	<i>Nurse/Midwife/ Birthing Station Manager</i> (City Health Office BS I-V)
	1.2. If cervical dilatation is less than 4 cm, advise the patient to come back and give instructions	None	5 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
	1.3. If cervical dilatation is more than 5 cm, inform birthing physician for admission and secure consent for admission	None	15 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)

2. When in pain, patient do breathing techniques	2. Advise to do breathing techniques and monitor progress of labor; insert intravenous line as needed; administer medicines as ordered	None	6 minutes <i>* depends on the progress of labor</i>	<i>Nurse/Midwife/ Birthing Station Manager</i> (City Health Office BS I-V)
3. Patient lies on the delivery table and follow Health Care Provider's instruction	3.1. Perineal preparation	None	2 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
3. Patient lies on the delivery table and follow Health Care Provider's instruction	3.2. Prepare instruments and medicines to be given during and after delivery	None	3 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
4. Patient lies in lithotomy position	4. Delivery of the baby and the placenta through NSD, assess for any retained placenta/ fragments, suture/repair of any perineal laceration	None	90 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
5. Patient lies in lithotomy position	5. Provision of Essential Intrapartum Newborn Care. - immediate and thorough drying -early skin to skin contact or “unang yakap” - properly timed cord clumping - non-separation of newborn from the mother Do suctioning if needed. Anthropometric measurements Application of Ophthalmic Ointment on both eyes Vitamin K, Hepa B and BCG Vaccination	None	90 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)

6. Patient will take a rest	6. Monitoring of vital signs, bleeding, uterine contractions of mother and monitoring of newborn's vital signs	None	every 15 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
7. Patient transfers to the ward	7.1. Advise patient: diet as tolerated; encourage breastfeeding	None	2 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
7. Patient transfers to the ward	7.2. Give post-partum medication	None	2 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
7. Patient transfers to the ward	7.3. Continue monitoring of vital signs every 15 minutes for 2 hours then every 4 hours for both mother & baby	None	10 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
8. Patient fill-up the Birth Certificate form	8. Assist the patient in accomplishing the draft Birth Certificate form	None	5 minutes	<i>Midwife</i> (City Health Office BS I-V)
9. After 24 hours instruct mother of blood screening for the baby	9. Prepare and fill p new born screening filter card and perform newborn screening test	None	15 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
10. Instruct patient for discharge	10. Provide post-natal care; perform discharge internal examination	None	8 minutes	<i>Midwife</i> (City Health Office BS I-V)
11. Patient listens to the instructions prior to discharge	11. Provide home medications and give home instructions; discuss discharge internal examination results and give date of follow-up, patient signs discharge slip after agreeing with all the findings	None	10 minutes	<i>Nurse/Midwife/ Birthing Station Manager</i> (City Health Office BS I-V)
TOTAL:		None	4 hours and 43 minutes	<i>* depends on the progress of labor</i>



12. TRANSFER/REFERRAL OF PATIENT TO OTHER HEALTH FACILITY

The CSFP's Birthing Stations endeavors to provide comprehensive, quality intrapartum and newborn healthcare in convenient, compassionate and cost-effective manner with the mission of providing safe and quality healthcare to birthing mothers and their newborns.

Office or Division:	City Health Office- Birthing Stations (BS) San Jose BS- Purok 5, Brgy. San Jose, CSFP Sindalan BS- Gloria 1, Brgy. Sindalan, CSFP San Nicolas BS- Bulusan St., Brgy. San Nicolas, CSFP San Agustin BS- Diretso St. Brgy. San Agustin, CSFP Northville BS- Northville 14, Phase 1, Brgy. Calulut, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Women of Reproductive Age (15-49 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral form (1 original)		Birthing Station		
2. Referral feedback form (1 original)		Referring Hospital		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Answer the health care provider questions	1. Get the patient's data	None	8 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
2. Allow the Health Care Provider to take her vital signs	2. Takes and records patient's vital signs	None	10 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
3. Patient proceed to the examination table	3.1. For patient not in-labor, examine the patient and assess for the following:	None	10 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
	a. Breech presentation			
	b. Premature rupture of membrane			
	c. Multiple pregnancies			
	d. Pre-eclampsia			
	e. Eclampsia			
f. Pre-term labor				

3. Patient proceed to the examination table	3.2. For patient in-labor, examine and assess for the following:			
	a. Avert on cervical dilatation			
	b. Failure of descent			
4. Wait while nurse/midwife coordinates with referring hospital	4.1. Refer findings to the Birthing Station Manager prior to transfer/referral. The Birthing Station Staff calls the referral hospital for proper notification	None	10 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
4. Wait while nurse/midwife coordinates with referring hospital	4.2. Prepare and accomplish the referral and feedback form	None	5 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
4. Wait while nurse/midwife coordinates with referring hospital	4.3. Transfer patient in an ambulance assisted by a nurse or midwife	None	30 minutes to 1 hour * depending on the location of the referral facility	<i>Nurse/Midwife</i> (City Health Office BS I-V)
4. Wait while nurse/midwife coordinates with referring hospital	4.4. Endorse to ROD (Resident on Duty) and wait for feedback form to be signed by the Resident on Duty (ROD)	None	11 minutes	<i>Nurse/Midwife</i> (City Health Office BS I-V)
TOTAL:		None	1 hour and 54 minutes	



13. AMBULANCE REQUEST

The Health Emergency Management Staff (HEMS) Unit of the City Health Office provides assistance on the assessment, transfer and referral of patients to higher levels of health care.

Office or Division:	City Health Office- HEMS Unit, HEMS Operation Center, Heroes Hall, Brgy. San Juan, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Fernandinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ambulance Request (Patient transfer)		City Administrator's Office		
2. Current hospital records for admitted patients		Hospital/Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills out the ambulance request form	1. Assist the client in filling out the request form	None	5 minutes	<i>CMU Nurse</i> (City Health Office)
2. Wait while the staff verify the requirements and answer the questions of the HEMS personnel	2. Review the submitted documents and interview the requesting client on the current condition of the patient	None	8 minutes	<i>HEMS Medical Director/ HEMS Nurse</i> (City Health Office)
3. Wait for a text message or call from the HEMS personnel regarding the request	3.1 HEMS nurse on duty will assess the condition of the patient and shall determine if the patient is safe to travel and coordinate to the receiving facility prior to transfer	None	10 minutes to 1 hour or more <i>* depending on the location of the patient and traffic situation</i>	<i>HEMS Nurse</i> (City Health Office)
	3.2 Inform the HEMS Medical Director/ Coordinator about the assessment done to the patient and carry out doctor's order as necessary	None	5 minutes	<i>HEMS Medical Director/ HEMS Nurse</i> (City Health Office)

	3.3 Inform the requesting client about the status of the request (approved or disapproved) and coordinate the details of the request	None	3 minutes	<i>HEMS Nurse</i> (City Health Office)
	TOTAL:	None	1 hour and 21 minutes or more <i>* depending on the location of the patient and traffic situation</i>	



14. RESPOND TO EMERGENCY CASES

The Health Emergency Management Staff (HEMS) Unit under the City Health Office ensures the health and safety of the general population within the city's jurisdiction by providing 24/7 Emergency Medical Services.

Office or Division:	City Health Office- HEMS Unit, HEMS Operation Center, Heroes Hall, Brgy. San Juan, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Fernandinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/relative, Fernando Base and C3 command center informs the HEMS Unit dispatcher of the emergency case (radio/phone call)	1. Receive request for emergency medical assistance	None	1 minute	<i>HEMS Nurse</i> (City Health Office)
2. Client/relative waits for the Emergency Medical Team to arrive at the scene	2.1 HEMS Team Leader on duty calls back the caller to confirm the request and secure more details	None	1 minute	<i>HEMS Nurse</i> (City Health Office)
	2.2 Dispatch HEMS Team to the patient's location in full PPE if needed	None	5 minutes to 45 minutes <i>* depending on the location of the patient and traffic situation</i>	<i>HEMS Nurse</i> (City Health Office)
3. Upon arrival, patient/relative provides information regarding the patient	3. Perform initial assessment/provide first aid and take the patient's history and physical findings, then refer to the HEMS Medical Director	None	5 minutes	<i>HEMS Nurse</i> (City Health Office)

4. Follow instruction and or answer the query of the HEMS personnel	4.1 Carry out treatment according to HEMS Medical Director's order	None	5-10 minutes <i>(may take longer depending on the management that will be performed and the severity of the patient's condition)</i>	<i>HEMS Nurse</i> (City Health Office)
4. Follow instruction and or answer the query of the HEMS personnel	4.2 If patient needs further management, patient will be transferred to hospital of choice after proper coordination with the receiving hospital	None	10 minutes to 30 minutes (or more if outside CSFP)	<i>HEMS Team</i> (City Health Office)
TOTAL:		None	1 hour and 37 minutes <i>* depending on the distance of scene to the hospital of choice and traffic situation</i>	



15. TRANSFER OF COVID 19 RELATED CASES

The Health Emergency Management Staff (HEMS) Unit of the City Health Office ensures the safe transfer/referral of the city's constituents with COVID-19 related illnesses to various isolation facilities and COVID referral hospitals.

Office or Division:	City Health Office- HEMS Unit, HEMS Operation Center, Heroes Hall, Brgy. San Juan, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Fernandinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Reporting template through text message/telephone call		City Epidemiology and Surveillance Unit/Rural Health Units of the City Health Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The CESU/RHU informs the HEMS Unit of the patient for transfer	1. Check the reporting template sent through text by the CESU/RHU and coordinates regarding the details of the patient to be transferred	None	3 minutes	<i>HEMS Nurse</i> (City Health Office)
2. Client waits for phone call regarding the status of transfer	2. The HEMS personnel on duty coordinates with the receiving hospital/ isolation facility regarding the transfer and refer to HEMS Medical Director as necessary	None	10 minutes	<i>HEMS Nurse/ HEMS Medical Director</i> (City Health Office)
3. Listen to the instruction of the HEMS personnel through phone call	3. The HEMS personnel give instruction to the patient/relative prior to transfer	None	5 minutes	<i>HEMS Nurse</i> (City Health Office)
4. Client prepares as instructed while waiting for the HEMS Team	4. The HEMS personnel on duty prepare for the transfer (wearing of PPEs, preparation of the ambulance and equipment)	None	10 minutes	<i>HEMS Nurse</i> (City Health Office)

5. Wait for the HEMS personnel	5. Immediate dispatch of the HEMS team upon confirmation from the receiving hospital	None	30 minutes to 45 minutes <i>*depending on the distance of the patient to the receiving hospital/ facility</i>	<i>HEMS Team (City Health Office)</i>
TOTAL:		None	1 hour and 13 minutes <i>*depending on the distance of the patient to the receiving hospital/ facility and traffic situation</i>	



16. MEDICAL ASSISTANCE REQUEST

The Health Emergency Management Staff (HEMS) Unit of the City Health Office ensures the delivery of basic health services to our constituents. This includes the provision of medical assistance on planned events as requested by our constituents.

Office or Division:	City Health Office- HEMS Unit, HEMS Operation Center, Heroes Hall, Brgy. San Juan, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Fernandinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter duly approved by the City Administrator		City Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will send and leave the request letter at the City Administrator's Office for approval	1. The City Administrator's Office receives the letter for review and approval	None	1 to 2 days	<i>Administrative Officer - (City Administrator's Office)</i>
2. The client will wait for a call confirming the status of the request	2.1 Approval or disapproval of the request by the City Administrator	None	5 minutes	<i>City Administrator (City Administrator's Office)</i>
	2.2 The approved request letter will be sent to the CHO Administrative Health Care Division for processing and coordination	None	3 minutes	<i>Administrative Officer VI / City Health Officer (City Health Office)</i>
3. The client will coordinate with the HEMS Unit and give details regarding the medical assistance request	3. Upon receipt of the letter, the HEMS nurse will coordinate with the client regarding the planned event	None	10 minutes	<i>HEMS Nurse (City Health Office)</i>
4. The client will wait for the arrival of the Medical Team on the date, place and, time of event as agreed upon	4. Deployment of the medical team	None	30 minutes to 45 minutes *depending on the location of the event	<i>HEMS Team (City Health Office)</i>
TOTAL:		None	1-2 days and 45 minutes *depending on the location of the event	



17. ANNUAL PHYSICAL EXAMINATION (APE)

The City Medical Unit (CMU) of the City Health Office ensures the health and wellness of the Casual and Job Order Employees of the City Government of San Fernando, Pampanga.

Office or Division:	City Health Office- City Medical Unit, 2nd gate of the City Hall, City Health Office Annex, A. Consunji St. Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to City Employees			
Who may avail:	All Casual and Job Order Employees of the city government of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Specimen cups (for Urine & Stool Exam)		City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Assist the employee in signing the registration form and in accomplishing the APE form	None	3 minutes	CMU Nurse (City Health Office)
2. Employee will proceed to the laboratory for blood extraction and submit collected urine and stool sample	2. Extract blood sample and collect the specimen cups (stool and urine sample)	None	5 minutes	CMU Medical Technologist/ Laboratory Aide (City Health Office)
3. Employee will proceed to the Dental Unit for dental examination	3. Perform examination of the oral cavity	None	8 minutes	CMU Dentist/ Dental Aide (City Health Office)
4. Employee will follow instruction and answer questions of the health care provider during physical assessment/ history taking	4. Interview and assess the employee	None	5 minutes	CMU Nurse (City Health Office)
5. Employee will let the health care provider take his/her height and weight	5. Measure the height and weight of the employee	None	2 minutes	CMU Nurse (City Health Office)

6. Employee will follow instruction and answer questions of the health care provider during eye test	6. Check the visual acuity of the employee	None	2 minutes	<i>CMU Nurse</i> (City Health Office)
7. Employee will proceed to the ECG room (for employees 35 years old and above, with high BP or with history of heart disease)	7. Perform ECG	None	5 minutes	<i>CMU Nurse</i> (City Health Office)
8. Employee will follow instruction and answer questions of the doctor during consultation	8. Assess the employee and accomplish the APE form	None	5 minutes	<i>CMU Doctor</i> (City Health Office)
TOTAL:		None	35 minutes	



18. ISSUANCE OF MEDICAL CERTIFICATE

The City Medical Unit (CMU) of the City Health Office ensures the health and wellness of the constituents of the City of San Fernando, Pampanga especially the ones needing a Medical Certificate.

Office or Division:	City Health Office- City Medical Unit, 2nd gate of the City Hall, City Health Office Annex, A. Consunji St. Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All constituents of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Laboratory results (CBC, Urine, Stool, chest x-ray)		Laboratory centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present the requirements to the CMU Nurse (laboratory results and other pertinent documents)	1. Validate the requirements and interview the client (history taking, physical assessment, etc.)	None	5 minutes	<i>CMU Nurse</i> (City Health Office)
2. Client will proceed to the CMU Doctor	2. Assess the client prior to the issuance of a medical certificate	None	5 minutes	<i>CMU Doctor</i> (City Health Office)
3. Client proceeds to the City Treasurer's Office for payment and return to the CMU for the claiming of Medical Certificate	3. CMU Nurse prepares and hand over the medical certificate to the client	Php 100.00	5 minutes	<i>CMU Nurse</i> (City Health Office/) <i>Administrative Aide</i> (City Treasurer's Office)
TOTAL:		Php 100.00	15 minutes	



19. BURIAL, CREMATION, TRANSFER AND EXHUMATION PERMIT

The City Health Office is responsible for the issuance of burial, cremation, transfer and exhumation permits. It is a requirement for every entombment within the city that the permit will be issued as required by law under P.D. 856 specifically the disposal of dead persons.

Office or Division:	City Health Office- 1st floor City Health Office Main Building, A. Consunji St., Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of reviewed/registered Death Certificate form duly accomplished correctly, completely and signed by proper parties (1 photocopy)		City Health Office, City Civil Registry Office (Window 47)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give a copy of reviewed/registered Death Certificate	1. Receive, log, and verify the information data of the deceased and instruct the client to pay at the City Treasurer's Office	None	2 minutes	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)</i>
2. Go to the City Treasurer's (Window 37) Office for the payment	2. Wait until the client return for the copy of official receipt from the City Treasurer's Office	Php 200.00	3 minutes	<i>Administrative Aide (City Treasurer's Office)</i>
3. Wait for the processing of the permit	3. Prepare and issue the permit	None	2 minutes	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV/Medical Specialist III/City Health Officer (CHO- Issuance of Death Certificate)</i>
TOTAL:		P200.00	7 minutes	



20. ISSUANCE OF DEATH CERTIFICATE (OUT OF FACILITY DEATH MEDICALLY ATTENDED)

The City Health Office is responsible for the review of a Death Certificate. It examines the cause of death, issues the certificate, and directs the registration of the death at the City Civil Registry within the reglementary period of 30 days. The spouse or nearest relative of a person who died without medical attendance must report the deceased within 48 hours.

Office or Division:	City Health Office- 1st floor City Health Office Main Building, A. Consunji St., Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Death Certificate form (original)		City Civil Registry Office (Window 46)		
2. Medical Certificate (original)		Hospital, Clinic, Attending Physician		
3. Notarized Sworn Statement (Salaysay) form (1 original)		City Health Office- Vital Events Section		
4. Notarized Waiver for Autopsy form (1 original)		City Health Office- Vital Events Section		
5. Barangay Certificate of Residency (1 original)		At the respective Barangay Hall of the client's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the Death Certificate for verification	1. Receive, log, and review the death certificate of the deceased	None	3 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)
2. Submit additional requirements	2. Review additional requirements, check for correct information and signature of physician and certification of embalmer	None	5 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)

3. Wait for the processing of documents	3. Bring the death form to the City Medical Specialist III or City Health Officer for review and signing	None	5 minutes	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV/Medical Specialist III/City Health Officer (CHO- Issuance of Death Certificate)</i>
4. Claim the form and go to the City Civil Registry Office (Window 46)	4. Release the form and permit instruct to proceed to the City Civil Registry Office for registration	None	2 minutes	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)</i>
TOTAL:		None	15 minutes	

21. ISSUANCE OF DEATH CERTIFICATE (OUT OF FACILITY DEATH MEDICALLY UNATTENDED)



The City Health Office is responsible for the review of a Death Certificate. It examines the cause of death, issues the certificate, and directs the registration of the death at the City Civil Registry within the reglementary period of 30 days. The spouse or nearest relative of a person who died without medical attendance must report the deceased within 48 hours.

Office or Division:	City Health Office- 1st floor City Health Office Main Building, A. Consunji St., Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Death Certificate form (original)		City Civil Registry Office (Window 46)		
2. Medical Certificate (original)		Hospital, Clinic, Attending Physician		
3. Notarized Sworn Statement (Salaysay) form (1 original)		City Health Office- Vital Events Section		
4. Notarized Waiver for Autopsy form (1 original)		City Health Office- Vital Events Section		
5. Barangay Certificate of Residency (1 original)		At the respective Barangay Hall of the client's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the personal data form of the deceased	1. Receive and validate completeness of information of the deceased	None	3 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)
2. Wait for the processing of information details of the deceased	2. Log and type the information details of the deceased	None	7 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)

3. Check the given details and information	3. Explain additional requirements needed to be accomplished (Cause of Death to be signed by the Attending Physician or Rural Health Physician)	None	10 minutes	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)</i>
4. Submit additional requirements needed for physician's evaluation and go to the designated Rural Health Unit (if the Rural Health Physician is not available, go to the Medical Officer at the CHO Annex or City Health Officer at 2nd floor CHO)	4. Evaluation and determination on the probable cause of death by the concerned physician and signing of the death certificate with complete requirements. Information on certification of embalmer is required for registration at the CCRO	None	1 day	<i>Rural Health Physician/ Medical Officer/Medical Specialist III/City Health Officer (CHO- Issuance of Death Certificate/ Rural Health Units)</i>
TOTAL:		None	1 day and 20 minutes	



22. ISSUANCE OF DEATH CERTIFICATE (MEDICO-LEGAL IN NATURE)

The City Health Office is responsible for the review of a Death Certificate. It examines the cause of death, issues the certificate, and directs the registration of the death at the City Civil Registry within the reglementary period of 30 days. The spouse or nearest relative of a person who died without medical attendance must report the deceased within 48 hours.

Office or Division:	City Health Office- 1st floor City Health Office Main Building, A. Consunji St., Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) copies of Death Certificate form (original)		City Civil Registry Office (Window 46)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the personal data form of the deceased	1. Receive and validate information of the deceased	None	3 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)
2. Wait for the processing of information details of the deceased	2. Log and type the information details of the deceased	None	7 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)
3. Check the given details and information	3. Explain and assist the client in the filling-up of information on the "Post- Mortem Certificate of Death"	None	10 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)

4. Submit deceased for autopsy at SOCO situated at Camp Olivas	4. Refer to Medico-Legal Officer/SOCO and instruct client on affixing of Medico-Legal Officer's signature and embalmer's certification on the death form	None	2 days * varies upon the availability of the SOCO/Medico - Legal Officer	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV/ Medico-Legal Officer/SOCO (CHO- Issuance of Death Certificate)</i>
5. Request for review of death certificate	5. Refer to City Medical Specialist III/City Health Officer for review of cause of death and affixing of signature	None	5 minutes	<i>Nurse I/ Administrative Officer II/ Administrative Aide IV/ Medical Specialist III/ City Health Officer (CHO- Issuance of Death Certificate)</i>
TOTAL:		None	2 days and 25 minutes	



23. REVIEWING OF DEATH CERTIFICATE

The City Health Office is responsible for the reviewing of a Death Certificate. It examines the cause of death, completeness, correctness, consistency and clarity of information in the death certificate and directs the registration of the death at the City Civil Registry Office within the reglementary period of 30 days.

Office or Division:	City Health Office- 1st floor City Health Office Main Building, A. Consunji St., Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Spouse, Nearest Relative and/or Authorized Representative of the deceased only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) or Four (4) copies of Death Certificate form duly accomplished correctly, completely and signed by proper parties (original)		Hospital- Records Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give the form for verification and review	1. Receive, log and review the death certificate of the deceased. Check for correct information and signatures of physician and certification of embalmer	None	8 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)
2. Wait for the processing of documents	2. Bring the death certificate to the City Medical Specialist III or City Health Officer for review and signing	None	5 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV/Medical Specialist III/City Health Officer (CHO- Issuance of Death Certificate)
3. Claim the form and go to the City Civil Registry Office (Window46)	3. Release the form and instruct to proceed to the City Civil Registry Office for registration	None	2 minutes	Nurse I/ Administrative Officer II/ Administrative Aide IV (CHO- Issuance of Death Certificate)
TOTAL:		None	15 minutes	



24. ISSUANCE OF HEALTH CERTIFICATE

The City Health Office- Environmental Health and Sanitation Division (EHSD) is responsible for the issuance of Health Certificates. Any person/individual can request a Health Certificate for employment.

Office or Division:	City Health Office- Environmental Health and Sanitation Division (EHSD), 1st floor, City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any person/individual who wants to work within the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All workers/employees' current results/annual medical results of:				
1.1. Chest X-Ray current year (original)		Any accredited laboratory within the City of San Fernando, Pampanga		
1.2. Urine (within a month upon application) (original)		Any accredited laboratory within the City of San Fernando, Pampanga		
1.3. Stool (within a month upon application) (original)		Any accredited laboratory within the City of San Fernando, Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present diagnostic/ laboratory results for validation	1. Receives diagnostic/laboratory results for validation	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)
2. Proceed to Window 3 of the City Treasurer's Office for payment	2.1. Instruct the client to pay health certificate fee window 3 (for normal findings)	Php 200.00	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)
3. Client proceeds to the CHO Annex- City Medical Unit	3.1 Refer to client to City Medical Unit (for any abnormal findings) for medical check up	None	1 minute	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)

4. Present receipt of payment	4. Validates official receipt issued by the City Treasurer's Office	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
5. Wait until the health certificate is processed	5.1. Prepares health certificates	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
5. Wait until the health certificate is processed	5.2. Record client's information on the logbook for food and non-food establishments	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
6. Receive the health certificate and affix signature on the logbook	6. Instruct client to receive the health certificate on the logbook	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
TOTAL:		None	13 minutes	



25. ISSUANCE OF SANITARY PERMIT

The City Health Office- Environmental Health and Sanitation Division (EHSD) is responsible for the issuance of Sanitary Permits. All business Establishments are required to secure a Sanitary Permit upon application for a Business Permit to ensure that the establishment complies with the laws and/ordinances pertaining to health and sanitation in the City.

Office or Division:	City Health Office- Environmental Health and Sanitation Division (EHSD), 1st floor, City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Business establishments	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
FOR NEW BUSINESS:		
1. Application Form for Business	Business One Stop Shop	
OTHER SUPPORTING DOCUMENTS BASED ON NATURE OF BUSINESS:		
A. For night clubs/entertainment establishments:		
A.1. License to work for entertainers/models	Entertainment Establishment Section (located at Rural Health Unit II- Sindalan)	
A.2. Result of the Cervical Urethral Smear from the Social Hygiene Clinic of Entertainment Workers	Social Hygiene Clinic (located at Rural Health Unit II- Sindalan)	
B. For Water Refilling Stations, Water Works System and Bulk Water:		
B.1. Certificate of Certified Water Operator Training Course or Letter of Commitment	Water Operator Training Course Provider	
B.2. Sanitary Plan	Licensed Private Sanitary Engineer	
B.3. Physical/Chemical Test- every six (6) months raw and product	Department of Health Accredited Water Laboratory	
B.4. Sanitary Engineer's Report	Licensed Private Sanitary Engineer	
B.5. Microbiological test: Total Coliform, E. Coli & Heterotrophic Plate Count- product every month; raw every six (6) months	Department of Health Accredited Water Laboratory	
C. For Memorial Park, Cemetery or private burial ground:		
C.1. Initial or Operational Permit/Clearance from CHD- 3 (Department of Health)	Department of Health	
C.2. Barangay Resolution of no objection	Barangay where business is located	
D. For Crematorium: Feasibility Study reviewed and approved by the Secretary of Health or his duly authorized		

representative				
E. For Industrial Establishment: Design of Water Treatment Facilities				
F. For Poultry and Piggery: Barangay Resolution of no objection	Barangay			
G. For Water Laboratory:				
G.1. NRL Certificate of proficiency (last 5 years)		NRL		
G.2. Picture of Physical Location of the laboratory		Business Owner		
G.3. PRC License to Operate		PRC		
G.4. DOH Certificate of Accreditation		Department of Health		
G.5. NRL Licensure Exam for water		NRL		
G.6. DENR Environmental Clearance		DENR		
FOR BUSINESS RENEWAL:				
1. Application Form for Business				
OTHER SUPPORTING DOCUMENTS BASED ON NATURE OF BUSINESS:				
1. Microbiological test: Total Coliform, E. Coli & Heterotrophic Plate Count- product every month; raw every six (6) months		Department of Health Accredited Water Laboratory		
2. Physical/Chemical Test- every six (6) months raw and product		Department of Health Accredited Water Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Proper receipt & verification of documents	Based on Chapter IV-Service Fees, Art. 48 of the Ordinance Enacting the 2017 Revised Revenue Code and Market	15 minutes as stated in the QMS Manual for the issuance of Sanitary Permit	<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
2. Wait while the personnel process the permit	2.1. Encoding/updating the necessary information in the CHO sanitary information system			
3. Wait while the personnel process the permit	3.1. Printing of the Sanitary Permit			

4. Wait for the approval of the Sanitary Permit	4. Review the approved Sanitary Permit	Code of the CSFP: Php 200.00 to 1,200.00	15 minutes- maximum of 4 hours; duration varies based on the scale of the business establishment	<i>Chief- Environmental Health & Sanitation Division/City Health Officer (CHO- EHSD)</i>
5. Receive the Sanitary Permit	5. Releasing of the Sanitary Permit			<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
6. Wait for the ocular inspection to be conducted	6.1. Conduct ocular inspection for new businesses within (1day)			<i>(Joint Inspection Team) Sanitation Inspectors (City Health Office- EHSD)</i>
6. Wait for the ocular inspection to be conducted	6.2. If not operating, inspection will be within the year upon start of business			
6. Wait for the ocular inspection to be conducted	6.3. Renewal of business: year-round based on ocular inspection plan			
TOTAL:		Php 200.00 to 1,200.00	15 minutes	



26. AVAILMENT OF HIMLAYANG FERNANDINO SERVICES

The City Health Office- Environmental Health and Sanitation Division (EHSD) is responsible for the processing of the application for the Himlayang Fernandino.

Office or Division:	City Health Office- Environmental Health and Sanitation Division (EHSD), 1st floor, City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Fernandinos (exclusively vested among the bonafide residents of the City of San Fernando, Pampanga are qualified to avail of the facility's burial services)			
	1. Received and maintained in their possession the Fernandino Card issued by the City Government of San Fernando, Pampanga.			
	2. Resided in the City of San Fernando, Pampanga for at least six (6) months as evidenced by the Barangay census Logbook maintained and kept by the Barangay Secretary where the beneficiary has resided during his/her lifetime.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate (1 photocopy)		City Health Office- Issuance of Death Certificate Section		
2. Indigency or informant and indigency of the deceased (1 photocopy each)		At the respective Barangay Hall of the client's permanent area of residence		
3. Voters ID/Voter's Certification of the informant and deceased (1 photocopy each)		COMELEC located at the City Health		
4. Fernandino Access Card of the informant and deceased (1 photocopy each)		Community Affairs Division located at the City Hall		
5. Cedula of informant (1 photocopy)		City Treasurer's Office (Windows 1-4)		
6. Assessment report (1 original)		City Mayor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all the requirements	1.1. Receive application form for the above- ground niche/interment and all requirements for the application for leasing of niche/interment	None	3 minutes	Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)

2. Present all the requirements	2.1 Instruct client to the City Mayor's Office for validation/checking & approval of the photocopied requirements	None	3 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
3. Client will give a copy of the assessment report (medical/ financial form) and wait while the application for the above ground niche/interment is being assess	3.1. Assess fee based on the schedule of fees as provided in the Article IV of the Ordinance No. 2009-015	None	3 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
	* Five-year Lease on single niche	Php 5,500.00 as per Ordinance * if indigent, no fees once certified by CSWDO	3 minutes	
	* Maintenance fee	None		
	* Perpetual lease on single ossuary	None		
	3.2. Staff will fill-up the application form	None	3 minutes	
3. Client will give a copy of the assessment report (medical/ financial form) and wait while the application for the above ground niche/interment is being assess	3.2. Staff will fill-up the application form	None	3 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
	3.3. Issue order of payment to the applicant(s) for the payment at the Treasurer's Office	None	3 minutes	
3. Client will give a copy of the assessment report (medical/ financial form) and wait while the application for the above ground niche/interment is being assess	3.4. Prepare lease agreement (Contract of Lease) for the above-ground niche and the Field Order Slip	None	3 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office-EHSD)
	3.5. Record approved Niche Leased Application and all pertinent information on the logbook	None		

	3.6. File all attached requirements	None		
	3.7. Instruct client to bring their copy of the Order of Payment at the City Mayor's Office	None		
4. Client brings the needed materials for the burial with the copy of the original Field Order Slip	4. Himalayan Fernandino (Barangay Lara): Instruct clients to look for the in-charge caretaker and hand over their copy of the original Field Order Slip	None	3 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)
TOTAL:		Php 5,500.00	21 minutes	

27. ISSUANCE OF PINK CARD



The City Health Office- Environmental Health and Sanitation Division (EHSD) is responsible for the issuance of Pink Card. Any person/individual (Entertainment Establishment Worker) can request a Pink Card for employment.

Office or Division:	City Health Office- Reproductive Health and Wellness Clinic (Social Hygiene Clinic) located at Sindalan BS- Gloria 1, Brgy. Sindalan, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any person/individual (Entertainment Establishment Workers) who wants to work within the City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. All workers/employees' current results/annual medical results of:				
1.1. Chest x-ray current year (x-ray plate should include the name of the client, age and gender)		Any accredited laboratory within the City of San Fernando, Pampanga		
1.2. Urine (within a month upon application)		Any accredited laboratory within the City of San Fernando, Pampanga		
1.3. Stool (within a month upon application)		Any accredited laboratory within the City of San Fernando, Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present diagnostic/ laboratory results for validation	1. Receives diagnostic/ laboratory results for validation	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)
2. Proceed to Window 3 of the City Treasurer's Office for payment	2.1. Instruct the client to pay health certificate fee window 3 (for normal findings)	Php 200.00	2 minutes	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)
3. Proceed to Window 3 of the City Treasurer's Office for payment	3.1. Refer the client to the Rural Health Unit (for any abnormal findings) for medical check-up and further assessment	None	1 minute	<i>Sanitation Inspector/ Administrative Aide</i> (City Health Office- EHSD)

4. Present official receipt	4. Counter check official receipt issued by the City Treasurer's Office	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
5. Wait until the health certificate is processed	5.1. Prepare the Pink Card	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
5. Wait until the health certificate is processed	5.2. Recording of client's information on the logbook for entertainment establishments	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
6. Receive the health certificate and affix signature on the logbook	6. Instruct client to receive the Pink card on the logbook for entertainment establishments	None	2 minutes	<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
TOTAL:		Php 200.00	13 minutes	



28. AVAILMENT OF REPRODUCTIVE HEALTH AND WELLNESS CLINIC SERVICES

The Reproductive Health and Wellness Clinic and Environmental Health and Sanitation Division under the City Health Office are bound together to deliver quality, accessible and sustainable health services to Fernandinos.

Office or Division:	City Health Office- Reproductive Health and Wellness Clinic (Social Hygiene Clinic) located at the City Civic Center, Barangay San Isidro, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Entertainment Establishment Workers/Bar Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Chest x-ray current year (x-ray plate should include the name of the client, age and gender)		Any accredited laboratory within the City of San Fernando, Pampanga		
2. Urine (within a month upon application)		Any accredited laboratory within the City of San Fernando, Pampanga		
3. Stool (within a month upon application)		Any accredited laboratory within the City of San Fernando, Pampanga		
4. Pink card (1 original- for renewal)		City Health Office- Reproductive Health and Wellness Clinic/Environmental Health and Sanitation Division		
5. Philippine Statistics Authority Birthcertificate		Philippine Statistics Authority Office, City of San Fernando Pampanga		
6. Police clearance		Philippine National Police Office, City of San Fernando Pampanga		
7. Community Tax Certificate Cedula		City Treasurer's Office, City of San Fernando Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all requirements needed in acquiring Pink Card, Occupational Fee, Health Certificate	1. Review the submitted requirements A. Clients with abnormal results/findings, refer to respective RHUs B. Clients with normal findings, instruct client to pay fees at the cashier	None	5 minutes	Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)

2. Pay fees at the cashier	2. Receive payment and issue official receipt and instruct client to present the official receipt to EHSD Office	Pink card for Entertainers: P200.00 Occupational fee: P200.00 Health Certificate for Bar Personnel P200.00 Smear: P50.00 Community Tax Certificate : minimum P120.00 (varies)	5 minutes	<i>Local Revenue Collection Officer I (City Treasurer's Office)</i>
3. Client will present the official receipt to EHSD Staff	3. Record the OR number and issue Pink Card, License, or Health Certificate, if for smear instruct client to proceed to SHC	None	5 minutes	<i>Sanitation Inspector/ Administrative Aide (City Health Office- EHSD)</i>
4. Client will present the issued Pink Card for smearing	4. Register the client's information in the smear registration logbook	None	4 minutes	<i>Laboratory Aide II (CHO- Social Hygiene Clinic)</i>
5. Client will claim the numbered slides	5. Instruct the client to proceed to the examination room	None	2 minutes	<i>Laboratory Aide II (CHO- Social Hygiene Clinic)</i>
6. Client will proceed to the examination room and give the numbered slides to the Nurse	6.1 Conduct physical examination and prepare the client for smearing	None	4 minutes	<i>Nurse III (CHO- Social Hygiene Clinic)</i>
	6.2 Perform smear procedure	None	5 minutes	<i>Nurse III (CHO- Social Hygiene Clinic)</i>

	6.3 Instruct the client on her next schedule and inform them that the Floor Managers will claim all the Pink cards	None	2 minutes	<i>Nurse III</i> (CHO- Social Hygiene Clinic)
7. Return to the SHC for the laboratory result(s)	7.1 Conduct laboratory procedures such as gram staining, microscopic reading or blood testing and after laboratory procedure	None	Smear gramstainin g: 1 hour HIV: 2 hours Hepa B: 1hour Syphilis: 1hour	<i>Medical Technologists II</i> (CHO- Social Hygiene Clinic)
	7.2 Inform the client of the result and provide health teachings, treatment or refer as necessary	None	15 minutes	<i>Nurse III</i> (CHO- Social Hygiene Clinic)
8. Designated Floor Managers will claim the Pink cards	8. Releasing of pink cards to Floor Managers is from Mondays to Fridays, 4PM-5PM	None	5 minutes	<i>Laboratory Aide II</i> (CHO- Social Hygiene Clinic)
TOTAL:		P570.00	2 hours and 15 minutes	



29. AVAILMENT OF FAMILY PLANNING SERVICES

The Rural Health Units and Barangay Health Stations under the City Health Office ensure that women of reproductive age are counseled for family planning and given informed choice of contraceptive.

Office or Division:	City Health Office- Rural Health Units (RHU) RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP Super Health Center- City Civic Center, Brgy. San Isidro, CSFP Barangay Health Stations in Barangays			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Women of Reproductive Age (15-49 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Family Planning Form 1 (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up and/or update the Family Planning form	1. Interview and assist the client in filling-up the Family Planning Form	None	15 minutes	Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU, 41 BHSes)
2. Allow the Health Care Provider to do initial assessment	2. Get the vital signs of the client and conduct initial physical examination before referral to the physician (if not physically present refer thru phone call/ video call)	None	10 minutes	Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU 41 BHSes)
3. Listen to the Health Care Provider	3. Educate and present options to the client on the family planning methods available and provide counseling afterwards	None	20 minutes	Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU, 41 BHSes)

4. Listen to the Health Care Provider for instruction on the chosen method	4. Give/Administer chosen Family Planning Method	None	10 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse</i> (CHO- RHU I-V, Super RHU, 41 BHSes)
TOTAL:		None	55 minutes	* processing time may vary depending on the chosen Family Planning Method



30. ANTI TUBERCULOSIS SERVICES

The City Health Office through its Rural Health Units and Barangay Health Stations ensures that all presumptive TB cases are assessed and given proper medication for six months under the National Tuberculosis Program of the Department of Health.

Office or Division:	City Health Office- Rural Health Units (RHU) RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP Super Health Center- City Civic Center, Brgy. San Isidro, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
2. Specimen Request or Chest X-ray Request (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
<i>*** TB patients for enrolment</i>				
1. NTP Treatment Card (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
2. Specimen Result or Chest X-ray Result/Hospital (1 original preferably with chest x-ray plate)		Laboratory of the catchment Rural Health Unit/any CSFP Laboratory		
3. Provider-Initiated Counseling and Testing Form (1 original)		Rural Health Unit and Super RHU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient seek consultation at the Rural Health Unit/Barangay Health Station and answer all the questions of the Health Worker	1. Determine if the patient is a presumptive or symptomatic Tuberculosis patient through history taking and prepare initial treatment record	None	10 minutes	Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU)

2. Allow the Health Worker to do physical examination	2. Conduct physical examination to the patient and record all findings	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse</i> (CHO- RHU I-V, Super RHU)
3. Listen attentively to the Health Worker	3. Educate patient on proper sputum collection, duration and number of sputum to be submitted and give schedule of laboratory examination	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse</i> (CHO- RHU I-V, Super RHU)
4. Answer all the questions of the Health Worker needed in the Laboratory Request Form	4. Fill-up Direct Sputum Smear Microscopy Laboratory Request Form and instruct patient to proceed to the Rural Health Unit. Instruct client to return after 1-3 days for sputum Result	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse</i> (CHO- RHU I-V, Super RHU)
TOTAL:		None	25 minutes	
ENROLMENT OF PATIENT				
1. Allow the Health Worker to assess the result of the Direct Sputum Smear Microscopy/Chest x-ray	1. Assess the patient if he/she is eligible to the National Tuberculosis Program	None	1 minute	<i>Public Health Nurse/Rural Health Physician</i> (CHO- RHU I-V, Super RHU)
2. Answer all the questions of the Health Worker needed in the enrolment	2.1. If the patient is not eligible: refer to Rural Health Physician for other Diagnostic Tests such as Chest x-ray, Gene X-pert, etc.	None	5 minutes	<i>Public Health Nurse/Rural Health Physician</i> (CHO- RHU I-V, Super RHU)

	2.2. If the patient is eligible: enroll the patient and issue National Tuberculosis Program Treatment Record and Identification Card	None	20 minutes	<i>Public Health Nurse/ Rural Health Midwife/ Barangay Health Station Nurse (CHO- RHU I-V, Super RHU)</i>
3. Listen attentively to the Health Worker	3. Educate patient and treatment partner about prevention and control Tuberculosis, importance of Tutok Gamutan, and discuss the role of the treatment partner	None	20 minutes	<i>Public Health Nurse/Rural Health Midwife/ Barangay Health Station Nurse (CHO- RHU I-V, Super RHU)</i>
4. Listen attentively to the Health Worker and sign the consent	4. Conduct Human Immunodeficiency Virus counseling prior to testing and refer to the Rural Health Unit Laboratory	None	10 minutes	<i>Public Health Nurse/ Rural Health Midwife/ Barangay Health Station Nurse/Medical Technologist (CHO- RHU I-V, Super RHU)</i>
5. Allow Health Worker to test initial intake of Anti-Tuberculosis drugs for hypersensitivity	5. Issue initial dose of Anti-Tuberculosis drugs to the patient; if with reaction, refer to the Rural Health Physician	None	15 minutes	<i>Public Health Nurse/ Rural Health Midwife/ Barangay Health Station Nurse (CHO- RHU I-V, Super RHU)</i>
6. Listen attentively to the Health Worker and give Diagnostic Laboratory Request	6.1. Ask client to identify all his household members; if household members are symptomatic, high risk or if client is bacteriologically confirmed, give diagnostic	None	15 minutes	<i>Public Health Nurse/ Rural Health Midwife/ Barangay Health Station Nurse (CHO- RHU I-V, Super RHU / Identified Diagnostic facility of RHU I-V)</i>

	laboratory request form to identified household member			
6. Listen attentively to the final instructions	6.2. Inform the patient where to get his/her daily Anti-Tuberculosis drugs and schedule of sputum follow-up; inform the patient of the side effects	None	3 minutes	<i>Public Health Nurse/Rural Health Midwife/ Barangay Health Station Nurse (CHO- RHU I-V, Super RHU)</i>
TOTAL:		None	1 hour and 29 minutes	



31. BASIC IMMUNIZATION SERVICES

The Rural Health Units under the City Health Office ensures that all children under 5 years of age are fully immunized.

Office or Division:	City Health Office- Rural Health Units (RHU) RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP Super Health Center- City Civic Center, Brgy. San Isidro, CSFP Barangay Health Stations in Barangays			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Children below 5 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
2. Immunization Card (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mother/guardian seek basic immunization services at the Rural Health Unit/Barangay Health Station	1.1. Register client's information/give queue number	None	2 minutes	<i>Barangay Health Worker/Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
	1.2. For old clients: interview the mother/guardian of the infant and check the immunization card for the scheduled immunization	None	3 minutes	<i>Barangay Health Worker/Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>

	1.3. For new clients: register the infant and issue an immunization card	None	5 minutes	<i>Barangay Health Worker/Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
2. Allow the Health Worker to conduct physical assessment to the infant and answer all the questions of the Health Worker	2. Check and record the vital signs and anthropometric measurements of the infant to determine wellness or presence of illness. Give health teachings about the vaccine to be given	None	10 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
3. Allow the Health Worker to vaccinate the infant and listen to the instruction of the Health Worker	3. If the infant is well: update the infant's record on the Expanded Program on Immunization Target Client List and immunize the infant	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
4. Receive the Early Childhood Care Development Card and referral form and listen to the instruction of the Health Worker	4. If the patient is not well: render Out Patient Consultation Services and give next schedule of immunization	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
5. Listen attentively to the instructions of the Health Worker	5. Give additional health teachings, which includes date of next immunization, care for the injection site and danger signs to watch for, and administration of medicine if any	None	3 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
TOTAL:		None	35 minutes	

32. OUT-PATIENT CONSULTATION AT THE RURAL HEALTH UNITS AND BARANGAY HEALTH STATIONS



The Rural Health Units and Barangay Health Stations under the City Health Office ensure that all are given basic quality health services through proper assessment, treatment, and referral.

Office or Division:	City Health Office- Rural Health Units (RHU) RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP Super Health Center- City Civic Center, Brgy. San Isidro, CSFP Barangay Health Stations in Barangays			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
2. Prescription (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
*** Patients for referral:				
1. Referral Slip (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for medical consultation	1. Register the patient's data on the Individual Treatment Record (for new patients)	None	2 minutes	Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)
2. Provide personal data for record retrieval	2. Retrieve patient's previous individual treatment record and register chief complaints and health services rendered	None	2 minutes	Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)

3. Wait for the vital signs to be taken	3. Take and record vital signs and medical history	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
4. Wait for the issuance of referral slip	4. Conduct physical examination to assess patient's condition	None	15 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
5. Listen attentively to the instruction of the Health Worker or receive medical prescription	5. Refer via chat, phone call, text Rural Health Physician regarding patient's health status and chief complaint before giving appropriate medicines or prescription/s if not available	None	10 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse/Rural Health Physician (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
6. Receive the referral slip	6. If emergency case, refer to hospital or CHO- HEMS Unit with the properly filled 2- way referral slip	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse/Rural Health Physician (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
TOTAL:		None	41 minutes	*processing time may vary depending on patient's case

33. RHU MATERNAL SERVICES



The Rural Health Units under the City Health Office ensures that all pregnant women are assessed and given services for safe pregnancy and delivery.

Office or Division:	City Health Office- Rural Health Units (RHU) RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP Super Health Center- City Civic Center, Brgy. San Isidro, CSFP Barangay Health Stations in Barangays			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Individual Treatment Record (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
2. Maternal Client Record (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
3. Laboratory Request Form (1 original)		At the respective Barangay Health Station of the patient's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek consultation at the Rural Health Unit/Barangay Health Station	1. Register patient's data on the Treatment Record. Check and record the vital signs of the mother	None	5 minutes	<i>Barangay Health Worker/Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
2. Answer all the questions of the Health Worker	2.1. For new clients: complete and issue Home Based Mother's Record/ Mother Baby Booket	None	8 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
	2.2. For old clients: update the Home Based Mother's Record/ Mother Baby Booket	None	3 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>

				BHSes)
3. Allow the Health Worker to conduct physical examination	3. Conduct physical examination to the mother to determine risk factors	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse/Public Health Nurse/Rural Health Physician (CHO- RHU I-V & 41 BHSes)</i>
4. Receive accomplished laboratory request form	4. Request for urinalysis, Hgb/Hct and Hepa B and Syphilis Screening for eligible patients and refer for laboratory tests and give instructions regarding the procedures	None	3 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse/ Public Health Nurse/Rural Health Physician (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
5. Listen attentively to the Health Worker	5. Orient the mother on proper maternal nutrition, maternal care and possible danger signs/symptoms and complications of pregnancy, etc.	None	10 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse/Public Health Nurse/Rural Health Physician (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
6. Receive the Home Based Mother's Record/Booklet ni Nanay and iron supplementation tablets	6. Give additional instructions which includes next pre and post-natal visit, tetanus toxoid immunization schedule, intake of iron supplementation which depends on trimester of pregnancy	None	5 minutes	<i>Rural Health Midwife/Barangay Health Station Nurse/Public Health Nurse (CHO- RHU I-V, Super RHU & 41 BHSes)</i>
TOTAL:		None	41 minutes	



34. AVAILMENT OF BASIC LABORATORY SERVICES

Laboratory units in the Rural Health Units (RHUs)/City Medical Unit (CMU) under the City Health Office provide basic laboratory services to all Fernandinos, ensuring quality laboratory results.

Office or Division:	City Health Office- City Medical Unit RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP RHU VI (Super Health Center)- City Civic Center, Barangay San Isidro, CSFP				
Classification:	Simple				
Type of Transaction:	G2C- Government to Citizen				
Who may avail:	All Fernandinos				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Laboratory Request Form (1 original)		Barangay Health Station (BHS)/Rural Health Unit of the patient's permanent area of residence			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID		PROCESsing TIME	
PERSON RESPONSIBLE					
1. Present all the requirements to avail the service	1. Verify all the requirements and instruct client to pay fees at the cashier	None		5 minutes	<i>Laboratory Aide (RHU I-VI Laboratory Unit/CHO- CMU)</i>
2. Pay fees at the cashier	2. Receive payment and issue official receipt and instruct client to present the official receipt to the laboratory	Sputum Exam (DSSM/ GeneXpert)	None	5 minutes	<i>Local Revenue Collection Officer (City Treasurer's Office)</i>
		Blood Chemistry	P800.00		
		Fasting Blood Sugar	P100.00		
		Lipid Profile	P300.00		
		Complete Blood Count (Hemoglobin & Hematocrit)	P150.00		
		Platelet Count	P100.00		
		Blood Typing	P50.00		

		Hepatitis B Screening	P200.00	
		Syphilis Screening	None	
		HIV Screening	P500.00	
		Dengue Test	None	
		Urinalysis	P60.00	
		Fecalalysis	P60.00	
		COVID-19 Antigen Test	None	
3. Client will present the official receipt to the Laboratory	3. Record the OR number and client details	None	5 minutes	Laboratory Aide (RHU I-VI Laboratory Unit/CHO- CMU)
4. Collect and submit laboratory specimen	4. Check and receive laboratory specimen submitted	None	15 minutes	Medical Technologist/ Laboratory Aide (RHU I-VI Laboratory Unit/CHO- CMU)
5. Comply to the waiting time of each laboratory procedure	5. Perform laboratory procedure(s) as per indicated request:			Medical Technologist (RHU I-VI Laboratory Unit/CHO- CMU)
	Sputum Exam (DSSM/GeneXpert)	None	3 working days	
	Blood Chemistry	None	4 hours	
	Lipid Profile	None	4 hours	
	Fasting Blood Sugar (Capillary Blood Glucose)	None	30 minutes	
	Fasting Blood Sugar (ChemAnalyzer)	None	4 hours	
	Complete Blood Count (Hemoglobin & Hematocrit)	None	2 hours	
	Platelet Count	None	1 hour	
	Blood Typing	None	1 hour	
	Hepatitis B Screening	None	1 hour	

	Syphilis Screening	None	1 hour	
	HIV Screening	None	2 hours	
	Dengue NS1	None	1 hour	
	Urinalysis	None	1 hour	
	Fecalysis	None	1 hour	
	COVID-19 Antigen Test	None	1 hour	
6. Receive the result(s) and sign at the end-user logbook	6. Log results at the laboratory end-user logbook	None	10 minutes	<i>Laboratory Aide (RHU I-VI Laboratory Unit/CHO- CMU)</i>
7. Listen to instructions for result correlation	7. Instruct client to return to the requesting BHS/RHU/CMU consultation area for proper treatment	None	5 minutes	<i>Laboratory Aide (RHU I-VI Laboratory Unit/CHO- CMU)</i>
TOTAL:		*** Fees to be paid vary per procedure (Based on Article 49, Service Fees for Health Examination Enacting the 2017 Revised Revenue Code and Market Code of the CSFP)	1 hour and 15 minutes to 3 days	*** Releasing of results varies per procedure



35. AVAILMENT OF DENTAL HEALTH SERVICES

The Dental Health Services Unit of the City Health Office provides quality, affordable, accessible and available oral health care delivery to every Fernandino.

Office or Division:	City Health Office- City Medical Unit RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP RHU VI (Super Health Center)- City Civic Center, Brgy. San Isidro, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Fernandinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Voter's ID (1 original) or Certification (1 original or 1 photocopy)/Kayabe Card (1 original)		COMELEC/Office of the Community Affairs located at the City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for dental services	1. Register the name of the patient, give queue number and record patient information and vital signs	None	10 minutes	<i>Dental Aide</i> (City Health Office RHU I-VI Dental Units)
2. Ask dentist for specific dental service	2. Assess dental history of the patient	None	10 minutes	<i>Public Health Dentist</i> (City Health Office RHU I-VI Dental Units)
3. Inquire for schedule of dental procedure	3. Schedule dental procedure	None	5 minutes	<i>Dental Aide</i> (City Health Office RHU I-VI Dental Units)
4. Wait for the dental procedure to be completed	4. Inform patient of the dental procedure and give dental health education. Perform necessary dental procedure on the patient	None	Oral examination: 5 minutes	<i>Public Health Dentist</i> (City Health Office RHU I-VI Dental Units)
		Php 250.00	Tooth Extraction: 30 minutes	

		Php 300.00	Oral Prophylaxis: 30 minutes	
		Temporary Filling Php 200.00/ tooth	Restoration 40 minutes/ tooth	
		Permanent Filling Php 250.00/ tooth	Restoration 40 minutes/ tooth	
5. Wait for the dental procedure to be completed	5. Give post-operative dental instructions	None	5 minutes	<i>Public Health Dentist</i> (City Health Office RHU I-VI Dental Units)
6. Wait for the dental procedure to be completed	6. Give appropriate treatment and home instructions as necessary and assist the patient in signing the end-user form	None	5 minutes	<i>Dental Aide/</i> (City Health Office RHU I-VI/CMU)
TOTAL:		* no fees for indigent patients as certified by the CSWDO	30 minutes to 3 hours	

36. REQUEST FOR BLOOD PRODUCTS



The City Blood Program under the City Health Office is in-charge of the coordination and processing of blood requests to different partner Blood Bank in the city.

Office or Division:	City Health Office- City Population Office 2nd floor City Health Office Main Building, A. Consunji St., Brgy. Sto. Rosario, CSFP (beside City Hall)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Bonified resident of the City of San Fernando			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of blood request		Patient's doctor or requesting facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present blood request	1. Validate blood request	None	1 minute	<i>Blood Program Coordinator</i> (City Health Office)
2. Client fills-out the blood request form	2. Assist the client	None	2 minutes	<i>Blood Program Coordinator</i> (City Health Office)
3. Client waits for the confirmation of the availability and approval of blood request	3. Forward blood request details to partner Blood Bank for confirmation, availability and approval of blood request	None	15 minutes	<i>Blood Program Coordinator</i> (City Health Office)
4. Listen to the Blood Program Coordinator for further instructions	4. Instruct the client to coordinate with partner blood bank or hospital laboratory/blood bank	None	2 minutes	<i>Blood Program Coordinator</i> (City Health Office)
TOTAL:		None	20 minutes	



37. AVAILMENT OF COVID-19 IMMUNIZATION SERVICES

The immunization program of the City Health Office ensures that all Fernandinos ages 5 years old and above are fully immunized with COVID-19 vaccines.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All individuals 5 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's 1 valid ID		Any government issued valid ID		
2. Informed Consent Form (1 original)		At the vaccination site		
3. Health Declaration Screening Form (1 original)		At the vaccination site		
4. Certification for COVID-19 Pediatric Vaccination (5-17 years old with comorbidities) (1 original)		Private or Government Physician		
5. Client's 1 valid ID, School ID, or Birth Certificate for Minor (1 original)		Any government issued valid ID (PSA)		
6. Authorization letter/Affidavit of Guardianship/Kinship if minor is accompanied by significant other		Parent, Attorney/Lawyer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present 1 valid ID and vaccination card	1.1 NEW CLIENT - check the client's valid ID and register to the CSFP- VIMS	None	2 minutes	<i>Covax Team-Registration Staff (City Health Office)</i>
	1.2 OLD CLIENT - check the client's valid ID and update the his/her record to the CSFP- VIMS	None	2 minutes	<i>Covax Team-Registration Staff (City Health Office)</i>
2. Accomplish and sign the informed consent and health declaration screening form upon arrival to the facility	2.1 Receive and review the SIGNED informed consent and health declaration screening form 2.2 5-17 years old vaccine - ensure that the Parents/Guardian's Consent Form and Minor's Assent forms are signed	None	2 minutes	<i>Covax Team-Registration Staff (City Health Office)</i>

3. Client will answer the questions being asked by the screener	3.1 Examine and assess the client thru health history and vital signs taking 3.2 Carry out necessary medical disposition and referral if necessary	None	2 minutes	<i>Covax Team-Screening/ Assessment Staff</i> (City Health Office)
4. Wait while the Midwife/Doctor/Nurse prepares the vaccine	4.1 Verify and check the client's valid ID 4.2 Prepare and accomplish the client's vaccination card 4.3 Prepare the correct vaccine and vaccine dose 4.4 State the name/vaccine brand to be administered 4.5 Administer the correct vaccine and vaccine dose following the 7 Rights of vaccine administration	None	3 minutes	<i>Covax Team-Vaccinator</i> (City Health Office)
5. Wait for further instructions and schedule of the next visit	5.1 Provide health teachings which includes the schedule of next visit, care of the injection site and its expected side effects 5.2 Issue the client's vaccination card	None	2 minutes	<i>Covax Team-Vaccinator</i> (City Health Office)
6. Wait and rest for 15 minutes	6.1.Post vaccination vital signs and monitoring a. WITH HISTORY OF ALLERGY b. WITHOUT HISTORY OF ALLERGY	None	15 minutes 30 minutes	<i>Covax Team-Post Vaccination Staff</i> (City Health Office)
TOTAL:		None	28-43 minutes	



38. ISSUANCE OF COVID-19 VACCINE CERTIFICATE

The immunization program of the City Health Office is responsible for the encoding, uploading, and updating of the client's COVID-19 Vaccine Records at the VAS Line List Upload Tool.

Office or Division:	City Health Office- 1st floor, City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Any person/individual who was vaccinated in the vaccination sites of the City of San Fernando, Pampanga.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.1 Client's 1 valid ID (1 original)		Any government issued valid ID		
1.2 Client's COVID-19 Vaccination Card/s (1 original)		COVID-19 Vaccination Site		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to avail the service and register on the Vaxcert Logbook	1.1 Receive and review the valid ID and vaccination card/s	None	1 minute	<i>LGU Vaxcert Staff</i> (City Health Office)
2. Provide all necessary information needed by the LGU Vaxcert Staff	2. Check the clients record in VAS Linelist Upload Tool Website A. NO RECORDS - Upload the missing linelist/s of the client B. IN CORRECT RECORD - edit the necessary details for updating C. UPDATE REQUEST STILL IN PROGRESS -Close any pending request	None	5 minutes	<i>LGU Vaxcert Staff</i> (City Health Office)
3. Wait while the staff check the VaxcertPH website	3.1 Check the clients record in VaxcertPH Website 3.2 Download the Vaxcert and send to the clients respective email address	None	3 minutes	<i>LGU Vaxcert Staff</i> (City Health Office)
TOTAL:		None	9 minutes	



39. AVAILMENT OF DRUG DEPENDENCY ASSESSMENT

The Rural Health Units and Barangay Health Stations under the City Health Office ensure that individuals who are in need of Drug Dependency Evaluation will be assessed so as to determine the severity and nature of an individual's substance use disorder and recommend appropriate treatment regimen.

Office or Division:	City Health Office- Rural Health Units (RHU) RHU I (Dolores)- 2nd St. Looban, Brgy. Dolores, CSFP RHU II (Sindalan)- Gloria 1, Brgy. Sindalan, CSFP RHU III (San Nicolas)- Bulusan St., Brgy. San Nicolas, CSFP RHU IV (San Agustin)- Diretso St. Brgy. San Agustin, CSFP RHU V (Northville)- Northville 14, Phase 1, Brgy. Calulut, CSFP RHU VI (Super Health Center)- City Civic Center, Brgy. San Isidro, CSFP Barangay Health Stations in Barangays			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may avail:	Clients requiring Drug Dependency Evaluation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Court Order requesting DDE duly signed by a judge and or court		At the respective Trial Court and/or Barangay Council requesting for Drug Dependency Evaluation (DDE) for those individuals who surrender themselves for assessment and rehabilitation		
2. Original Drug Test result		DOH accredited drug testing hospital or stand alone laboratories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the DDE request form	1. Interview and assist the client in filling-up the DDE request form	None	2 minutes	Rural Health Midwife/Barangay Health Station Nurse/DDE Trained Personnel (CHO/RHU/BHS)
2. Allow the Health Care Provider to do initial assessment of the documents required	2. Get the DDE court order and original Drug Test Results before referral to the physician	None	2 minutes	Rural Health Midwife/Barangay Health Station Nurse/DDE Trained Personnel (CHO/RHU/BHS)

<p>3. Wait for the schedule of DDE</p> <p>NOTE: Schedule of DDE will be based on the availability of their Health Care Provider (within 24-72 hours- Mondays to Fridays)</p>	<p>3. Schedule of the DDE will be provided by the attending health care worker</p> <p>NOTE: Schedule of DDE will be based on the availability of their Health Care Provider (within 24-72 hours- Mondays to Fridays)</p>	None	2 minutes	<p><i>Rural Health Midwife/Barangay Health Station Nurse/DDE Trained Personnel (CHO/RHU/BHS)</i></p>
<p>4. Proceed to the health facility following the given schedule of Drug Dependency Evaluation</p>	<p>4. Conduct Drug Dependency Evaluation</p>	None	20 minutes	<p><i>Rural Health Midwife/Barangay Health Station Nurse/DDE Trained Personnel (CHO/RHU/BHS)</i></p>
<p>5. Listen to the instruction of the physician</p>	<p>5. Refer the results of the DDE to the physician</p>	None	10 minutes	<p><i>Rural Health Physician (CHO/RHU)</i></p>
TOTAL:		None	36 minutes	



40. SECURING OF PRE-MARRIAGE ORIENTATION AND COUNSELING SCHEDULE

The City Population Office under the City Health Office ensures the issuance of Pre-marriage Orientation and Counseling Certificate as part of the process and requirement in obtaining Marriage License.

Office or Division:	City Health Office- City Population Office 2nd floor City Health Office Main Building, A. Consunji St. Brgy. Sto. Rosario, CSFP (beside City Hall)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Residents who are 18 y/o and above- Pre-marriage Orientation Certificate Residents who are 18 y/o to 25 y/o- Pre-marriage Counselling Certificate			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of application for Marriage License (1 original)		City Treasurer's Office located at the City Hall (Window 37)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present receipt of Marriage License Application	1. Check receipt and check for the upcoming Pre-marriage Orientation and Counseling schedule	P150.00 (included in the payment for Marriage License application)	1 minute	<i>City Population Office Staff (City Health Office)</i>
2. Client fill-out pertinent information in the PMOC logbook	2. Assist the client.	None	2 minutes	<i>City Population Office Staff (City Health Office)</i>
3. Client listen to the instructions given by Population office staff	3. Hand over the Pre- marriage Orientation and Counseling Application form to the client, gives instructions on how to fill-out the form and provide details of the scheduled orientation-counseling	None	2 minutes	<i>City Population Office Staff (City Health Office/ CSWDO)</i>
TOTAL:		None	5 minutes	



City Health Office

Internal Services



1. CITY HEALTH OFFICE CONFERENCE ROOM BOOKING REQUEST

The conference room of the City Health Office located at the 3rd floor CHO main building is a venue for the conduct of various CHO conferences, meetings, regular pre-marriage counseling/orientation, among others. To some extent the conference room may also be used by other departments of the LGU-CSFP.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees of the City Government of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Conference room request form (2 original copies)		3rd floor City Health Office Procurement/ Records/ Supply Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the availability of the conference room at the CHO - Procurement/ Records/ Supply Section	1. Check booking and availability of the conference room	None	2 minutes	<i>Administrative Aide, (Procurement /Records/ Supply Section)</i>
2. Fill-out the conference room request form and submit to the CHO Central Receiving Unit located at the 2nd floor CHO main building	2.1 Receive accomplished request form	None	2 minutes	<i>Administrative Aide CHO Central Receiving Unit</i>
	2.2 Approve/disapprove and sign the request form	None	2 minutes	<i>City Health Officer (CHO Administrative Health Care Division)</i>
3. Follow-up approval and status of request and coordinate any changes or cancellation of reservation to the CHO	3. Relay the status of request and process any changes in the booking schedule	None	1 minute	<i>Administrative Aide, (Procurement /Records/ Supply Section)</i>
TOTAL:		None	7 minutes	



2. ADMINISTRATIVE VEHICLE REQUEST

The City Health Office administrative vehicle is intended for the allocation of drugs and medicines, various supplies, etc. to its Rural Health Units, Birthing Stations, and Units/Section/Division of the City Health Office. It is also used for the transport of CHO personnel who will attend meetings, training, seminars, etc. as well as to carry out daily operations of the CHO Administrative Health Care Division.

Office or Division:	City Health Office - Administrative Health Care Division			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees of the City Health Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vehicle room request form (2 original copies)		2nd floor City Health Office - Administrative Health Care Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the availability of the conference room at the CHO - Administrative Health Care Division	1. Check booking and availability of the admin vehicle and make necessary recommendations	None	2 minutes	<i>Administrative Officer V, (CHO - Administrative Health Care Division)</i>
2. Fill-out the conference room request form and submit to the CHO Central Receiving Unit	2.1 Receive accomplished request form	None	2 minutes	<i>Administrative Aide CHO Central Receiving Unit City Health Officer (CHO Administrative Health Care Division)</i>
	2.2 Approve/disapprove and sign the request form	None	2 minutes	
3. Follow-up approval and status of request and coordinate any changes or cancellation of reservation to the CHO	3. Relay the status of request	None	1 minute	<i>Administrative Officer V, (CHO - Administrative Health Care Division)</i>
TOTAL:		None	7 minutes	



3. REQUEST FOR PHOTOCOPY OF RISO

The City Health Office - Procurement/ Records/ Supply Section is in-charge of the reproduction of various forms used by the different sections/ units/ divisions of the CHO so as to ensure proper management and allocation of CHO resources.

Office or Division:	City Health Office - Procurement/Records/Supply Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees of the City Health Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy/ riso request form (1 original copy)		3rd floor City Health Office Procurement/ Records/ Supply Section		
2. Printed copy of the document to be reproduced (1 original copy)		Concerned CHO Division/Section/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the photocopy/ riso request form	1. Check availability of supplies for the reproduction of forms	None	2 minutes	<i>Administrative Aide,</i> (CHO - Procurement/ Records/ Supply Section)
2. Submit the photocopy/ riso request form and attach the printed copy of the document to be reproduced at 2nd floor CHO Central Receiving Unit	2.1 Receive accomplished request form	None	2 minutes	<i>Administrative Aide</i> CHO Central Receiving Unit
	2.2 Approve/ disapprove and sign the request form	None	2 minutes	<i>City Health Officer</i> (CHO Administrative Health Care Division)
3. Follow-up approval and status of request and/or coordinate any changes or cancellation of request to the CHO	3. Relay the status of request, once approved, process the request	None	5 minutes	<i>Administrative Officer V,</i> (CHO - Administrative Health Care Division)
TOTAL:		None	11 minutes (**** may vary depending on the volume of request)	



4. REQUEST FOR VARIOUS CITY HEALTH OFFICE SUPPLIES

The City Health Office - Procurement/ Records/ Supply Section and CHO Central Pharmacy is in-charge in the safekeeping and dispensing of various CHO supplies and health logistics such as janitorial and office supplies, drugs and medicines, medical supplies, other supplies, etc.

Office or Division:	City Health Office - Procurement/Records/Supply Section			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees of the City Health Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Supply Request Form (1 original copy)		3rd floor City Health Office Procurement/ Records/ Supply Section or CHO Central Pharmacy		
2. Latest inventory of supplies and corresponding utilization report		Concerned CHO Division/Section/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and attach the latest inventory of supplies and corresponding utilization report and coordinate with the CHO Procurement and Supply Officer.	1. Validate, assess, and recommend based on the availability of requested supply	None	5 minutes	<i>Administrative Aide,</i> CHO - Procurement/ Records/ Supply Section <i>Pharmacy IV</i> (CHO Central Pharmacy)
2. Submit the request form, latest reports and recommendation of the CHO Procurement and Supply Officer to 2nd floor CHO Central Receiving Unit	2.1 Receive accomplished request form	None	2 minutes	<i>Administrative Aide</i> CHO Central Receiving Unit
	2.2 Approve/ disapprove and sign the request form	None	3 minutes	<i>City Health Officer</i> (CHO Administrative Health Care Division)

3. Follow-up approval and status of request	3. Relay the status of request, once approved, issue the RIS form, update stock cards and schedule date of delivery or pick-up of supplies.	None	5 minutes	<i>Administrative Aide, CHO - Procurement/ Records/ Supply Section Pharmacy IV (CHO Central Pharmacy</i>
TOTAL:		None	15 minutes	



5. REQUEST FOR TARPAULIN/STREAMERS/IEC MATERIALS, ETC.

The City Health Office – Health Education and Promotions Office (HEPO) is in- charge of the development and processing of all Information, Education and Communication (IEC) materials for all cluster health programs and health advocacy campaigns through the use of various media.

Office or Division:	City Health Office - Health Education and Promotions Office			
Classification:	Highly Technical			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Employees of the City Health Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Printed copy/layout of request (1 original)		Concerned CHO Division/Section/Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate the layout and details of the request to the CHO-HEPO	1. Validate, assess, and recommend based on the layout and details of the request	None	10 minutes	<i>OIC- HEPO</i> (CHO- Health Education and Promotions Office)
2. Submit the sample layout at the CHO Central Receiving Unit	2.1 Receive accomplished request form	None	3 minutes	<i>Administrative Aide</i> CHO Central Receiving Unit
	2.2 Approve/ disapprove and sign the request form	None	3 minutes	<i>City Health Officer</i> (CHO Administrative Health Care Division)
3. Follow-up approval and status of request	3. Relay the status of request, once approved, the CHO-HEPO shall coordinate the request to the City Information Office	None	5 minutes to 10 working days	<i>OIC- HEPO</i> (CHO- Health Education and Promotions Office)
TOTAL:		None	21 minutes to 10 working days	



City Employment Services Division

External Services

1. ISSUANCE OF MAYOR'S CLEARANCE



Mayor's Clearance is a provision from the 2017 Revised Revenue Code and Market Code of the City of San Fernando, Pampanga under Article 52, Section 205-207. It is a document issued to individuals who are residing in the city for local employment purposes.

Office or Division:	City Employment Service Division (CESD), 2nd Gate, 1 st Floor, Miguel G. Baluyut Atrium, City Hall			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of City of San Fernando (P) who secure certification/clearance for purpose of employment Residents of City of San Fernando (P) who secure certification/clearance for purpose of entering military or police service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 original)		Barangay Hall		
2. Police Clearance (1 original)		Local Police Station		
3. Community Tax Certificate (Cedula) (1 original)		City Treasurer's Office		
4. Court Clearances (1 original)		MTC/RTC		
5. Voter's ID/Certification (1 original)		COMELEC		
6. Official Receipt of Payment (1 original)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Checklist of Requirements at Window 36 (Mayor's Permit Unit) for transaction references	1. Issue checklist for specific transaction	None	3 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)
2. Submit complete documents at Window 36 (Mayor's Permit Unit) as listed on the checklist	2. Receive and check the requirements if complete then refer to Division Head for validation/ verification	None	3 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)

	2.1. Verify/ validate the requirements	None	4 minutes	<i>Administrative Officer IV/Labor and Employment Officer III</i> (City Employment Service Division)
	2.2. Issue an Order of Payment to the applicant	None	3 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)
3. Proceed to City Treasurer's Office – Window 4 for payment	3. Receive and review order of payment	PHP150 (for purpose of employment)	3 minutes	<i>Local Revenue Collection Officer I</i> (Permit and Licenses Division City Treasurer's Office)
	3.1 Issue Official Receipt of Mayor's Clearance	PHP 50 (for purpose of entering military or police service)	3 minutes	
4. Present Official Receipt and requirements at Window 36 (Mayor's Permit Unit)	4. Issue claim stub indicating the date and time of release	None	3 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)
	4.1. Prepare Mayor's Clearance	None	5 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)
	4.2 Recommend Approval	None	5 minutes	<i>PESO Manager/ Labor and Employment Officer III/ Administrative Officer IV</i> (City Employment Service Division)
	4.3 Approve Mayor's Clearance	None	20 minutes (per batch)	<i>City Administrator</i> (City Administrator's Office)
5. Present the claim stub & sign upon	5. Release Mayor's Clearance	None	3 minutes	<i>Labor and Employment</i>

receipt of the Mayor's Clearance				<i>Assistant</i> (City Employment Service Division)
		TOTAL:	PHP150 (for purpose of employment) PHP 50 (for purpose of entering military or police service)	55 minutes



2. ISSUANCE OF MAYOR'S WORKING PERMITS

Mayor's Working Permit is a provision from the 2017 Revised Revenue Code and Market Code of the City of San Fernando, Pampanga under Article 44, Section 177- 182. Under Section 179. An individual Mayor's Permit is required for workers or employees, whether temporary or permanent, working within the jurisdiction of the City.

Office or Division:	City Employment Service Division(CESD), 2 nd Gate, 1 st Floor, Miguel G. Baluyut Atrium, City Hall			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<p>Person Governed-The following workers or employees whether working on temporary or permanent basis, shall secure the individual Mayor's Permit prescribed herewith;</p> <p>Employees and workers in commercial establishments who cater or attend to the daily needs of the inquiring or paying public</p> <p>Employees and workers in food or eatery establishments</p> <p>Employees and workers in night or night and day establishments</p> <p>All other employees and persons who exercise their profession, occupation or calling within the jurisdiction limits of the city.</p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Clearance (1 original)		Barangay Hall		
2. Police Clearance (1 original)		Local Police Station		
3. Community Tax Certificate (Cedula) (1 original)		City Treasurer's Office		
4. Official Receipt of Payment (1 original)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Checklist of Requirements at Window 36 (Mayor's Permit Unit) for transaction References	1. Issue checklist for specific transaction	None	3 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)

2. Submit complete documents at Window 36 (Mayor's Permit Unit) as listed on the checklist	2. Receive and check the requirements if complete then refer to Division Head for validation/ Verification	None	3 minutes	<i>Labor and Employment Assistant (City Employment Service Division)</i>
	2.1. Verify/ validate the requirements	None	3 minutes	<i>Administrative Officer IV /Labor and Employment Officer III (City Employment Service Division)</i>
	2.3. Issue an Order of Payment to the applicant		3 minutes	<i>Labor and Employment Assistant (City Employment Service Division)</i>
3. Proceed to City Treasurer's Office – Window 4 for payment	3. Receive and review order of payment		3 minutes	<i>Local Revenue Collection Officer I (City Treasurer's Office -Permit and Licenses Division)</i>
	3.1 Issue Official Receipt of Mayor's Working Permit	PHP 150	3 minutes	
4. Present Official Receipt and requirements at Window 36 (Mayor's Permit Unit)	4. Issue claim stub indicating the date and time of release	None	3 minutes	<i>Labor and Employment Assistant (City Employment Service Division)</i>
	4.1. Prepare Mayor's Working Permit	None	5 minutes	<i>Labor and Employment Assistant (City Employment Service Division) PESO Manager/ Labor and Employment Officer III/ Administrative Officer IV (City Employment</i>
	4.2.Recommend Approval	None	5 minutes (per batch)	

				Service Division)
	4.3. Approve Mayor's Working Permit	None	20 minutes (per batch)	<i>City Administrator (City Administrator's Office)</i>
5. Present the claim stub & sign upon receipt of the permit	5. Release Mayor's Working Permit	None	3 minutes	<i>Labor and Employment Assistant (City Employment Service Division)</i>
TOTAL:		PHP 150	55 minutes	



3. JOB REFERRAL

Job Referral is one of the PESO's core services as stipulated by Republic Act 8759 (PESO Act of 1999) and as amended by Republic Act 10691. Job Referral is an employment facilitation process that includes registration, preliminary interview as well as job matching, referral and follow-up with employers regarding employment referrals. It provides employment information services to job seekers, both for local and overseas employment, and recruitment assistance to employers.

Office or Division:	City Employment Service Division (CESD), 2 nd Gate, 1 st Floor, Miguel G. Baluyut Atrium, City Hall			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Jobseekers and Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Job Seekers				
1. Resume (1 original) and other credentials (1 photocopy each), if any		From the Job Seeker		
B. For Employers				
1. Letter of Intent (1 original)				
2. BIR 2303 (1 photocopy)		BIR		
3. DOLE certification Local Agency (1 photocopy)		DOLE		
4. POEA License for Overseas Agency (1 photocopy)		POEA		
5. Business Permit (1 photocopy)		BLPD		
6. Job orders/Vacancies (1 photocopy)		From the Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For Job Seeker				
1. Secure Skills Registry System Form (SRS) at Window 35 (Job Referral & Placement Section) and fill-up properly	1. Issue SRS Form	None	3 minutes	<i>Labor and Employment Assistant</i> (City Employment Service Division)

2. Submit fully accomplished SRS and fill-up registration form at Window 35 (Job Referral & Placement Section)	2. Review the SRS if properly filled-up/accomplished	None	5 minutes	Labor and Employment Assistant (City Employment Service Division)
	2.1. Interview/ counsel the jobseekers and proceed to job matching	None	5 minutes	Labor and Employment Assistant (City Employment Service Division)
	2.2. If qualified, give referral slip/recommendation letter	None	5 minutes	Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)
3. Wait while referral slip/recommendation letter is being prepared	3. Prepare referral slip/recommendation letter (If the jobseeker asked for recommendation letter from the PESO Manager)		7 minutes	Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)
	3.1. Approve recommendation letter		10 minutes	PESO Manager (City Employment Service Division)
4. Sign upon receipt of the recommendation letter	4. Release referral slip/ recommendation letter	None	5 minutes	Labor and Employment Assistant (City Employment Service Division)
TOTAL:		None	40 minutes	
B. For Employers				
1. Submit a Letter of Intent addressed to the City Mayor thru the PESO Manager	1. Receive letter of intent	None	5 minutes	Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)

2. Proceed to Referral and Placement Section of City Employment Service Division if letter of intent was approved	2. Interview the employer	None	10 minutes	<i>Administrative Officer IV/ Labor and Employment Officer III (City Employment Service Division)</i>
3. Secure an Employer's Record Card (ERC) and fill- up accordingly	3. Issue the ERC	None	5 minutes	<i>Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)</i>
4. Submit Company profile, Business Permit, DOLE certification, POEA License, BIR 2303 and Job orders/ Vacancies with the ERC	4. Review all submitted documents (if it is an overseas agency – verify license & JO through POEA website)	None	20 minutes	<i>Administrative Officer IV/ Labor and Employment Officer III (City Employment Service Division)</i>
	4.1. Post submitted Job Orders/ Vacancies at the PESO bulletin board and SRS online	None	15 minutes	<i>Labor and Employment Officer III/ Labor and Employment Assistant (City Employment Service Division)</i>
	4.2. Provide the employer with referred applicants form or SRS	None	5 minutes	<i>Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)</i>

5. Sort the needed manpower from the filed SRS and jot them down on the form of referred applicants to be provided by CESD (2 copies)	5. Get one copy of the Referred Applicants Form and check if it is properly filled- out. Give the original copy to the employer while the other copy will be kept for filing	None	30 minutes	<i>Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)</i>
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6. Secure a letter of no objection/ Approval of Local Recruitment Activity	6. If the employer is qualified for Special Recruitment Activity or Local Recruitment Activity, prepare the No Objection or Approval letter	None	10 minutes	<i>Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)</i>
7. Wait for the release of Letter of No Objection	7. Recommendation and Approval of Letter of No Objection	None	15 minutes	<i>PESO Manager (City Employment Service Division)</i>
8. Present the Special Recruitment Authorization (issued by POEA) to the PESO before the Activity	8. File the SRA and arrange with employer the start of recruitment activity	None	5 minutes	<i>Administrative Officer IV/ Labor and Employment Assistant (City Employment Service Division)</i>
TOTAL:		None	2 hours	



City Agriculture and Veterinary Office

External Services



1. ISSUANCE OF CERTIFICATE FOR BONAFIDE FARMERS

The City Agriculture and Veterinary Office through the Agriculture Division issues Certificate for Bonafide Farmers only for those who are listed in the General Masterlist.

Office or Division:	Agriculture Division – City Agriculture and Veterinary Office, Command and Control Center, Alasas, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All farmers listed in the General Masterlist whose location of farm area is within the jurisdiction of the City of San Fernando, Pampanga.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fernandino Card / ID (1 photocopy)		City Mayors Office		
2. Valid Government Issued ID (1 photocopy)		Company of Employment		
3. Barangay Certificate as bonafide tiller/farmer of the Barangay (1 original)		Barangay Hall		
4. TCT, if land owner (1 photocopy)		Land Registration or DAR (CLOA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form and submit documents	1. Check requirements submitted / presented	None	10 minutes	<i>Agricultural Extension Workers (CAVO)</i>
2. Undergo Interview	2. Conduct Interview	None	5 minutes	<i>Supervising Agriculturist (CAVO)</i>
3. Receive order of payment and pay the corresponding fee at the City Treasurer's Office	3. Prepare the certificate and issue order of payment	P 500.00	5 minutes	<i>Supervising Agriculturist (CAVO)</i> <i>CTO Staff (City Treasurers' Office)</i>
4. Wait for the approval and signing of the certificate	4. Review, approve and sign the certificate	None	3 minutes	<i>City Agriculturist (CAVO)</i>
5. Receive Certificate of Bonafide Farmer	5. Release Certificate for Bonafide Farmer	None	1 minute	<i>Supervising Agriculturist- (CAVO)</i>
TOTAL:		P500.00	24 minutes	



2. REQUEST FOR ANIMAL VACCINATION & TREATMENT

The City Agriculture and Veterinary Office – Veterinary Services Division performs Animal Vaccination and Animal Treatment to all livestock farmers/ pet owners to prevent the spread of livestock and small animal diseases.

Office or Division:	City Agriculture and Veterinary Office, Command and Control Center, Alasas, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Livestock Farmers & Pet Owners of City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo assessment	1. Conduct Interview	None	10 minutes	<i>Veterinarian / Livestock Inspector (CAVO)</i>
2. Provide details of request	2. Fill-up the log book for proper documentation	None	5 minutes	<i>Veterinarian / Livestock Inspector (CAVO)</i>
3. Handle the animal properly for administration of vaccine / treatment	3. Administer treatment/ vaccine a. for walk in b. for on site	None	a. For Walk in 5 minutes/ animal b. For on-site 30 minutes to 4 hrs. depending on the distance of the site	<i>Veterinarian / Livestock Inspector (CAVO)</i>
4. For vaccination: Wait and receive the Dog Card or Vaccination Record	4. Fill-up the Dog Card or Vaccination Record	None	1 minute	<i>Veterinarian / Livestock Inspector (CAVO)</i>
TOTAL:		None	21 minutes	



3. REQUEST FOR IPM/INM/CROP PRODUCTION/LIVESTOCK PRODUCTION/ IEC/ LIVELIHOOD SEMINAR

The City Agriculture and Veterinary Office provides technical assistance by means of consultations, (IPM/INM/CROP PRODUCTION/LIVESTOCK PRODUCTION/ IEC/LIVELIHOOD SEMINAR) seminars and trainings to walk-in farmers or clientele. Consultations may be accommodated by the assigned technical staff.

Office or Division:	City Agriculture and Veterinary Office, Command and Control Center, Alasas, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/G2G-Government to Government			
Who may avail:	Bonafide Fernandino Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo Assessment	1. Conduct Interview	NONE	3 minutes	<i>Agricultural Extension Workers (CAVO)</i>
2. Provide Details of the Request	2. Fill-up logbook for proper documentation	NONE	2 minutes	<i>Agricultural Extension Workers (CAVO)</i>
3. Discuss the issue / concern to the personnel / assign technical staff	3.a. Consultation/Technical Assistance: Discuss the issue / answer the queries/conduct consultation/technical assistance to the walk-in client	NONE	10 minutes- 1 hour	<i>Agricultural Extension Workers (CAVO)</i>
	3.b Request for seminars/trainings: Log the details of seminars or trainings, schedule the date, venue and target audience	NONE	10 minutes	<i>Agricultural Extension Workers (CAVO)</i>
TOTAL:		NONE	15 minutes to 1 hour & 15 minutes	



4. REQUEST FOR MEAT INSPECTION CERTIFICATE (MIC) AND / OR NATIONAL MEAT AND MEAT PRODUCTS CERTIFICATE (NMMPIC)

The City Agriculture and Veterinary Office – Veterinary Services Division issues the MIC and/ or NMMPIC to all carcasses inspected which passed the standards at the City Slaughterhouse.

Office or Division:	City Agriculture and Veterinary Office – Regulatory Unit, PADC, New Public Market, Del Pilar, City of San Fernando			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Meat Dealers & Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the request form	1. Receive Request / Accommodate Dealer or requesting person	None	2 minutes	<i>Veterinarian / Meat Inspector (CAVO)</i>
2. Undergo Assessment	2. Assess, check and validate request from Animal Incoming Report	None	3 minutes	<i>Veterinarian / Meat Inspector (CAVO)</i>
3. Wait and receive the MIC or NMMPIC	3. Fill-up and Release MIC or NMMPIC	None	5 minutes / MIC or NMMPIC	<i>Veterinarian / Meat Inspector (CAVO)</i>
TOTAL:		None	10 minutes	



5. REQUEST FOR VEGETABLE SEEDS AND VEGETABLE AND FRUIT BEARING SEEDLINGS

The City Agriculture and Veterinary Office through the Agriculture Division accommodates requests for vegetable seeds and vegetable and fruit bearing seedlings from individual clients / farmers, associations or institutions to eradicate hunger, and ensure sufficiency of supply of vegetables / fruits in the community.

a. For Seeds:

Office or Division:	Agriculture Division – City Agriculture and Veterinary Office, Command and Control Center, Alasitas, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/G2G-Government to Government			
Who may avail:	Bonafide Fernandino Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo Assessment	1. Conduct Interview	NONE	3 minutes	<i>Agricultural Extension Workers (CAVO)</i>
2. Provide details of the Request	2. Fill-up logbook for proper documentation	NONE	3 minutes	
3. Receive vegetable seeds	3. Release vegetable seeds (as per availability)	NONE	1 minute	
TOTAL:		None	7 minutes	

b. For Seedlings:

Office or Division:	Agriculture Division – City Agriculture and Veterinary Office, Command and Control Center, Del Rosario, City of San Fernando, Pampanga and City Nursery Demonstration Site, Himlayan Fernandino, Barangay Lara, CSFP			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen/G2G-Government to Government			
Who may avail:	Bonafide Fernandino Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Undergo Assessment	1. Conduct Interview	NONE	3 minutes	<i>Agricultural Extension Workers (CAVO)</i>
2. Provide details of request	2. Interview client and fill –up Request/ Release Form	NONE	10 minutes	<i>City Agriculturist-CAVO/ Supervising Agriculturist- (CAVO)</i>
3. Present Release Form	3. Log the number of seedling for dispersal and return the Release Form to the beneficiary	NONE	2 minutes	<i>Agricultural Extension Workers (CAVO)</i>
4. Proceed to the nursery and give the Request/ Release Form and wait for the release of seedlings	4. Check and Validate Request / Release Form and prepare all items required	NONE	5-30 minutes (depends on volume request)	<i>Farm Foreman(Nursery Supervisor) (CAVO)</i>
5. Sign the Acknowledgement Form and Receive the items	5. Release the items	NONE	5-30 minutes (depends on volume request)	<i>Nursery Worker- (CAVO)</i>
TOTAL:		None	1 hour & 15 minutes	



Community Affairs Division

External Services

1. APPLYING FOR A NEW FERNANDINO ACCESS CARD (ID) (FERNANDINO KAYABE KARD)

The Fernandino Access Card is a resident identification ID card issued to constituents of the City of San Fernando, Pampanga. It can be used in availing basic services being provided by the City. It can be acquired from the Community Affairs Division of the City Mayor's Office.

Office or Division:	Office of the Community Affairs Division (CAD), 2 nd gate entrance, Window (53-54) at the 2nd floor of the newly constructed building beside the CESD Office, City Hall.			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fernandino's (San Fernando Residents only) 0 to death of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Certification or Clearance (1 original copy)		Respective Barangay Hall where the client's residence is situated.		
2. Any of the following valid IDs with proof of residency in the City of San Fernando, Pampanga (1 photocopy)				
• Company ID		Client's Company of employment		
• Philippine Passport		Any DFA Regional Office		
• Driver's License		LTO		
• UMID Card		SSS or GSIS		
• Philhealth ID		Philhealth Local Insurance Office		
• TIN Card		BIR		
• Postal ID		PhilPost		
• Voter's ID		Comelec		
• Professional Regulations Commission ID		PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the necessary requirements needed for issuance of FAC ID	1. Review the requirements and Issue application form	None	5 minutes	<i>Community Affairs Officer II</i> (Community Affairs Division)
2. Fill out Application form	2. Review the filled-out application form	None	6 minutes	<i>Community Affairs Officer II</i> (Community Affairs Division)
3. Log in on the logbook all information needed	3. Assist client on inquiries regarding the information needed on the log book	None	3 minutes	<i>Community Affairs Officer II</i> (Community Affairs Division)

4. Wait while data is being encoded on the system 4.1 Confirm the data/information encoded	4. Encode the data /Information on the database/system 4.1 Ask client to confirm the accuracy of encoded data	None	8 minutes	<i>Community Affairs Officer II</i> (Community Affairs Division)
4. Have photo taken	5. Capture photo of client	None	2 minutes	<i>Community Affairs Officer II</i> (Community Affairs Division)
5. Affix signature on the signature pad	6. Ask client to affix signature on the signature pad and check signature for authenticity	None	5 minutes	<i>Community Affairs Officer II</i> (Community Affairs Division)
6. Claim the Fernandino Access Card	7. Print and Release the Fernandino Access Card	None	1 minute	<i>Community Affairs Officer II</i> (Community Affairs Division)
TOTAL:		None	30 minutes	

2. APPLYING FOR THE REPLACEMENT OF LOST FERNANDINO ACCESS CARD (ID) (FERNANDINO KAYABE KARD)



The Fernandino Access Card is a resident identification ID card issued to constituents of the City of San Fernando, Pampanga. It can be used in availing basic services being provided by the City. The Community Affairs Division of the City Mayor's Office ensures the issuance of replacement ID for lost Fernandino Access Card.

Office or Division:	Office of the Community Affairs Division (CAD), 2 nd gate entrance, Window (53-54) at the 2nd floor of the newly constructed building beside the CESD Office, City Hall.			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Fernandino's (San Fernando Residents only) 0 to death of age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform in-charge personnel of the intent to claim a replacement ID in lieu of the lost Fernandino Access Card. 1.1 Secure order of payment	1. Verify clients records on the system 1.1 Issuance of order of payment	None	5 minutes	<i>Community Affairs Officer II (Community Affairs Division)</i>
2. Proceed to the City Treasurer's Office and pay the required fees by showing the order of payment	2. Accept payment and issue Official Receipt	PHP 100	20 minutes	<i>Collecting Officer City Treasurer's Office</i>
3. Go back to the CAD Office and present Official Receipt as proof of payment.	3. Verify OR and register the OR No. on the log book	None	3 minutes	<i>Community Affairs Officer II (Community Affairs Division)</i>

4. Wait for the re-printing of FAC ID	4.Reprint Fernandino Access Card ID of the client	None	3 minutes	<i>Community Affairs Officer II (Community Affairs Division)</i>
5. Claim the Fernandino Access Card	5. Release Fernandino Access Card	None	2 minutes	<i>Community Affairs Officer II (Community Affairs Division)</i>
TOTAL:		PHP100	33 minutes	



City Social Welfare and Development Office

External Services



1. ISSUANCE OF MINOR TRAVEL ASSESSMENT

The primary objective of the issuance of Minor Travel Assessment is to protect minors from trafficking, abuse, exploitation or improper influence by person/s engaged in trafficking.

Office or Division:	City Social Welfare and Development Office 2nd Flr., City Hall, Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ol style="list-style-type: none"> 1. a minor traveling alone 2. a minor accompanied by a person other than his/her parents <p><i>Note: If the minor is traveling with either parent, no need for one. If the minor is traveling with the legal guardian, no need for one (but one must have all documents to prove that you are indeed the legal guardian).</i></p>	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Duly Accomplished Form	CSWDO/DSWD
	2. Birth Certificate (1 original, 1 photocopy)	Philippine Statistics Authority
	3. Marriage Contact of Parents (1 original, 1 photocopy)	Philippine Statistics Authority
	4. Certificate of No Marriage <i>in case of illegitimate minor</i> (1 photocopy)	Philippine Statistics Authority
	5. Certificate of Abandonment in case parents are married but separated (1 photocopy)	Legal Officer
	6. Certified True Copy of Death Certificate/s of each of the parents <i>in case either or both parents of the minor are deceased</i> (1 photocopy of each)	City Civil Registry Office
	7. Notarized Affidavit of Consent or written consent of BOTH parents (1 original, 1 photocopy)	Legal Officer
	8. Valid ID of parents with specimen signature (1 photocopy each)	Parent/s of the Minor
	9. Original colored passport-size picture white or red background (2 pcs)	Any Photo Capturing Shop

10. Affidavit of Support and Certified copy of any evidence to show financial capability of sponsor such as: (1 original and 1 photocopy of any of the following) § Certificate of Employment § Latest Income Tax Return § Bank Statement, ect.		Employer Bureau of Internal Revenue Respective Bank		
11. Copy of Passport of minor's travel companion (1 photocopy)		Department of Foreign Affairs		
12. Certificate from the Airlines <i>in case of unaccompanied minor</i> (1 photocopy)		Respective Airline		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	TIME	PERSON RESPONSIBLE
1. Prepare the requirements to avail the service and accomplish the application form at the CSWD Office	1. Issue application form	None	10 minutes	<i>Registered Social Worker (City Social Welfare & Development Office)</i>
2. Wait for your turn for the staff to check the requirements	2. Review the submitted documents	None	10 minutes	<i>Social Welfare Assistant/ Social Welfare Officer (City Social Welfare & Development Office)</i>
3. Sign-in in the Clients' Logbook of the CSWD Office	3. Hand over the logbook to the client upon checking of documents	None	2 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>
4. Attend interview for assessment	4. Conduct Interview and prepare Minor Travel Assessment Report	None	40 minutes	<i>Social Welfare Assistant/ Social Welfare Officer (City Social Welfare & Development Office)</i>
5. Answer further queries for clarification	5. Review and finalize Minor Travel Assessment Report	None	30 minutes	

6. Pay the required fees at the City Treasurer's Office by showing the Order Payment Slip	6. Ensure accurate and complete information and attachments of the report	Php 300.00 (good for one year)	10 minutes	<i>Administrative Aide</i> (City Treasurer's Office)
7. Submit official receipt to the CSWD Office	7. Receive and check the receipt and record to the logbook	None	10 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i> (City Social Welfare & Development Office)
8. Sign in in the CSWDO logbook for recording purposes	8. Hand over the logbook to the client for sign in and release	None	5 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i> (City Social Welfare & Development Office)
9. Claim the Minor Travel Assessment	9. Release of Minor Travel Assessment	None	3 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i> (City Social Welfare & Development Office)
TOTAL:		Php 300	2 Hours	



2. ISSUANCE OF SOLO PARENT ID

A Solo Parent ID is a government-enforced ID for solo or single parents in the Philippines. Solo parents who carry such ID can enjoy certain government discounts and benefits. These rules shall be known and cited as the Rules and Regulations Implementing Republic Act No. 8972, more commonly known as the Solo Parents' Welfare Act of 2000

Office or Division:	City Social Welfare and Development Office City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ol style="list-style-type: none"> 1. A woman who gives birth as a result of rape and other crimes 2. Parent left solo or alone 3. Unmarried mother/father who has preferred to keep and rear her/his child/children alone 4. Any other person who solely provides parent care 5. Any family member who assumes the responsibility of head of family <p><i>Note: To be eligible in the issuance of a Solo Parent ID, applicant must have children below 18 years old and shall comply with all the requirements</i></p>	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
NEW APPLICANTS		
1. Duly Accomplished Form	CSWDO/DSWD	
2. Barangay Certification (1 original)	Respective barangay	
3. Birth Certificate of Minor Children (1 photocopy of each minor)	Philippine Statistics Authority	
4. Original colored 1x1 picture white or red background (2 pcs)	Any Photo Capturing Shop	
5. Original colored 2x2 picture white or red background (1 pc)	Any Photo Capturing Shop	
6. Fernandino Card (1 photocopy)	City Mayor's Office	
7. Valid ID with specimen signature	Client	

8. Copy of Death Certificate <i>if spouse is dead</i> (1 photocopy)	City Civil Registry Office			
9. Medical Certificate <i>if spouse id PWD</i> (1 photocopy)	Attending Physician			
10. Certificate of Detention <i>if spouse is detained</i> (1 photocopy)	Detention Facility			
11. Copy of Court Decision <i>if annulled</i> (1 photocopy)	Trial Court			
12. Affidavit of Solo Parent/Guardianship (1 photocopy)	Legal Officer			
13. Income Tax Return for working (1 original, 1 photocopy)	Bureau of Internal Revenue			
RENEWAL				
1. Surrender of Old Solo Parent ID	Client			
2. Original colored 1x1 picture white or red background (2 pcs)	Any Photo Capturing Shop			
3. Original colored 2x2 picture white or red background (1 pc)	Any Photo Capturing Shop			
4. Fernandino Card (1 photocopy)	City Mayor's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Solo Parent Application Form at the CSWD Office	1. Issue application form	None	10 minutes	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)
2. Submit the Application Form	2. Review duly accomplished form			
3. Answer interview questions for initial validation	3. Conduct brief orientation on RA 8972 and facilitate interview to client	None	45 minutes	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)

4. Receive List of Solo Parent ID requirements	4. Issue Solo Parent ID Checklist Tracking Form indicating the date of submission of requirements	None	10 minutes	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)
5. Completion of requirements from the checklist provided	5. Attend to clients queries re: requirements	None	1-3 days	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)
6. Submit complete requirements to the Solo Parent Focal Person at CSWD Office	5.Ensure accurate and complete requirements and attachments for application of Solo Parent ID	None	15 minutes	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)
7. Wait for the approval of Solo Parent ID Application from the given date	6.Conduct initial validation and/or home visitation 6.1. Processing of Solo Parent ID	None	27 days	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)
8. Claim the Solo Parent ID from the Solo Parent Focal Person at the CSWD Office	7. Release of Solo Parent ID	None	10 minutes	<i>Solo Parent Focal Person</i> (City Social Welfare & Development Office)
TOTAL:		None	30 days, 1 Hour & 30 minutes <i>The social worker/Solo Parent focal person shall inform the solo parent of the status of his/her application within thirty (30) working days from the filing of such and shall require him/her to visit the agency/institution providing the assistance as and cited in the Rules and Regulations Implementing Republic Act No. 8972, more commonly known as the Solo Parents' Welfare Act of 2000</i>	



3. ISSUANCE OF PERSONS WITH DISABILITY ID

The primary objective of the issuance of PWD ID is to provide persons with disabilities the opportunity to participate fully into the mainstream of society by granting them at least 20% discount and exemption from the value added tax on the sale of certain goods and services.

Office or Division:	Person with Disability Affairs Office City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	People with long term physical, mental, intellectual, or sensory impairments which may hinder their full and effective participation in society.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Form		CSWDO/DSWD		
2. Barangay Certificate of Residency (1 original, 1 photocopy)		Respective Barangay		
3. Valid ID with signature (1 original, 1 photocopy)		Client		
4. Original colored 1x1 picture white or red background (2 pcs); in case the client has apparent disability, 3r picture whole body must be attached		Any Photo Capturing Shop		
5. Medical Certificate (1 original, 1 photocopy) indicating his/her disability		Referral to City Medical Doctor/Rural Health Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the requirements to avail the services and accomplish the application form at the PDAO	1. Issue application form	None	10 minutes	<i>PWD Focal Person</i> (City Social Welfare & Development Office)

2. Wait while the staff check the requirements	2. Review and verify the submitted documents 2.1 Checking the validity and accuracy of the medical certificates presented; request for other supporting documents when necessary	None	25 minutes	<i>PWD Focal Person</i> (City Social Welfare & Development Office)
3. Sign in in the Clients' Logbook at the CSWD Office	3. Hand over the logbook to the client upon checking of documents	None	2 minutes	<i>PWD Focal Person</i> (City Social Welfare & Development Office)
4. Answer further queries for clarification	4. Conduct Interview and assessment	None	40 minutes	<i>PWD Focal Person</i> (City Social Welfare & Development Office)
5. Wait for the approval of PWD ID Application from the given date	5. Processing of PWD ID	None	3 days	<i>PWD Focal Person</i> (City Social Welfare & Development Office)
6. Sign in in the CSWDO logbook for recording purposes	6. Hand over the logbook to the client for sign in and release	None	5 minutes	<i>PWD Focal Person</i> (City Social Welfare & Development Office)
7. Claim the PWD ID	7. Release of PWD ID	None	10 minutes	<i>PWD Focal Person</i> (City Social Welfare & Development Office)
TOTAL:		None	3 days, 1 Hour & 32 minutes	

4. ISSUANCE OF CERTIFICATE OF INDIGENCY



Certificate of Indigency it is one of the in availing programs and services that are available in other institutions as such to avail free legal assistance and avail discounts which therefore need in-depth assessment from the City Social Welfare and Development Office.

Office or Division:	City Social Welfare and Development Office City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Indigent individuals and families in the community	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Correction of Birth Certificate		
1. Barangay Indigency of the Client (1 original)	Respective barangay	
2. Any valid ID with signature of the client (1 original, 1 photocopy)	Client	
3. Cedula of client (1 original, 1 photocopy)	Barangay Hall or City Treasurer's Office	
4. Birth Certificate of the client (Present the original, 1 photocopy)	Philippine Statistics Authority or City Civil Registry Office	
5. Signed Referral Form from the City Civil Registry Office	City Civil Registry Office	
Legal Assistance (PAO/IBP)		
1. Barangay Indigency of the Client (1 original)	Respective barangay	
2. Any valid ID with signature of the client (1 original, 1 photocopy)	Client	
3. Cedula of the client (1 original)	Barangay Hall or City Treasurer's Office	
4. Proof of Income of the client (Payslip/Income Tax Return/Bank Statement) (Present original, 1 photocopy of any)	Payslip- Employer Income Tax Return (ITR)- Bureau of Internal Revenue Bank Statement- Respective Bank	
5. For Court cases: Copy of Court Order/Resolution (Present the original, 1 photocopy of any)	Trial Court	

6. For Property concerns: Copy of Land Contract/Title/Resolution (Present original, 1 photocopy of any)	City Assessor's Office			
Scholarship Grants/ Educational Assistance				
1. Barangay Indigency of Parent/Guardian (1 original)	Respective barangay			
2. Barangay Certificate of Residency of the student and parent (1 original)	Respective Barangay			
3. Any valid ID with signature (1 original, 1 photocopy)	Client			
4. For Guardians: Certificate of Guardianship)/Affidavit of Guardianship (1 Original)	Barangay/Legal Office			
5. Copy of Registration/Admission Confirmation/Certificate of Enrolment of the student	School			
6. Cedula of the parent/guardian (1 original)	Barangay Hall or City Treasurer's Office			
7. Proof of Billing (Electric Bill, Water Bill, etc.)	Respective Billing Companies			
Point of Service (POS) Financially Incapable				
1. Medical Certificate/Clinical Abstract of the Client (1 Original)	Hospital where the client is admitted			
2. Duly Accomplished Philhealth Member Registration Form of the client (1 Original)				
3. Barangay Indigency Subject/Parents/Guardian (1 Original)	Respective Barangay			
4. Barangay Certificate of Residency of Client (1 original)				
5. Any valid ID with signature of the client (1 original, 1 photocopy)	Client			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the CSWDO to get a queuing number. Wait for your turn	1. Issue a queuing number	None	15 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>

2. Inquire for the details regarding the availment of the desired service	2. Answer queries the client may ask regarding the service 2.1 Review and verify client's requirements			(City Social Welfare & Development Office)
3. Attend and answer questions in the interview for the assessment	3. Conduct comprehensive interview for intake	None	30 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i> (City Social Welfare & Development Office)
4. Wait for the approval of the Certificate of Indigency	4. Review and finalize Certificate of Indigency	None	10 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i> (City Social Welfare & Development Office)
	4.1 <i>For Legal Assistance</i> , home-visitation is conducted	None	1-3 days	
5. Receive the Certificate of Indigency and sign in the logbook indicating the released of the certificate	5. Give instruction to client on what to do next relative to transaction to other offices	None	20 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i> (City Social Welfare & Development Office)
TOTAL:		None	3 days and 1 hour, 15 minutes	



5. ISSUANCE OF GENERAL INTAKE SHEET

The Expanded Assistance to Individuals in Crisis Situation (E-AICS) is part of the City Social Welfare and Development Office protective services for the poor, marginalized and vulnerable/disadvantaged individuals.

Office or Division:	City Social Welfare and Development Office City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga
Classification :	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Indigent individuals and families in the community <i>Note: Only authorized person can process for the assistance provided that the said has an authorization letter and valid ID of the client/patient.</i>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Assistance	
1. Barangay Certification of Residency of the client and beneficiary (1 Original)	Respective Barangay
2. Barangay Indigency of the client and beneficiary (1 original)	Respective barangay
3. Valid ID with signature of the client and beneficiary (Present original, 1 photocopy)	Client
4. Hospital Request/Bill/Costing of the client (1 original, 1 photocopy)	Hospital where the client was admitted
5. Medical Certificate/Clinical Abstract (1 original, 1 photocopy)	
Educational Assistance	
1. Barangay Certification of Residency (1 Original)	Respective Barangay
2. Barangay Indigency of the Subject/Parent/Guardian (1 original)	Respective barangay

3. For Guardians: Certificate of Guardianship)/Affidavit of Guardianship (1 Original)	Barangay/Legal Office			
4. School ID and any valid ID of parent (Present original, 1 photocopy)	Client			
5. Copy of Registration/Admission Confirmation/Certificate of Enrolment	School where the client is enrolled			
Burial Assistance				
1. Barangay Certification of Residency of the client and beneficiary (1 Original)	Respective Barangay			
2. Barangay Indigency of the beneficiary (1 original)	Respective barangay			
3. Valid ID with signature of the client and beneficiary (Present original, 1 photocopy)	Claimant			
4. Death Certificate (Present original or CTC,1 photocopy back & front)	City Civil Registry Office			
5. Funeral Contract (Present original, 1 photocopy)	Funeral Service			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the requirements to avail the service and proceed to the CSWDO to get a queuing number	1.Issue a queuing number	None	15 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>
2. Submit complete requirements written in the <i>Checklist Form</i> from the City Mayor's Office	2. Check and verify all the requirements submitted			
3. Attend and answer questions in the interview for the assessment	3. Conduct comprehensive interview for intake	None	45 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>

4. Wait for the approval of the General Intake Sheet	4. Review and finalize	None	30 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>
5. Receive the General Intake Sheet and sign in the logbook indicating the released of the certificate	5. Give instruction to client on what to do next relative to transaction to other offices	None	20 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>
TOTAL:		None	1 hour and 50 minutes	

6. ISSUANCE OF SOCIAL CASE STUDY REPORT



The Expanded Assistance to Individuals in Crisis Situation (E-AICS) is part of the City Social Welfare and Development Office protective services for the poor, marginalized and vulnerable/disadvantaged individuals.

Office or Division:	City Social Welfare and Development Office City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Indigent individuals and families in the community <i>Note: Only authorized person can process for the assistance provided that the said has an authorization letter and valid ID of the client/patient.</i>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Medical Assistance		
1. Barangay Certification of Residency of the client and beneficiary (1 Original)	Respective Barangay	
2. Barangay Indigency of the client and beneficiary (1 original)	Respective barangay	
3. Valid ID with signature of the client and beneficiary (Present original, 1 photocopy)	Client	
4. Hospital Request/Bill/Costing of the client (1 original, 1 photocopy)	Hospital where the client was admitted	
5. Medical Certificate/Clinical Abstract (1 original, 1 photocopy)		
Educational Assistance		
1. Barangay Certification of Residency (1 Original)	Respective Barangay	
2. Barangay Indigency of the Subject/Parent/Guardian (1 original)	Respective barangay	
3. For Guardians: Certificate of Guardianship)/Affidavit of Guardianship (1 Original)	Barangay/Legal Office	

4. School ID and any valid ID of parent (Present original, 1 photocopy)	Client			
5. Copy of Registration/Admission Confirmation/Certificate of Enrolment	School where the client is enrolled			
Burial Assistance				
1. Barangay Certification of Residency of the client and beneficiary (1 Original)	Respective Barangay			
2. Barangay Indigency of the beneficiary (1 original)	Respective barangay			
3. Valid ID with signature of the client and beneficiary (Present original, 1 photocopy)	Claimant			
4. Death Certificate (Present original or CTC, 1 photocopy back & front)	City Civil Registry Office			
5. Barangay Certification of Residency of the client and beneficiary (1 Original)	Respective Barangay			
6. Picture of funeral service	Beneficiary			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare the requirements to avail the service and proceed to the CSWDO to get a queuing number	1. Issue a queuing number	None	15 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>
2. Submit complete requirements	2. Check and verify all the requirements submitted			
3. Attend and answer questions in the interview for the assessment	3. Conduct comprehensive interview for intake	None	45 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>

4. Wait for the approval of the Social Case Study Report	4. Review and finalize 4.1 Complex cases require home visitation for further assessment	None	1-3 days	<i>Social Welfare Assistant/ Social Welfare Officer</i>
5. Receive the Social Case Study Report and sign in the logbook indicating the released of the certificate	5. Give instruction to client on what to do next relative to transaction to other offices	None	20 minutes	<i>Social Welfare Assistant/ Social Welfare Officer</i>
TOTAL:		None	3 days, 1 hour and 20 minutes	



City Legal Office

External Services



1. LEGAL CONSULTATION

The City Legal Office (CLO) provides free legal consultation among walk-in clients who have queries with regard to different legal matters and concerns. While observing minimum public health standards, clients are given honest assessment and informed of the legal procedures/processes to resolve their issues.

Office or Division:	City Legal Office (CLO) 1st Flr., Atrium, City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business			
Who may avail:	18 years old and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NO NE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Log Book through window transaction	1. Request client to log onto the Visitor's Log	None	3 minutes	<i>Messenger/Legal Assistant III</i>
2. Maintain one-meter distance apart, properly wear facemasks and face shields and provide details regarding the legal consultation/advice being seek for	2.1. Interview Clients 2.2. Evaluate the information gathered and pertinent documents presented by clients	None	5 minutes	<i>City Legal Officer/ Administrative Officer V (CLO)</i>
3. Pay attention to the information being discussed	3. Render Advice/Legal Opinion	None	15 minutes	<i>City Legal Officer/ Administrative Officer V (CLO)</i>
TOTAL:		None	23 minutes	



2. PREPARATION OF AFFIDAVITS, DEEDS AND OTHER LEGAL FORMS AND DOCUMENTS

The City Legal Office (CLO) provides legal services such as preparation of affidavits and other legal documents needed by the requesting client. Clients are reminded to strictly adhere to minimum public health standards to prevent the spread of the virus within the City Hall premises.

Office or Division:	City Legal Office (CLO) 1st Flr., Atrium, City Hall, A. Consunji St., Sto Rosario Poblacion, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business	
Who may avail:	18 years old and above	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Valid IDs or Government issued IDs (Original and / or photocopy)		
Philippine Passport		Any Department of Foreign Affairs (DFA) Regional Office
Driver's License		Land Transportation Office (LTO)
UMID Card		Social Security System (SSS) or Government Service Insurance System (GSIS)
Philhealth ID		Philippine Health Insurance Corporation
TIN Card		Bureau of Internal Revenue (BIR)
Postal ID		Philippine Postal Corporation
Voter's ID/Certification		Commission on Elections (COMELEC)
Professional Regulations Commission ID		Professional Regulation Commission (PRC)

1. Clients must present valid identification card/s and necessary document/s / requirement/s relative to the requested document

(Original and / or photocopy)
 Certificate of Live Birth Certificate of
 Death Certificate of No Record
 Marriage Contract
 Certificate of No Marriage (CENOMAR)

For Extrajudicial Settlement:

(Original)
 Transfer/ Original Certificate of Title
 Passbook/ Account Name & Number
 Certification of Award

Others:

(Original and / or photocopy)
 Official Receipt and Certificate of Registration
 Travel Documents
 Item Description of Lost Pawn Ticket
 Declaration of Real Property Tax

Office of the Civil Registrar/
 Philippine Statistics Authority Office
 of the Civil Registrar/ Philippine
 Statistics Authority Office of the Civil
 Registrar/ Philippine Statistics
 Authority Office of the Civil Registrar/
 Philippine Statistics Authority Office
 of the Civil Registrar/ Philippine
 Statistics Authority

Registry of Deeds
 Designated Banks
 Pertinent Agencies

Land Transportation Office

Philippine Embassy
 Designated Pawnshops

Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name/ register into the Visitor's Log through window transaction	1. Request client to log onto the Visitor's Log	None	2 minutes	<i>Messenger/ Administrative Assistant III (CLO)</i>

2. Observe public minimum health protocols and present requirements and identification card/s	2. Verify the validity of the IDs and requirements presented	None	3 minutes	<i>Administrative Assistant III (CLO)</i>
3. State in detail all matters/information to be reduced in writing	3. Evaluate the information gathered and pertinent documents presented by the clients	None	5 minutes	<i>Administrative Assistant III (CLO)</i>
4. Wait while the document is being prepared	4. Prepare the legal forms and documents requested	None	8 minutes	<i>Administrative Assistant III (CLO)</i>
TOTAL:		None	18 minutes	



City Administrator's Office

External Services



1. FACILITATION/APPROVAL OF VARIOUS REQUESTS (TENTS, CHAIRS, TABLES, SOUND SYSTEM, FILLING MATERIALS, LIGHT & HEAVY EQUIPMENT, SERVICE VEHICLE, VENUES, CONSTRUCTION MATERIALS AND SPORTING GOODS)

The City Administrator's Office ensures that all various requests are attended to and are properly facilitated and coordinated with the concerned offices on time, efficiently and effectively.

Office or Division:	City Administrator's Office-Administrative Services Division (ASD)/ 2 nd Floor Main Building, City Hall, CSFP			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business Entity			
Who may avail:	All Fernandinos residing within the territorial property of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 copy original)		City Administrator's Office – Administrative Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of the item being request and wait for the feedback/ confirmation of request	1. Coordinate at CGSO-UMSD thru phone call/messenger or EC Record-Requests for the availability of the requested item	None	7 minutes/ request	<i>Administrative Aide VI/ Administrative Assistant II</i>
2. If available, accomplish appropriate Request Form and submit the same to the person in-charge for requests	2. Receive and review the information on the filled-out form and endorse to the Approving Authority	None	3 minutes/ request	<i>Administrative Aide VI/ Administrative Assistant II Administrative Assistant II/ Administrative Officer IV/</i>

<p>3. Accomplish Feedback Form (attached at the Request Form) and drop at the Feedback Box CAdminO located in front of City Administrator's Office</p>	<p>2.1 Approve Request</p> <p>2.2 Log in at the EC Record, encode the information and the action taken of the approved request</p>	<p>None</p>	<p>30 minutes/ request</p>	<p>(City Administrator)</p> <p><i>Administrative Aide VI/</i></p> <p><i>Administrative Assistant II</i></p>
<p>TOTAL:</p>		<p>None</p>	<p>40 minutes</p>	



2. PROCESSING OF COMPLAINTS/AND OTHER ISSUES RELATED TO THE TERRITORIAL JURISDICTION OF THE CITY OF SAN FERNANDO, PAMPANGA (OPERATIONS MANAGEMENT SERVICES)

The City Administrator's Office receives and logs various complaints. Coordination to concerned offices are properly facilitated and ensured so that due process is being observed. Resolutions are properly identified and handed over on time, just and fair.

Office or Division:	City Administrator's Office-Administrative Services Division (ASD)/ 2 nd Floor Main Building, City Hall, CSFP			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Fernandinos residing within the territorial property of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Communication/Letter of Complaint (1 original copy)		Complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of complaint and other concerns to Incoming and Outgoing Receiving Clerk at the front table	1. Acknowledge/ receive complaint and other concerns	None	5 minutes/ client	<i>Administrative Aide VI</i>
	2. Refer complaint to concerned Head of Office for appropriate action	None	1 day	<i>Administrative Officer IV/ (City Administrator)</i>
	3. Take final action upon submission of recommendation/ investigation report from concerned Head of Office	None	6 days	(City Administrator)
2. Receive Feedback	3. If necessary, inform client of action taken			<i>Administrative Aide VI/ Administrative Assistant II/ Administrative Officer IV</i>
TOTAL:		None	7 days & 5 minutes	



Local Housing and Settlement Division

External Services



1. ISSUANCE OF CERTIFICATE OF AWARD / INCLUSION FOR INFORMAL SETTLER FAMILIES (ISFS) WITHIN CSFP

The Local Housing and Settlement Division under the City Administrator's Office ensures the issuance of the Certificate of Award / Inclusion to informal settling families listed on the office database and whose residence is located within the jurisdiction of the City of San Fernando, Pampanga in relation to Application for Business Permit and Application for Electric and Water Connection.

Office or Division:	Local Housing and Settlement Division (LHSD), 2 nd floor, Ring Wing, Back Entrance, Heroes Hall			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All validated and listed Informal Settler Families whose permanent area of residence is within the jurisdiction of City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following Valid Government Issued ID ID (1 original and 1 photocopy):				
• Company ID		Company of Employment		
• Philippine Passport		Any DFA Regional Office		
• Driver's License		LTO		
• UMID Card		SSS or GSIS		
• Philhealth ID		Philhealth Local Insurance Office		
• TIN Card		BIR		
• Postal ID		PhilPost		
• Voter's ID		Comelec		
• Professional Regulations Commission ID		PRC		
2. Barangay Business Clearance (<i>for Business Permit Application</i>) Or Barangay Clearance (<i>for Electric and Water Connection</i>)		At the respective Barangay Hall of the client's permanent area of residence		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log name/register into the Visitor's Log	1. Verify applicant's record in the office database	None	2mins.	HHRO I /Administrative Aide VI (Local Housing Settlement Division)

2. Submits required documents	2. Assess and photocopy submitted documents (for office file copy)	None	2mins.	<i>HHRO I /Administrative Aide VI (Local Housing Settlement Division)</i>
3. Wait while the certification is being prepared	3. Prepare and print the certification and have it signed by the head of office	None	1min.	<i>HHRO I /Administrative Aide VI (Local Housing Settlement Division)</i>
4. Receive and sign the Certification	4. Release the Certification	None	30sec.	<i>HHRO I /Administrative Aide VI (Local Housing Settlement Division)</i>
TOTAL		None	5 minutes & 30 seconds	



City Market Operations Division

External Services



1. APPLICATION FOR PROMOTIONAL PERMIT AT THE PUBLIC MARKETS IN THE CITY OF SAN FERNANDO, PAMPANGA

The Promotional Permit is issued to any business entity who desires to conduct promotional activity or display signs, billboards and advertising within the Public Market Premises to promote or advertise their products.

Office or Division:	City Market Operations Division (CMOD), 2 nd Floor, East Wing, City Market Plaza. Sto. Rosario, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Business Entity who wants to promote their business/products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2. Letter of Intent		The company who wants to secure a promotional permit.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter of intent to the CMOD Office	1. Receive the letter of intent	None	1 minute	<i>Administrative Aide</i>
2. Wait while the staff evaluates the request.	2. Evaluate the request, once approved, the requester shall be instructed to pay the corresponding fee.	None	7 minutes	<i>Market Specialist / Administrative Officer</i>
3. Pay the required fees. *Make sure to secure Official Receipt that will be issued upon payment.	3. Receive payment	500.00 per day for promotional activity	7 minutes	<i>Revenue Collection Clerk</i>
	3.1 Issue Official Receipt	5,000.00 per day for promotional activity with selling		
		2.00 per sq.ft per day for tarpaulin, placards and banners		
		100.00 per day For Flyering		

4. Sign the Client Logbook	4. Prepare the Permit 4.1 Ask the Client to Sign at the Logbook	None	5 minutes	<i>Administrative Aide</i>
5. Claim the Promotional Permit	5. Release the Promotional Permit	None	1 minute	<i>Administrative Aide</i>
TOTAL		Fixed Fees ○ Php100 ○ Php500 ○ Php5,000	21 minutes	
		Case to Case Php2.00 per sq.ft. per day		



City General Services Office

External Services



1. SALE OF BIDDING DOCUMENTS

The City General Services Office (CGSO), through the Procurement Management Division (PMD) regularly post at the PhilGEPS, City's Website and the City's Bulletin Boards the bidding opportunities of the City thus sale of bid documents is open to all interested bidders and may purchase bid documents from the Procurement Unit.

Office or Division:	City General Services Office (CGSO) – Procurement Management Division (PMD), CGSO Compound, New Public Market, Brgy. Del Pilar, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Government and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Downloaded copy of the Invitation to Bid (for Goods and Services and Infrastructure Projects) or Request for Expression of Interest (for Consultancy Services)		Philippine Government Electronic Procurement System (PhilGEPS) website		
2. Accomplished Information Sheet		CGSO-PMD		
3. Duly Notarized authorization letter (if representative)		Supplier		
4. One (1) Certified True Copy of PCAB License (for Infrastructure projects only)		Philippine Contractor's Accreditation Board (PCAB)		
5. One (1) photocopy of two (2) valid ID's		Supplier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the PMD Office, CGSO Building, New Public Market, Barangay Del Pilar	1.1 Receive the required documents; 1.2 Issue the Order of Payment	None	3 minutes	<i>Buyer III</i> (CGSO-PMD) <i>Administrative Aide</i> (CMO)
2. Pay the required fee at the City Treasurer's Office, City Hall, Brgy. Sto. Rosario	2. Accept payment and issue Official Receipt	Refer to the table below	3 minutes	<i>Cashier</i> (City Treasurer's Office)
3. Return to PMD Office, CGSO Building, New Public Market, Barangay Del Pilar for the release of Bid Documents	3. Release of Bid Documents	None	5 minutes	<i>Buyer III</i> (CGSO-PMD)
TOTAL:			11 minutes	

Approved Budget for the Contract (ABC)	Cost of Bidding Documents (Php)
Less than P500,000.00	P500.00
More than P500,000.00 up to P1 million	P1,000.00
More than P1 million to P5 million	P5,000.00
More than P5 million up to P10 million	P10,000.00
More than P10 million up to P50 million	P25,000.00
More than P50 million up to P500 million	P50,000.00
More than P500 million	P75,000.00



2. SALE OF COPIES OF MINUTES OF BID OPENINGS, BAC RESOLUTIONS AND OTHER BAC DOCUMENTS

The City General Services Office (CGSO), through the Bids and Awards Committee (BAC) issues copies of BAC documents upon request of Suppliers/ Contractors/ Consulting Firms.

Office or Division:	City General Services Office (CGSO) – Bids and Awards Committee CGSO Compound, New Public Market, Brgy. Del Pilar, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Government and Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Supplier/ Contractor/ Consultant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to the BAC Secretariat at PMD Office, CGSO Building, New Public Market, Barangay Del Pilar	1.1 Receive the Request Letter; 1.2 Issue the Order of Payment; 1.3 Start Processing	None	3 minutes	<i>Buyer III</i> (CGSO-PMD) <i>Administrative Aide</i> (CMO)
2. Pay the required fee at the City Treasurer's Office, City Hall, Brgy. Sto. Rosario	Accept payment and issue Official Receipt	P10.00/ page		<i>Cashier</i> (City Treasurer's Office)
3. Return to PMD Office, CGSO Building, New Public Market, Barangay Del Pilar for the release of BAC Documents	Release of BAC Documents	None	10 minutes	<i>Buyer III</i> (CGSO-PMD)
TOTAL:		P10.00/ page	13 minutes	



3. INSPECTION AND ACCEPTANCE OF DELIVERY

The Property and Supply Management Division (PSMD) under the City General Services Office (CGSO) ensures the completeness of deliveries.

Office or Division:	CGSO-Property and Supply Management Division (PSMD), Motorpool Compound New Public Market, Brgy. Del Pilar, City of San Fernando Pampanga			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Approved Purchase Order		CGSO-Procurement Management Division		
2. Supplier's Evaluation Form		CGSO-Procurement Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements together with the Sales Invoice/Delivery Receipt	1. Check and verify as to completeness and accuracy of the PO/DOC, sales invoice/delivery receipt together with the other supporting documents.	None	1 day	<i>Administrative Officer</i> (CGSO-PSMD)
2. Wait while checking the delivery	2. Conduct inspection and acceptance as to the accuracy and completeness of deliveries through comparison of the Purchase Order/ Delivery Order Contract and the Delivery Receipt/Sales Invoice.	None		<i>Supervising Administrative Officer</i> (CGSO-PSMD) <i>Inspector</i> (CGSO-PSMD)
3. N/A	3. Preparation of Acceptance and Inspection Report (AIR) thru FMaPs 3.2 Scan and upload necessary documents 3.3 Affix the signature in the Inspection and Acceptance portion. 3.4 Print Acceptance and Inspection Report	None	1 day	<i>Administrative Aide</i> (CGSO-PSMD) <i>Inspector</i> (CGSO-PSMD) <i>Supervising Administrative Officer</i> (CGSO-PSMD) / <i>End-User</i> (Requisitioning Office)

4. N/A	<p>4. Preparation and Approval of Notice of Delivery</p> <p>4.1 Endorse to CGSO Head the AIR and other supporting documents for approval</p> <p>4.2 Photocopy Purchase Order and other requirements into three (3) copies: (1) COA, (1) End User, (1) File Copy</p> <p>4.2 Segregate Notice of Delivery</p>	None		<p><i>CGSO Head</i></p> <p><i>Supervising Administrative Officer (CGSO-PSMD)</i></p> <p><i>Administrative Aide (CGSO-PSMD)</i></p>
5. N/A	<p>5. Issuance of Notice of Delivery</p> <p>5.1 Provide copies of Notice of Delivery to the following:</p> <p>a. COA</p> <p>b. End-User (if applicable)</p> <p>5.2 Photocopy the Notice of Delivery file copy and attach to the original documents</p> <p>5.3 Endorse all the documents to the City General Services Office</p> <p>– Procurement Management Division</p>	None	1 day	<p><i>Administrative Aide (CGSO-PSMD)</i></p>
	TOTAL:	None	3 days	



City General Services Office

Internal Services



1. PROVISION OF TENTS, STAGE, CHAIRS AND TABLES

The City Government through the City General Services Office – Utility and Maintenance Services Division (CGSO-UMSD) also extends further assistance through the provision of logistical support and services to various individuals or families and also to government and private organizations for their various activities or endeavors.

Office or Division:	City General Services Office – Utility & Maintenance Services Division CGSO Compound, New Public Market, Brgy. Del Pilar, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government & Private Organizations and Various Individuals or Families within San Fernando			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished and approved request form (Preferably 5 days before the activity/need)		City Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upload the approved request at the E-C records system	1. Print the approved request and record details	None	2 minutes	<i>Administrative Officer II (CGSO-UMSD)</i>
None	2. Review and approve the request	None	5 minutes	<i>UMSD - Supervising Administrative Officer (CGSO-UMSD)</i>
None	3. Assign Approved request to concerned UMSD personnel	None	2 minutes	<i>Administrative Officer II (CGSO-UMSD)</i>
None	4. Serve approved request	None	As Scheduled	<i>Concerned UMSD personnel</i>
TOTAL:		None	9 minutes	



2. PREVENTIVE MAINTENANCE OF SERVICE VEHICLES AND EQUIPMENT

The Motorpool Division under the City General Service ensures that all service vehicles and equipment of the City Government Unit of San Fernando, Pampanga are properly maintained and sustained thru regular conduct of Preventive Maintenance.

Office or Division:	CGSO-Motorpool Division CGSO Compound, New Public Market, Del Pilar, CSFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Authorized Drivers of the City Government of San Fernando, Pampanga with assigned equipment/service vehicle.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with the Motorpool Dispatcher regarding the schedule of Preventive maintenance. Through window 2	1. Notify the concerned office of the scheduled date of preventive maintenance through E.C. records	None	5 minutes	<i>Administrative Aide</i> (CGSO-MPD)
2. Deliver concerned service vehicle/equipment to the Motorpool Compound on the assigned schedule.	2. Receive and Verify Service Vehicle & Equipment	None	30 minutes	<i>Administrative Aide</i> (CGSO-MPD)
3. Wait while the service vehicle is being assessed.	3. Check and Assess Service Vehicle & Equipment	None	45 minutes	<i>Chief Mechanic</i> (CGSO-MPD)
4. Have the Job Order be approved by the concerned head of office.	4. Issue Job Order	None	20 minutes	<i>Administrative Aide</i> (CGSO-MPD)

5. Wait while the preventive maintenance is being conducted.	5. Check availability of parts	None	30 minutes	<i>Motorpool Supervisor II (CGSO-MPD)</i>
	6. Conduct Preventive Maintenance	None	120 minutes	<i>Assigned Mechanic (CGSO-MPD)</i>
	7. Inspect and Test Service Vehicle for faults and problems	None	20 minutes	<i>Chief Mechanic (CGSO-MPD)</i>
6. Acknowledge and receive the service vehicle	8. Release and turn-over service vehicle to concerned driver	None	30 minutes	<i>Motorpool Supervisor II (CGSO-MPD)</i>
TOTAL:		None	299 minutes or 4 hour and 59 minutes	



3. CORRECTIVE MAINTENANCE OF SERVICE VEHICLES AND EQUIPMENT

The Motorpool Division under the City General Service ensures that all service vehicles and equipment of the City Government Unit of San Fernando, Pampanga are properly maintained and sustained thru conduct of Corrective Maintenance.

Office or Division:	CGSO-Motorpool Division CGSO Compound, New Public Market, Del Pilar, CSFP			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Authorized Drivers of the City Government of San Fernando, Pampanga with assigned equipment/service vehicle.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Notify dispatcher of the problem and deliver concerned service vehicle/ equipment to the Motorpool Compound through window 2	1. Receive and Verify concern/problem with the Service Vehicle & Equipment	None	30 minutes	<i>Administrative Aide (CGSO-MPD)</i>
2. Wait while the service vehicle is being assessed.	2. Check and Assess Service Vehicle & Equipment	None	180 minutes	<i>Chief Mechanic (CGSO-MPD)</i>
3. Have the Job Order be approved by the concerned head of office.	3. Issue Job Order	None	30 minutes	<i>Administrative Aide (CGSO-MPD)</i>

4. Wait while the corrective maintenance is being conducted.	4. Check availability of parts	None	30 minutes	<i>Motorpool Supervisor II (CGSO-MPD)</i>
	5. Conduct Corrective Maintenance	None	480 minutes	<i>Assigned Mechanic (CGSO-MPD)</i>
	6. Inspect and Test Service Vehicle for faults and problems	None	20 minutes	<i>Chief Mechanic (CGSO-MPD)</i>
	7. Prepare Post Repair Inspection Report	None	5minutes	<i>Motorpool Supervisor II (CGSO-MPD)</i>
5.Acknowledge and Receive the service vehicle	8. Release and turn-over service vehicle to concerned driver	None	30 minutes	<i>Motorpool Supervisor II (CGSO-MPD)</i>
TOTAL:		None	805 minutes or 13 hours and 25 minutes	



4. MANAGEMENT AND CONTROL OF INCOMING AND OUTGOING DOCUMENTS

The Records and Archives Management Division (RAMD) is primarily responsible for the management and control of the incoming/outgoing communications received from the departments/offices of the City Government and its attached agencies, as well as those received from other government agencies or private entities. It is the centralized receiving and releasing unit of all communications for proper recording and dissemination procedure through the use of EC-RECORDS which are available electronically whenever and wherever you need it.

Office or Division:		Records and Archives Management Division 1st Flr., City Hall, A. Consunji St., Brgy Sto Rosario, City of San Fernando, Pampanga		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished RCSS Form for Internal and External Communications		Forms for internal communications can be downloaded from the EC-Rec for reproduction Forms for external communications are provided by the RCSS		
2. Communications/Document from the originating office		City Government Offices and other agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comes personally to send communication/document with a properly filled-out RCSS Form	1.Receive the communication/document with a properly filled-out RCSS Form	None	5 minutes	<i>Administrative Assistant II</i>
2. Wait while the staff checks on the record	2.Record the particulars in the RCSS logbook	None	5 minutes	<i>Administrative Assistant II</i>
3. Wait for a photocopy of the document	3. Provide a photocopy of the received document	None	2 minutes	<i>Administrative Assistant II</i>
4. None	4.Record in the Messenger Dispatch Logbook and dispatch to the department/office if the document is to be hand carried,	None	10 minutes	<i>Messenger</i>

5. None	5. Scan, upload and encode the document in the EC-Records	None	10 minutes	<i>Administrative Aide VI</i>
6. None	6. Review and analyze the particulars and attachment/s of the post	None	10 minutes	<i>Administrative Assistant II</i>
7. None	7. Edit the post if there are any corrections to be made	None	5 minutes	<i>Records Officer II</i>
8. None	8. Approve the post for dissemination	None	5 minutes	<i>Supervising Administrative Officer</i>
9. None	9. Monitor post thru EC-Records	None	1 day	<i>Administrative Assistant II</i>
10. None	10. Update RCSS Logbook/RCSS Form	None	5 minutes	<i>Administrative Assistant II</i>
11. None	11. File, reserve and secure records	None	5 minutes	<i>Administrative Assistant II</i>
	TOTAL:	None	1 day 1 hour and 2 minutes	

5. SAFEKEEPING AND STORAGE OF INACTIVE RECORDS



The Records and Archives Management Division (RAMD) provides a proper environment for the purpose of storing records that require protection, security and preservation of records.

Office or Division:		Records and Archives Management Division CGSO Compound, New Public Market, Brgy. Del Pilar, City of San Fernando, Pampanga		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Government		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transmittal and Receipt of Non-current Public Records Form, 1 copy – client, original RAMD		RAMD		
2. Transmittal Letter to RAMD, 1 copy – client, original		Originating Office		
3. GRDS 2009 and GRDS 2011		NAP Online/RAMD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to transfer records for safekeeping	1. Receive request for safekeeping	None	10 minutes	<i>Administrative Assistant</i>
2. Wait for the RAMD staff in the evaluation process and for the approval of the request	2. Review, check or request for amendments to ensure that said records are eligible and contain sufficient information and in accordance with the General Records Disposition Schedule of the National Archives of the Philippines Act Of 2009 and 2011 including the identification of storage location	None	30 minutes	<i>Administrative Assistant</i>

	Note: If the request is approved, instruct on the next step to take for the actual transfer of records			
3. Fill out the Transmittal and Receipt of Government records Form and assist in the transfer of records including the checking and inventory of records	3. Evaluate the form for correctness of information	None	30 minutes	<i>Records and Information Officer</i>
4. Actual transfer of records to RAMD Records Building	4. Receive and inspects the records transferred	None	As scheduled	<i>Records and Information Officer/Admin Assistant</i>
5. Wait for RAMD staff to check and inspect the records	5. Inspect the declared records versus the accomplished form	None	1 hour	<i>Administrative Assistant</i>
6. Assist and witness the sealing of boxes	6. Facilitate the sealing, labeling, numbering and coding of boxes	None	1 hour	<i>Admin Assistant/Admin Aide</i>
7. Secure the received accomplished transmittal and receipt of non-current public records	7. Store, protect and maintain records in an appropriate location	None	30 minutes	<i>Admin Assistant/Admin Aide</i>
	TOTAL:	None	3 hours 40mins	



6. DISPOSAL OF VALUELESS RECORDS

The Records and Archives Management Division (RAMD) is also responsible for records disposal, which is one component of the records management process. Records have retention periods or lifespan based on/in accordance with approved Records Disposition Schedule (RDS) and General Records Disposition Schedule (GRDS) of National Archives of the Philippines (NAP).

- a) Records must be kept until the records end their retention period or as needed for valid reasons.
- b) Only dispose with authorization
- c) Dispose records securely and the type of disposal must be documented.

Its important benefit is to ease space to accommodate records from previous years for storage. Accomplishment of NAP form 3 (Request for authority to dispose records) and the certificate to dispose records from the National Archives of the Philippines are two authorizations necessary to legally dispose valueless records to avoid future litigation. It shall be the responsibility of the RAMD to program the disposal of records at least once a year depending on the volume of the accumulation of non-current and disposable records of the city government offices.

Office or Division:	Records and Archives Management Division CGSO Compound, New Public Market, Brgy. Del Pilar, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished NAP Form 3, 3 original copies-NAP, 1 copy- RAMD		RAMD		
2. GRDS 2009 and GRDS 2011		NAP Online/RAMD		
3. Valueless Records		Originating office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek information regarding disposal of valueless records	1. Advice to conduct inventory of records in the prescribed form (NAP Form 1) and shall observe the NAP General Records Disposition Schedule	None	Within 15 minutes or more depending on information needed	<i>Supervising Administrative Officer / Administrative Assistant</i>

2. Conduct inventory of documents/records annually in accordance with the NAP General Records Disposition Schedule	2. Determine Valueless Records	None	Conducted every year	<i>Records and Information Officer</i>
3. Prepare Request for Authority to Dispose (Form 3)	3. Advice to estimate the volume of the valueless records to determine and facilitate activities for disposal	None	30 minutes	<i>Supervising Administrative Officer / Administrative Assistant</i>
4. Accomplish NAP Form No.3- copies and a Letter Request	4. Review and evaluate the form	None	As scheduled	<i>Administrative Assistant</i>
5. None	5. Transmit to the Office of the RMIC Chairman/City General Services Officer for approval	None	30 minutes	<i>Administrative Assistant</i>
6. None	6. Endorse the Request to NAP for approval	None	10 minutes	<i>Administrative Assistant</i>
7. None	7. Receive Authority to Dispose	None	10 minutes	<i>Supervising Administrative Officer / CGSO Head</i>
8. None	8. Receive Notification of Actual Disposal	None	10 minutes	<i>Supervising Administrative Officer</i>
9. None	9. Notify (thru letter request) representatives from COA, RMIC Chairman, RIO of respective offices on the actual date of disposal	None	15 minutes	<i>Supervising Administrative Officer / Records Information Officer / Administrative Assistant</i>

10. None	10. Conduct actual disposal to be witnessed by representative from NAP, COA, RMIC chairman and RIO of respective offices	None	As scheduled	<i>Concerned Records and Information Officers, NAP Representatives and Official Buyer, COA, RMIC Chairperson/CGSO Head, Supervising Administrative Officer, RAMD Personnel</i>
11. None	11. Obtain Certificate of Disposal	None	As scheduled	<i>NAP Authorized Representative</i>
12. None	12. Remit Process of Sale to the City Treasurer's Office	None	15 mins	<i>Records Information / Administrative Assistant</i>
	TOTAL:	None	2 hour 15 minutes	



7. ISSUANCE OF DELIVERY

The Property and Supply Management Division (PSMD) under the City General Services Office (CGSO) aims to ensure that all issued supply/equipment are in good condition.

Office or Division:	CGSO-Property and Supply Management Division (PSMD), Motorpool Compound New Public Market, City of San Fernando Pampanga
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	All offices including attached agencies under the City Government of San Fernando, Pampanga

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notice of Delivery		CGSO- Property and Supply Management Division		
2. Supplies/Equipment Availability Inquiry (SEAI) signed by the Department Head		CGSO- Property and Supply Management Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Notice of Delivery and SEAI	1. Check the SEAI if properly signed	None	1 minute	<i>Administrative Aide</i> (CGSO-PSMD)
2. Wait while the documents are being prepared	2. Prepare the following: a. Three (3) copies of Requisition & Issue Slip (RIS) b. Transfer the ARE/ICS to the Accountable Person and print two (2) copies, if applicable c. Inventory Sticker/s for ARE, if applicable	None	29 minutes	<i>Administrative Aide</i> (CGSO-PSMD) <i>Records Officer I</i> (CGSO-PSMD) <i>Inspector</i> (CGSO-PSMD)
3. Sign on the RIS	3. Issue delivery to End Users	None	2 hours	<i>Administrative Aide</i> (CGSO-PSMD) <i>Administrative Aide</i> (CGSO-PSMD)
TOTAL:		None	2 hours and 30 minutes	



City Public Order and Safety Coordinating Office

External Services



1. SETTLEMENT OF ISSUED TRAFFIC CITATION TICKET

The City Public Order and Safety Coordinating Office ensures that all city public order and safety ordinances are strictly followed by Fernandinos. For each violation, a TCT shall be issued to violators and must be settled within 3 regular working days from its issuance for disposition.

Office or Division:	City Public Order and Safety Coordinating Office (CPOSCO) CPOSCO Headquarters, Brgy. Calulut, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Traffic and Public Order Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Traffic Violation/s:				
1. Official Receipt		(CPOSCO)		
*Apprehensions from 0701H to 1130H shall be available for payment on 0100H onwards of the date of violation				
*Apprehensions from 1131H to 0700H on the following day shall be available for payment on 1000H onwards on the following day of apprehension				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the issued TCT to CPOSCO Cashier	1. Review Daily Apprehensions Report for Verification	None	3 minutes	<i>Supervising Administrative Officer</i>
2. Logging from CPOSCO Log Book	2. Issuance of Official Receipt	None	3 minutes	<i>Supervising Administrative Officer</i>
TOTAL:		Varies to Violation/s	6 minutes	



2. SECURING OF ORDER OF PAYMENT FOR THE RENEWAL OF PUBLIC MOTORIZED TRICYCLE FOR HIRE

The Transport Regulatory Unit of City Public Order and Safety Coordinating Office regulate the renewal of motorized tricycle franchises within the City of San Fernando, Pampanga. Renewal of motorized tricycle franchise shall be issued upon completing all the requirements.

Office or Division:	City Public Order and Safety Coordinating Office – Located at CPOSCO Headquarters, Brgy. Calulut, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Public Motorized Tricycle Operators Within City of San Fernando			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Latest Motorized Tricycle Operations Permit (1 Original) or (1 Duplicate)		Treasurer's Office (LGU-CSFP)		
4. Certificate of Registration and Official Receipt of Motorized Tricycle (1 Original) or (1 Duplicate)		LTO		
5. Driver's License (with Restriction Code 1)		LTO		
6. Membership Certification from Tricycle Operators and Drivers Association (TODA)		Respective TODA		
7. Barangay Transport Certification		Respective Barangay		
8. Accomplished Motorized Tricycle Franchise Renewal Form		TRU Personnel		
9. Physical Appearance of Motorized Tricycle Unit		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Motorized Tricycle Franchise Renewal Application (CPOSCO)	1. Receive and Evaluate Motorized Tricycle Franchise Renewal Application	None	5 minutes	<i>Administrative Aide, TRU (CPOSCO)</i>
2. Verification of MTOP Application	2. Signing of the Order of Payment	None	1 minute	<i>CPOSCO Officer</i>

3. Claiming of the Order of Payment (CPOSCO)	3. Releasing of Order of Payment (CPOSCO)	None	1 minute	<i>Administrative Aide, TRU (CPOSCO)</i>
4. Issuance of OR and claiming of Motorized Tricycle Operator's Permit	4. Encoding of OR and releasing of MTOP	525.00 pesos	9 minutes	<i>Administrative Aide, TRU (CPOSCO)</i>
TOTAL:		525.00 pesos	16 MINUTES	

Public Motorized Tricycle Franchise Fees:

	ORDER OF PAYMENT
Public Franchise Fee	Php 300.00
Application Fee	100.00
Annual Sticker	25.00
Terminal Fee	100.00
TOTAL	525.00

Renewal of Franchise and Late Registration

The Tricycle and Regulatory Board (TFRB) shall start to accept renewal of the franchise (1) month before the date of the expiration. A surcharge of 25% plus 2% interest monthly from the annual supervision and processing fees but not exceed 36 months shall be collected from the operators with expired franchises who will apply for renewal.

*Note: The abovementioned fees are based from the **Traffic Management Code Ordinance No. 2017-034***



3. SECURING OF PEDICAB OPERATOR'S PERMIT

The Transport Regulatory Unit of City Public Order and Safety Coordinating Office regulates the issuance of Pedicab Operator's Permit among Pedicab Drivers within the City of San Fernando, Pampanga. Pedicab Operator's Permit shall be issued upon completing all the requirements.

Office or Division:	City Public Order and Safety Coordinating Office – Located at CPOSCO Headquarters, Brgy. Calulut, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Pedicab Operators Within City of San Fernando			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cedula (1 Original) or (1 Duplicate)		City Treasurer's Office (LGU-CSFP)		
2. Physical Appearance of Pedicab		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Pedicab Operator's Permit (POP) Application (TRU Office)	1. Receive and Evaluate Pedicab Operator's Permit (POP) Application	None	3 minutes	<i>Administrative Aide, TRU (CPOSCO)</i>
2. Verification of Pedicab Operator's Permit (POP) Application	2. Signing of the Order of Payment	None	1 minute	<i>CPOSCO Officer</i>
3. Claiming of the Order of Payment (TRU Office)	3. Releasing of Order of Payment (TRU Office)	None	1 minute	<i>Administrative Aide, TRU (CPOSCO)</i>
4. Issuance of OR and claiming of Sticker	4. Encoding of OR and releasing of sticker	135.00 pesos	3 minutes	<i>Administrative Aide, TRU (CPOSCO)</i>
TOTAL:		None	8 MINUTES	



4. CLAIMING OF IMPOUNDED VEHICLE

The City Public Order and Safety Coordinating Office ensures that all City public order and safety ordinances are strictly followed by Fernandinos. For each violation, a TCT shall be issued to violators and must be settled within 3 regular working days from its issuance for disposition.

Office or Division:	City Public Order and Safety Coordinating Office (CPOSCO) - Located at CPOSCO Headquarters, Brgy. Calulut, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Traffic and Public Order Violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Traffic Violation/s:				
1. Official Receipt of the Vehicle (Photo Copy)		LTO		
2. Certificate of Registration of the Vehicle (Photo Copy)		LTO		
3. Traffic Citation Ticket		Issued by CPOSCO Enforcer		
4. Official Receipt (Photo Copy)		City Treasurer's Office		
5. Accompanied By Professional Driver's License Holder (Photo Copy – Professional Driver's ID)		LTO		
Apprehensions from 0701H to 1130H shall be available for payment on 1500H onwards of the date of violation				
Apprehensions from 1131H to 0700H on the following day shall be available for payment on 1000H onwards on the following day of apprehension				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt to Releasing Officer (Releasing Office)	1. Review Daily Apprehensions Report for Verification	None	3 minutes	<i>Supervising Administrative Officer</i>
2. Present the photo copy of the following to the Impounding Officer at the Impounding Area: <ul style="list-style-type: none"> • Latest (OR/CR) Official Receipt and Certificate of Registration of the Impounded Vehicle • Official Receipt 	2. Review Impounding Logs and Requirements Presented	None	3 minutes	<i>Supervising Administrative Officer</i>

Issued by (CTO) City Treasurer's Office ● Claimer's Driver's License				
3. Signing log and Claiming of Impounded Vehicle (Releasing Office)	3. Releasing of Impounded Vehicle	None	3 minutes	<i>Supervising Administrative Officer</i>
TOTAL:		None	9 MINUTES	

Violations	Penalties
Smoking/ Vaping and allowing any person to smoke/vape in enclosed public places and conveyances	500
Selling and smoking tobacco products in schools, hospitals, public facilities and selling to minors	3,000
Vandalism	500
Jaywalking	100
Illegal vending along passageways and sidewalks	1,000
Open Burning of solid waste	300
Littering, throwing, dumping of waste in public places	300
Public Utility Vehicles w/o waste receptacle (Trashcan)	200
Spitting/Nose blowing/urinating and defecating in public places	200
No Safety Helmet	300
Out of route/Line/Service area	1,000
Trip Cutting	500
Loading /Unloading at PZ	500
Reckless Driving	500
Illegal Turning/Counter Flow	500
Not Wearing Seat belt	500
No silencer/defective or modified muffler (Sec. 35) (Confiscation of muffler)	500
Driving Tricycle on National Road/Major Thoroughfares	500
Obstruction of roads by MV/Vendors and any kind of Obstruction to include Stalled Vehicle	500
Illegal Parking/waiting on prohibited area/Illegal Terminal	500
Number Coding	750
Odd-even scheme	300
No Entry Pass	300
No Logo	300
No DL/Invalid DL	500
OR/CR Not Carried	500
Unregistered Vehicle	500
Not in proper uniform (PUV)	300
Calling or receiving calls and reading/sending text messages	500
Using/wearing headset, earphone, earplug and other similar gadget	300

Illegal Parking of Trucks/Heavy Vehicles on major thoroughfare 24hrs	500
No helmet (Driver/Back rider)	300
Unqualified child back rider	300
More than one backrider	500
Unlocked helmet strap	300
Colorum Tricycle	500
<i>*Note: These penalties are subject for amendment.</i>	



City Human Resource Management Office

External Services



1. APPLICATION FOR VARIOUS CERTIFICATION, SERVICE RECORD AND OTHER HR-RELATED DOCUMENTS FOR RETIRED, RESIGNED AND SEPARATED EMPLOYEES

The City Human Resource Management Office ensures readiness and accessibility of records through timely, efficient, accurate and systematic issuance of records/certifications such as Service Record, Certificate of Employment, personnel records and other HR related certifications.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr, City Hall, A. Consunji St., Brgy. Sto Rosario, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	City Government of San Fernando (P)'s employees and retired, resigned and separated City employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Record Form for retired, resigned and separated employees		Physical Copy – CHRM Office Online Request – Accessible online at https://cityofsanfernando.gov.ph/request/		
2. Clearance Form from Money, Property and Work-Related Accountabilities (CSC form No. 7, s. 2017) (4 original copies) ➤ For newly retired, resigned and separated employees		CHRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Request Record Form (RRF) or request thru the HRIS	1. Receive/ evaluate the request	None	3 minutes	HRM Officer I (CHRMO)
2. Wait and check for the status of requested document/s	2. Process manual request:	None	2 minutes	HRM Officer I (CHRMO)
	2.1 Forward to the concerned personnel 2.2 Prepare/print/ photocopy the requested document/ record		3 days	HRM Officer I (CHRMO)

	2.3. Review, sign, certify the requested document/s		2 days	<i>HRM Officer II & CHRM Officer (CHRMO)</i>
3. Receive the requested document/s	3. Release requested document/s	None	5 minutes	<i>HRM Officer I (CHRMO)</i>
TOTAL:		None	5 days and 10 minutes	



2. PROCESSING OF ONLINE AND WALK-IN APPLICANTS

The City Human Resource Management Office ensures accessibility and abruptness in the provision of competent manpower to be able to augment the needs and demands of the City Government in providing quality public service.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr, City Hall, A. Consunji St., Brgy. Sto Rosario, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Online and Walk-in Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Data Sheet (CSC Form No. 212 revised July 2018)		City Human Resource Management Office		
4. Certified True Copy of Scholastic Records/Academic Records		Applicant's School		
5. Authenticated Copy of Certificate of Eligibility or PRC License		Civil Service Commission/ PRC		
6. Photocopy of Certificate of Trainings/ Seminars		Training Institutions		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out PDS and complete the necessary requirements to be submitted to CHRM Office.	1. Receive and appraise PDS	None	5 days	<i>HRM Officer I (CHRMO)</i>
2. Wait for notification for status of application and/or schedule of initial assessment.	2.1 Encode applicant's information at the HRIS-applicants database (for walk-in applicant/s only)	None		<i>HRM Officer I (CHRMO)</i>
	2.2 Pre-assess status of application (for filing or forward to	None		<i>HRM Officer I (CHRMO)</i>

	CESD)			
	2.3 Review and approve the pre-assessed application	None		<i>CHRM Officer (CHRMO)</i>
3. Receive Response Letter via electronic mail	3. Send Response Letter	None		<i>HRM Officer I (CHRMO)</i>
TOTAL:		None	5 days	

Note: All applicants would be notified through a response letter within five working days upon receipt of the application.



3. PROCESSING OF APPOINTMENT FOR PERMANENT PLANTILLA POSITION

The City Human Resource Management Office ensures accessibility and abruptness in the provision of competent manpower to be able to augment the needs and demands of the City Government in providing quality public service.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr, City Hall, A. Consunji St., Brgy. Sto Rosario, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Applicant		
2. Personal Data Sheet (CS Form No. 212 revised 2017)		Agency Website (cityofsanfernando.gov.ph)/ CSC website (csc.gov.ph)		
3. Certified True Copy of Scholastic Records/Academic Records		Applicant's School		
4. Authenticated Copy of Certificate of Eligibility or PRC License		Civil Service Commission/ PRC		
5. Photocopy of Certificate of Trainings/ Seminars		Training Institutions		
6. Performance Rating in the Present Position for 1 year (if necessary)		Previous/ present employer		
7. Authenticated Certificate of Live Birth		Philippine Statistics Authority or Local Civil Registry of the City/Municipality		
8. Authenticated Marriage Contract/ Certificate (if married)		Philippine Statistics Authority or Local Civil Registry of the City/Municipality		
9. NBI Clearance		National Bureau of Investigation		
10. Medical Certificate (CS Form No. 211)		Licensed Government Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signify intent by submitting complete requirements to the CHRM Office.	1. Publish Vacant Position	None	1 working day	<i>HRM Officer II</i> (City Human Resource Management Office)

2. Wait for the notification on the status of the application	2.1 Receive and appraise application	None	15 working days upon publication	<i>HRM Officer I</i> (City Human Resource Management Office)
	2.2 Notify qualified applicants of the schedule of examination through electronic mail	None	1 working day	<i>HRM Officer I</i> (City Human Resource Management Office)
	2.3 Administer IQ/EQ Exam/s procedure	None	1 hour and 30 minutes per batch (scheduling of IQ/EQ Exams is within 9 working days after the notification)	<i>HRM Officer I</i> (City Human Resource Management Office)
	2.4 Prepare Promotional Line-Up	None	2 working days	<i>HRM Officer I</i> (City Human Resource Management Office)
	2.5 Notify applicants of the schedule of HRMPSB deliberation through electronic mail	None	1 working day	<i>HRM Officer I</i> (City Human Resource Management Office)
	2.6 Conduct Human Resource Merit Promotion and Selection Board (HRMPSB) Deliberation	None	Within 10 working days after notification	<i>HRMPSB Members and Secretariat</i> (City Human Resource Management Office)
	2.7 Prepare HRMPSB Ranking	None	3 working days	<i>HRMPSB Secretariat</i> (City Human Resource Management Office)
	2.8 Sign the HRMPSB Ranking			<i>HRMPSB Chairperson Representative</i> (City Human Resource Management Office)

	2.9 Select among the top five deemed most qualified candidates	None	10 working days	<i>Appointing Authority</i> (City Human Resource Management Office)
	2.10 Prepare Appointment paper/ documents	None		<i>HRM Officer I/</i> <i>CHRMO</i> (City Human Resource Management Office)
	2.11 Sign appointment paper			<i>Appointing Authority</i> (City Mayor's Office)
3. Receive notification on the status of the application	Send notification/ letter through electronic mail Post Notice of Appointment	None	3 working days	<i>HRM Officer I</i> (City Human Resource Management Office)
TOTAL:		None	55 working days	

Note:

1. Publication of a particular vacant position shall be valid until filled but not to extend beyond nine (9) months reckoned from the date the vacant position was published. (CSC 2017 Omnibus Rules on Appointment and Other Human Resource Actions-Revised July 2018 Rule VII Sec. 29)
2. Processing time is based on ISO 9001: 2015



4. ISSUANCE OF CERTIFICATE OF COMPLETION FOR ON-THE-JOB TRAINEES

The CHRMO aims to ensure the efficient and accurate issuance of the Certification of Completion to eligible on-the-job trainees as proof of their apprenticeship in the City Government.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr, City Hall, A. Consunji St., Brgy. Sto Rosario, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All On-the-Job Trainees of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled out Electronic Copy of the (1) OJT Total Hours Request Slip and (2) Certificate of Completion Request Form		From CHRM Office or thru email		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a filled out electronic copy of the (1) OJT Total Hours Request Slip and (2) Certificate of Completion Request Slip thru the CHRMO-PDD's email address	1. Respond to initial online request and send copies of (1) OJT Total Hours Request Slip and (2) Certificate of Completion Request Slip	None	4 working days	<i>Administrative Aide/ HRMO II (CHRMO)</i>
2. Wait for the details/content to be sent via email - (1) Summary of Total Hours Rendered and (2) Certificate of Completion	2. Send the draft contents of the Summary Total Hours Rendered and Certificate of Completion	None		<i>Administrative Aide/ HRMO II (CHRMO)</i>

<p>3. Send a Confirmation/Correction email regarding the details of the (1) Summary of Total Hours Rendered and (2) Certificate of Completion thru email including the OJT's preferred copy (printed or softcopy)</p>	<p>3. Print and have the Certificate of completion signed by the City Human Resource Management Officer</p>	<p>None</p>		<p><i>Administrative Aide/ HRMO II</i></p> <p><i>CHRM Officer (CHRMO)</i></p>
<p>4. Receive (Download or Claim) the (1) Summary of Total Hours Rendered and (2) Certificate of Completion</p>	<p>4. Release the Summary of Total Hours Rendered and Certificate of Completion</p>	<p>None</p>		<p><i>Administrative Aide/ HRMO II (CHRMO)</i></p>
TOTAL:		<p>None</p>	<p>4 working days</p>	



City Human Resource Management Office

Internal Services



1. APPLICATION FOR VARIOUS CERTIFICATION AND SERVICE RECORD FOR ACTIVE PERMANENT AND CASUAL EMPLOYEES

The City Human Resource Management Office ensures readiness and accessibility of records through timely, efficient, accurate and systematic issuance of records/certifications such as Service Record, Certificate of Employment, personnel records and other HR related certifications.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr., City Hall, A. Consunji St., Brgy Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government of San Fernando (P)'s active permanent and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 On-line Document Request Application (DRApp) for existing employees		HRIS – Request Record Module		
2 Clearance Form from Money, Property and Work-Related Accountabilities (CSC form No. 7, s.2017) (4 original copies) ➤ For newly retired, resigned and separated employees		CRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Apply through HRIS – Request Record Module (RRM)	1 Receive/check the HRIS- DRApp	None		<i>HRM Officer I</i> (City Human Resource Management Office)
2 Wait and check	2 .1 Process DRApp:			

the status of the requested document/s. (If the status shown is PRINTED, that was the sign that the request is ready for release)	2.2 Click the name of the requesting employee, then review the completeness and accuracy of the data	None	1 day	<i>HRM Officer I</i> (City Human Resource Management Office)
	2.3. Print the certification/service record	None		<i>HRM Officer I</i> (City Human Resource Management Office) CHRM Officer (City Human Resource Management Office) <i>HRM Officer I</i> (City Human Resource Management Office)
	2.4. Review and sign the certification /service record	None		
	2.5. Print transmittal	None		
3. Receive the requested document/s	3 Release Certificate/ Service Record	None	<i>HRM Officer I</i> (City Human Resource Management Office)	
TOTAL:		None	1 day	

Note: **All requested document/s would be available on the next working day except for unavoidable circumstances.**



2. APPLICATION FOR VARIOUS DOCUMENTS/RECORDS FOR ACTIVE PERMANENT AND CASUAL EMPLOYEES

The City Human Resource Management Office ensures readiness and accessibility of records through timely, efficient, accurate and systematic issuance of records/certifications such as Service Record, Certificate of Employment, personnel records and other HR related certifications.

Office or Division:	City Human Resource Management Office- Located at the 2nd Flr. City Hall, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government of San Fernando (P)'s active permanent and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. On-line Document Request Application (DRApp) for existing employees		HRIS – Request Record Module		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply through HRIS – Request Record Module (RRM)	1. Receive/check the HRIS- DRApp	None	1 day	<i>HRM Officer I</i> (City Human Resource Management Office)
2. Wait and check the status of the requested document/s. (If the status shown is APPROVED FOR RELEASE, that was the sign that the request is ready for release)	2. Process DRApp: 2.1. Click the name of the requesting employee and review the request	None		<i>HRM Officer I</i> (City Human Resource Management Office)
	2.2. Prepare/print/ photocopy the requested document /record	None		<i>HRM Officer I</i> (City Human Resource Management Office)

	2.3. Certify true copy of document/ record	None		<i>CHRM Officer</i> (City Human Resource Management Office)
	2.4. Print transmittal	None		<i>HRM Officer I</i> (City Human Resource Management Office)
3. Receive the requested document/s	3. Release Certificate/ Service Record	None		<i>HRM Officer I</i> (City Human Resource Management Office)
TOTAL:		None	1 day	

Note: All requested document/s would be available on the next working day except for unavoidable circumstances.



3. APPLICATION OF LEAVE

The City Human Resource Management Office ensures readiness and accessibility of records in order to provide timely, efficient, accurate and systematic procedures on leave application.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr. City Hall, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	G2 – Government to Government G			
Who may avail:	City Government of San Fernando (P)'s permanent and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. On-line Leave of Application (CSC Form No. 6)		HRIS – Leave Application		
2. Medical Certificate (1 original copy) ➤ For sick leave in excess of five successive days or as required		Attending Physician/ Doctor		
3. Clearance Form from Money, Property and Work-Related Accountabilities (CSC form No. 7, s.2017) (4 original copies) ➤ If leave is to last for 30 calendar days or more; and in case of vacation leave abroad regardless of days		CHRMO		
4. Request Letter (1 original copy) ➤ If leave is to last for 30 calendar days or more		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply through HRIS on-line Leave of Application (LOA)	1 Receive on-line LOA	None	5 days	HRM Officer I (CHRMO)
2. Wait and check the status of the applied LOA through HRIS	2 Process LOA: 2.1. Provide and enter leave credit balance in the Certification of Leave Credits (CLC) portion of LOA	None		HRM Officer I (CHRMO)

	2.2. Certify the recorded leave credit balance in the LOA-CLC	None		<i>CHRM Officer (CHRMO)</i>
3. Wait and check the status of the applied LOA through HRIS	3 Approve/ Disapprove leave application	None		<i>Concerned Department Heads; City Administrator for rank and file employees; City Mayor for</i>
				<i>Department Heads under Executive and City Vice-Mayor for Legislative</i>
TOTAL:		None	5 days	

Cut-off Time: 12:00nn (8:00am-12:00nn) and 5:00pm (12:01 to 5:00pm)



4. PROCESSING OF PAYROLL FOR PERMANENT AND CASUAL EMPLOYEES

The City Human Resource Management Office ensures the timely release of salaries and wages through accurate, efficient and systematic computation of payroll.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr. City Hall, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government of San Fernando (P)'s permanent and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Daily Time Record (DTR)/ Biometrics Record (BR)		Attendance Management System under ALAS		
Payroll Adjustment		CHRMO		
Locator Slip		Downloadable at the City's website (citygovernmentofsanfernando.gov.ph), HR Forms		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Log-in/out entries	1.1 Extract and import Biometrics data (every 11 th and 26 th of the month)	None	8 hours	<i>HRM Officer I</i> (City Human Resource Management Office)
	1.2 View entries every 1 st and 16 th of the month	None	8 hours	<i>HRM Officer I</i> (City Human Resource Management Office)
	1.3 Prepare and Transmit Biometrics Summary Report (BSR)	None	4 hours	<i>HRM Officer I</i> (City Human Resource Management Office)

	1.4 Prepare and Transmit Payroll Adjustments to City Accountant's Office	None	8 hours	<i>HRM Officer II</i> (City Human Resource Management Office)
	1.5 Prepare and Check Payroll Adjustments noted by the City Accountant	None	8 hours	<i>Administrative Officer IV</i> (City Accountant's Office)
	1.6 Post Payroll Adjustments and transmit to CAccO	None	4 hours	<i>HRM Officer II</i> (City Human Resource Management Office)
	1.7 Reconcile the payroll total amount with the CAccO	None	1 hour	<i>HRM Officer II</i> (City Human Resource Management Office)
	1.8 Countercheck and Transmit PACSVAL/ Alpha list to CAccO	None	1 hour	<i>HRM Officer II</i> (City Human Resource Management Office)
	1.9 Print PACSVAL/ Alpha list of employees	None	2 hours	<i>Administrative Officer IV</i> (City Accountant's Office)
	1.10 Prepare and transmit OBR per Office to CBO	None	8 hours	<i>Administrative Officer IV</i> (City Accountant's Office)
	1.11 Prepare DV, JEV and Authority to Deduct	None	4 hours	<i>Administrative Officer IV</i> (City Accountant's Office)

	1.12 Check Payroll by CAccO - IASD and to be signed by the City Accountant	None	1 hour	<i>Administrative Officer IV</i> (City Accountant's Office)	
	1.13 Transmit DV to CTO			<i>Administrative Officer IV</i> (City Accountant's Office)	
	1.14 Transmit payroll to landbank	None	1 hour	<i>Administrative Officer IV</i> (City Accountant's Office)	
2	Receive salaries/wages through ATM	2. Process and release Payroll of LGU-CSFP employees	None	6 hours	<i>Clerk</i> Landbank of the Philippines
TOTAL:		None	8 Days		



5. PROCESSING OF PERSONNEL REQUISITION FORM/MANPOWER REQUESTS

The City Human Resource Management Office ensures accessibility and abruptness in the provision of competent manpower to be able to augment the needs and demands of the City Government in providing quality public service.

Office or Division:	City Human Resource Management Office - Located at the 2nd Flr. City Hall, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	City Government of San Fernando (P)'s Department Heads				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Personnel Requisition Form (PRF)			Agency Website (cityofsanfernando.gov.ph)/ City Human Resource Management Office		
Copy of Resignation/Retirement/Transfer/ENDO Letter/Memorandum			Requesting Office		
Copy of Project Proposal (if necessary)					
Copy of Organizational Structure (if necessary)					
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME		PERSON RESPONSIBLE
1 Fill-out PRF and submit to the CHRM Office	1. Assess and approve PRF	None	3 working days		HRM Officer II, HRMO IV and CHRM Officer (City Human Resource Management Office)
2 Wait for the status of request	2.1 Notify requesting office through electronic mail	None	1 working day		HRM Officer I (City Human Resource

					e Management Office)
	2.2 Source applicant (subject to the technicality of the qualifications of the request)	None	3 working days		<i>HRM Officer I</i> (City Human Resource Management Office)
	2.3 Conduct Background Investigation to pre-qualified applicants	None	11 working days		<i>HRM Officer I</i> (City Human Resource Management Office)
	2.4 Notify short-listed applicants of the schedule of examination	None			<i>HRM Officer I</i> (City Human Resource Management Office)
	2.5 Administer IQ & EQ Exams and Technical or Trade Tests if necessary	None			<i>HRM Officer I</i> (City Human Resource Management Office)
	2.6 Assess examination results and conduct initial interview	None			<i>HRM Officer I</i> (City Human Resource Management Office)
	2.7 Consolidate and prepare summary of pre-qualified applicants	None			<i>HRM Officer I</i> (City Human Resource Management Office)

					Management Office)
	2.8 Notify pre-qualified applicants of the schedule of the next interview & send letter of regret to unsuccessful applicant/s	None			<i>HRM Officer I</i> (City Human Resource Management Office)
	2.9 Facilitate the Conduct of Interview	None	9 working days		<i>HRMO I and Concerned Department Head</i> (City Human Resource Management Office/Concerned Office)
	2.10 Notify pre-qualified applicants of the schedule of the final interview & send letter of regret to unsuccessful applicant/	None			<i>HRM Officer I</i> (City Human Resource Management Office)
	2.11 Facilitate the Conduct of Interview	None			<i>HRMO I and CHRM Officer</i> (City Human Resource Management Office)

	2.12 Prepare appointment of prospective employee & send letter of regret to	None	13 working days		<i>HRM Officer I (City Human Resource Management Office)</i>
	unsuccessful applicant/s				
	2.13 Review and finalize appointment of prospective employee	None			<i>HRM Officer IV/ CHRM Officer (City Human Resource Management Office)</i>
	2.14 Approve appointment	None			<i>Appointing Authority (City Mayor's Office)</i>
3	Sign Appointment documents and undergo onboarding process	3. Facilitate onboarding process	None	1 working day	<i>HRM Officer I, Concerned Department Head (City Human Resource Management Office/Concerned Office)</i>
TOTAL:		None	40 working days		

Note: Processing time is based on ISO 9001: 2015



6. FILING OF SIMPLE COMPLAINTS

The CHRMO aims to address all complaints and suggestions in accordance with the Civil Service Law and Rules and City Government policies.

Office or Division:	City Human Resource Management Office- Located at the 2nd Flr. City Hall, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/ G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written unnotarized/online complaint		From complainant		
2. Proof/Basis of complaint (if available)		From complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint through the official CHRMO email (hr.csfp@gmail.com) or personally through the office via window.	1. Receive complaints from External and internal clients.	None	15 minutes	HRMO IV (CHRMO)
2. Wait for the receipt of response of person complained of.	2. Endorse the complaint to the department head of the person complained of and wait for response.	None	5 days	HRMO IV (CHRMO)
3. Receive the response and decide whether to pursue complaint.	3. Send response of person complained of through email.	None	3 days	Administrative Aide (CHRMO)

4. Decide whether to push through with formal complaint or file.	4. Based on investigation and validation, possible results may lead to verbal warning to the person being complained of, amicable settlement between two (2) opposing parties, endorsement of complaint to the City Legal Office or filing	None	2 days	<i>HRMO IV (CHRMO)</i>
TOTAL:		None	10 days and 15 minutes	



7. FILING OF FORMAL COMPLAINTS

The CHRMO aims to address all formal complaints and suggestions in accordance with the 2017 Rules in Administrative Cases in the Civil Service (RACCS).

Office or Division:	City Human Resource Management Office- Located at the 2nd Flr. City Hall, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen/ G2G- Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized complaint		From complainant		
2. Certified true copies of documentary evidence and affidavits of his/her witnesses, if any		From witnesses		
3. Certification or statement of non-forum shopping		From complainant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint through the official CHRMO email (hr.csfp@gmail.com) or personally through the office via window.	1. Receive complaints from external and internal clients.	None	15 minutes	<i>HRMO IV/ Administrative Aide (CHRMO)</i>
2. Wait to be called for the conference/ Investigation.	2.1 Issue Order to Comment to person complained of.	None	3 days	<i>Disciplining Authority (City Mayor's Office)</i>
	Receive Notarized Response. Forward the pertinent documents to the City Legal Office.	None	3 days	<i>HRMO IV (CHRMO)</i>

3. Attend the conference if necessary.	3. Perform due process as specified in the 2017 Rules on Revised Cases in the Civil Service	None	PAUSED CLOCK	<i>City Legal Officer</i> (City Legal Office)
4. Request for a copy of decision.	4. Make a decision on the case.	None	PAUSED CLOCK	<i>Disciplining Authority</i> (City Mayor's Office)
TOTAL:		None	The time of completion of the whole process shall depend on the guidelines written in the 2017 Rules on Administrative Cases in the Civil Service (RACCS)	



City Tourism and Investment Promotion Office (Tourism Office)

External Services



1. REQUESTING FOR A CERTIFICATE OF CONFORMITY BASED ON CSFP HERITAGE ORDINANCE

The Office of the City Tourism ensures the issuance of the Certificate of Conformity prior to securing building permits for new structures, renovations, restorations, and reconstruction within the heritage district as stated on heritage ordinance of the City of San Fernando, Pampanga.

Office or Division:	City Tourism Office (CTO), Paskuhan Village, San Jose, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All owners or contractors securing building permits for new structures, renovations, restorations, and reconstruction within the heritage district as stated in the heritage ordinance of the City of San Fernando, Pampanga.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished SRF		City Tourism Office		
2. Blue print/ architectural plan of the building/ site (façade) signed by the Architect, Engineer, Contractor (1 original copy)		Client/s requesting for a certificate of conformity		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for certificate of conformity and accomplish the service request form	1. Issue Service Request Form (SRF) to the client/s	None	5 minutes	<i>Administrative Aide</i> (City Tourism Office)
2. Submit the filled-out service request form and submit all the necessary documents	2. Receive and review the filled-out request form and assess the documents and notify the client on the process to be undertaken	None	5 minutes	<i>Administrative Aide</i> (City Tourism Office)

3. Wait for any update	3.1 Site inspection	None	4 days	<i>Tourism Operations Officer (Engineer, Architect, Contractor) (City Tourism Office)</i>
	3.2 Prepare the certificate of inspection	None	15 minutes	<i>Tourism Operations Officer (City Tourism Office)</i>
	3.3 Approval of the certificate of inspection	None	3 minutes	<i>City Tourism Officer Heritage Consultant/ NCCA (City Tourism Office)</i>
	3.4 Prepare certificate of conformity	None	15 minutes	<i>Tourism Operations Officer (City Tourism Office)</i>
	3.5 Approval of the certificate of conformity	None	2 days	<i>City Tourism Officer (City Tourism Office) City Administrator Officer (City Administrator Office)</i>
	3.6 Notify the client of the approval and date to claim the approved certificate of conformity	None	2 minutes	<i>Tourism Operations Officer (City Tourism Office)</i>
4. Claim the certificate of conformity	4. Release the certificate of conformity	None	2 minutes	<i>Tourism Operations Officer (City Tourism Office)</i>
TOTAL:		None	6 days and 47 minutes	



City Tourism and Investment Promotion Office (Investment Promotion Office)

External Services



1. APPLYING FOR AN INVESTMENT INCENTIVE

The City Investment Promotion Office (CIPO) ensures the granting of the Investment Incentive under Ordinance No. 2023-014 also known as the Investment Incentives Code of the City of San Fernando, Pampanga.

Office or Division:	City Investment Promotion Office- Located at the Left Wing, Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	
Classification:	Highly Technical	
Type of Transaction:	G2B	
Who may avail:	Single Proprietorship, Corporation and Cooperative operating within the territorial jurisdiction of the City of San Fernando, Pampanga	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Three (3) copies of CSFP-IPD Form 2017-01	Investment Promotion Office, Heroes Hall,	
2. Two (2) photo copies of project feasibility study/report of the proposed investment indicating the financial viability and socio-economic impact of the project	Client	
3. One (1) Certified True Copy of the Original Business Name Registration Certificate (for <i>Single Proprietorship</i>)	Department of Trade and Industry	
One (1) Certified True Copy of the Original of the Certificate of Registration and One (1) Certified True Copy of the Original of the company's Articles of Partnership/Incorporation and By-Laws (for <i>Cooperative</i>)	Cooperative Development Authority	
One (1) Certified True Copy of the Original of the Certificate of Registration and One (1) Certified True Copy of the Original of the company's Articles of Partnership/Incorporation and By-Laws (for <i>Partnership or Corporation</i>)	Security and Exchange Commission	
4. One (1) Certified True Copy of the Original Of Mayor's Permit for Business and Brgy Clearance for Business	Building License and Permit Division, Atrium, City Hall	
5. One (1) Photo Copy Company profile	Client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplish the CSFP-IPD Form 2023-01 forms and submit together with requirements	1. Receive the application form, assess completeness of submitted requirements and release Billing Statement for Filing fee	None	10 minutes	<i>Project Development Assistant,</i> (Investment Services Section)
2. Proceed to the City Treasurer's Office at the City Hall for the payment of non-refundable filing fees	2. Accept payment and issue Official Receipt	Capitalization Classification <i>Small</i> 30,000,001 – 50,000,000 Php. 10,000.00 <i>Medium</i> 50,000,001 – 100,000,000 Php. 15,000.00 <i>Large</i> 100,000,001 – ABOVE Php. 20,000.00	15 minutes	<i>Collecting Officer,</i> (City Treasurer's Office)
3. Wait for notification regarding the result of evaluation and validation of submitted requirements to the IPO for acceptance	3. Evaluate and validate authenticity of submitted requirements	None	5 working days	<i>Project Development Officer,</i> (Investment Services Section)

4. Wait for the Issuance of Letter of Acceptance and endorsement to the Board for evaluation and approval	4. Prepare and release Letter of Acceptance to the applicant and facilitate the endorsement of the application to the Board for evaluation and approval	None	5 working days	<i>Project Development Officer, (Investment Services Section)</i>
5. Wait for the result of the consultation with and evaluation by the Board for the granting of incentive	5. Facilitate conduct of Investment Incentive Board Meetings and Inspections. (including preparation of Notice of Approval, position paper and Board Resolution)	None	63 working days	<i>IPO Secretariat and Investment Incentive Board</i>
6. Wait for Issuance of Notice of Approval from the Secretariat	Release of Notice of Approval	None	10 minutes	<i>Project Development Officer, (Investment Services Section)</i>
7. Proceed to the City Treasurer's Office for the Payment of Registration fee	Accept payment and issue the Official Receipt	1/20 of the 1% of the total capitalization	15 minutes	<i>Collecting Officer, (City Treasurer's Office)</i>
8. Present OR and wait for the Issuance of Certificate of Registration	Release of Certificate of Registration	None	5 minutes	<i>Project Development Officer IV, (Investment Promotion Division)</i>

<p style="text-align: right;">TOTAL:</p>	<p>Capitalization Classification <i>Small</i> 30,000,001 – 50,000,000 Php. 10,000.00</p> <p><i>Medium</i> 50,000,001 – 100,000,000 Php. 15,000.00</p> <p><i>Large</i> 100,000,001 – ABOVE Php. 20,000.00</p> <p>1/20 of the 1% of the total capitalization</p>	<p>76 working days and 55 minutes</p>	
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Legal Basis: RA 7160 Local Government code of 1991 (Book 1, Title VI, Section 109 & Book 2, Chapter V, Section 192) & Ordinance No. 2017-024 CSFP 2017 Local Investment Incentives Code (Chapter VIII, Section 3)



2. APPLYING FOR PERMIT TO PARTICIPATE (TRADE FAIR)

The City Investment Promotion Office (CIPO) ensures the issuance of PERMIT to PARTICIPATE for the Trade Fairs organized by the City Government of San Fernando, Pampanga to all Fernandino Micro and Small Entrepreneurs.

Office or Division:	City Investment Promotion Office- Located at the Left Wing, Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C & G2B			
Who may avail:	Micro and Small Entrepreneurs operating within the territorial jurisdiction of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 original copy of a fully accomplished IPO Profile Form v2018		City Investment Promotion Office, Left Wing, Ground Floor, Heroes Hall,		
2. Original copy of List/Pictures of the Products		Client		
3. If New, Business Opportunity Seminar Certificate (original copy or Photocopy)		DTI/Negosyo Center		
4. For Food, FDA Certification or Good Manufacturing Practices Certification (GMP) <i>if available</i>		FDA/DOST/CHO		
5. Photocopy of Business Name Registration Certificate		Department of Trade and Industry		
6. Photocopy of Business Permit <i>if already registered or Temporary Permit if start Up Business</i>		Business License and Permit Division, Atrium CityHall		
7. Company profile		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplish the required forms	1. Issue application form	None	10 minutes	<i>Project Development Assistant, (Business Dev't Section)</i>
2. Submit required documents along with the accomplished form	2. Review, evaluate and validate submitted requirements/ documents	None	5 minutes	<i>Project Development Officer, (Business Dev't Section)</i>

3. Undergo validation thru an Owner/Entrepreneur Interview	3. Conduct validation Interview	None	10 minutes	<i>Project Development Officer, (Business Dev't Section)</i>
4. Wait for the Approval Permit to Participate	4. Sign the Conformity slip and prepare approval permit to participate	None	3 minutes	<i>Project Development Officer IV, (Investment Promotion Division)</i>
5. Claim Permit to Participate	5. Release Permit to Participate	None	2 minutes	<i>Project Development Assistant, (Business Dev't Section)</i>
TOTAL:		None	30 minutes	



3. APPLYING FOR TRAINING/SEMINAR PARTICIPATION

The City Investment Promotion Office (CIPO) ensures the proper registration of the Fernandino Constituents for Training/Seminar organized by the City Government of San Fernando, Pampanga to all existing or startup business.

Office or Division:	City Investment Promotion Office- Located at the Left Wing, Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All Citizens of the City Government of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully accomplished IPO Profile Form v2018.2		Investment Promotion Office, Heroes Hall		
2. Any of the following Valid Government Issued ID:		Community Affairs Division, 2 nd Floor, 2 nd Gate, City Hall		
• Fernandino Access Card		Any DFA Regional Office		
• Philippine Passport		LTO		
• Driver's License		SSS or GSIS		
• UMID Card		Philhealth Local Insurance Office		
• Philhealth ID		BIR		
• TIN Card		PhilPost		
• Postal ID		COMELEC		
• Voter's ID		PRC		
• Professional Regulations Commission ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish forms with submit requirements	1. Issue application form	None	5 minutes	<i>Project Development Assistant, (Business Dev't Section)</i>
2. Wait while submitted requirements are evaluated and validated	2. Review the submitted documents	None	5 minutes	<i>Project Development Officer, (Business Dev't Section)</i>
3. Undergo validation thru an Interview	3. Conduct Interview	None	5 minutes	<i>Project Development Officer, (Business Dev't Section)</i>

2. Claim Training/Seminar Schedule Slip	4. Prepare and Release Training/Seminar Schedule Slip	None	2 minutes	<i>Project Development Assistant, (Business Dev't Section)</i>
TOTAL:		None	17 minutes	



Internal Control Division

External Services



1. COMPLAINTS HANDLING OF ISO-CERTIFIED OFFICES

Feedback forms are distributed to clients of frontline offices involved in the implementation of Quality Management System (QMS). These feedback forms are being dropped at the designated suggestion boxes in each focal office and are being evaluated to further improve the quality of services being rendered or delivered.

Office or Division:	Internal Control Division (ICD) - Located at the 2nd floor, Right Wing, City Hall, A. Consunji St. Sto. Rosario, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Clients of ISO-certified processes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Client's Feedback Form (1 original)		Focal Offices of ISO-certified scope of processes		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Drop the feedback form at designated suggestion box located at the Focal Offices.	1. Gather and sort the feedback forms. Endorse form with complaint for assessment and validation.	None	2 hours	<i>Overall Document Controller/ Personnel-in-Charge (ICD)</i>
2. Provide the necessary information to the Overall Document Controller for the clarification of the incident that caused the client's dissatisfaction.	2. Conduct validation of the complaint and review corrective actions, if applicable. 2.1 Validate the complaint to the client and erring personnel. *During validation, the client is informed that his/ her complaint is being	None	3.75 working days	<i>Overall Document Controller/ Personnel-in-charge (ICD)</i>

	<p>processed/ addressed.</p> <p>2.2 Issue memorandum and Corrective Action Report if the complaint is valid.</p> <p>2.3 Conduct a meeting with the key personnel of the erring office for the discussion on root cause analysis, review and agree with the corrective actions submitted by erring personnel.</p>	<p>None</p> <p>None</p>	<p>5 working days</p> <p>5 working days</p>	<p><i>Overall Document Controller/ Personnel-in-charge, Internal Monitoring Team (IMT) Head, Quality Management Representative (QMR)/ Overall Deputy QMR, City Mayor (ICD, CAdminO, CMO)</i></p> <p><i>Overall Document Controller, IMT Head, and key personnel of erring office</i></p> <p><i>(ICD, Concerned Office)</i></p>
TOTAL:		None	15 working days	



Internal Control Division

Internal Services



1. REVISION OF THE DOCUMENTED INFORMATION

All documents relevant to the effectiveness and efficient implementation of the Quality Management System (QMS) shall be controlled. Control of documented information is required to ensure that documents are approved prior to issuance or use and to identify the current revision status or latest versions of documents to prevent unintended use of obsolete copies.

Office or Division:	Internal Control Division- Located at the 2 nd floor, Right Wing, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Internal Monitoring Team (IMT) representatives/ Process Owners of ISO-certified processes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Approval Request Form (DARF) (1 original and 1 photocopy)		Provided to IMT representatives of offices		
Proposed document draft (2 original)		To be prepared by the concerned IMT representatives/ process owners		
Obsolete form, if applicable (2 original)		To be provided by the IMT representatives/ process owners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the DARF and required attachments to the Overall Document Controller.	1. Receive the documents submitted by the IMT representative/ process owner and endorse to the assigned personnel who shall conduct document review.	None	4 hours	Overall Document Controller (ICD)

2. Provide necessary information to the personnel-in-charge relative to the review and possible clarifications of the document draft.	2. Review and approve the document draft.			
	2.1 Conduct review and verification of the proposed document and effect the revisions in the documents.	None	In working days per category: Simple-3 Complex A-10 Complex B-25	<i>Personnel-in-charge (ICD)</i>
	2.2 Conduct Initial Review of the document draft.	None	In working days per category: Simple-1 Complex A-5 Complex B-15	<i>Quality Monitoring (QM) Section Head (ICD)</i>
	2.3 Conduct further review and recommend approval of the document draft.	None	In working days per category: Simple-1 Complex A-5 Complex B-15	<i>IMT Head (ICD)</i>
	2.4 Approve the document draft.	None	3 working days	
	2.5 Update the affected sections of the QMS manual	None	1 working day	<i>Quality Management Representative (QMR) / Overall Deputy QMR (CAAdminO/ CLO)</i> <i>Overall Document Controller (ICD)</i>

<p>3. Agree with the approved document and revision of forms, provide final copies of the documents to the personnel-in-charge.</p>	<p>3. Finalize the QMS manual sections affected by the revision.</p> <p>3.1 Prepare the draft of the affected sections of the QMS manual for review and approval.</p> <p>3.2 Convert the soft copies per document code into PDF file and update the QMS E-manual. Simultaneous with the updating of the QMS E-Manual, prepare the Retrieval Form for Obsolete Documents, Transmittal for QMS Documents, and Transmittal and Retrieval Forms Monitoring of Submission, as well as the memorandum for changes and Backup Transmittal for review and approval.</p> <p>3.3 Review the updated QMS Manual.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>7 working days</p> <p>1 working day</p> <p>3 hours</p>	<p><i>Overall Document Controller / QM Section Head / IMT Head / QMR/DQMR (ICD, CAdminO, CLO)</i></p> <p><i>Overall Document Controller / Personnel-in-charge/ QM Section Head/ IMT Head (ICD)</i></p> <p><i>QM Section Head (ICD)</i></p>
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	3.4 Print and stamp the Final Documents of offices.	None	4 hours	<i>Personnel-in-charge (ICD)</i>
	3.5 Perform backup of the QMS E-Manual and its supporting documents. Transmit the QMS E-Manual for uploading in the city's website.	None	2 hours	<i>Overall Document Controller/ Personnel-in-charge (ICD)</i>
4. Receive the approved document to the Overall Document Controller/ personnel-in-charge.	4. Conduct distribution and retrieval activities. 4.1 Retrieve the obsolete copies of documents and distribute the approved document and the backup copy of QMS E-Manual. 4.2 Upload the memorandum for changes and its attachments in the online platform.	None None	6 hours 4 hours	<i>Overall Document Controller/ Personnel-in-Charge (ICD)</i> <i>Overall Document Controller/ Personnel-in-Charge (ICD)</i>
	TOTAL:	None	In working days per Category: Simple-20 Complex A-35 Complex B-70	

Note: Processing Time per category are based on the approved timeliness targets for the review of ISO documents as documented in the City Government's Quality Management System Manual (QM-RI-01).



Office of the Sangguniang Panlungsod

External Services



1. CERTIFICATE OF POSTING

The Office of the Sangguniang Panlungsod ensures that all hearings, orders, or decisions of various government agencies (such as the National Water Resources Board, Energy Regulatory Commission, etc.) are posted on the Bulletin Board of the Sangguniang Panlungsod for public information. This posting includes a **certification of posting**.

Office or Division:	Office of the Sangguniang Panlungsod (OSP) - Located at the 2 nd Floor, Back Entrance, Heroes Hall, Magdalena Subdivision, San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2B –Government 2 Business Entity			
Who may avail:	Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Notice of Order, Hearing or Decision		Concerned Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the Notice of Order, Hearing or Decision to the Office of Sangguniang Panlungsod	1. Receive the copy of Notice of Order, Hearing or Decision	None	2 minutes	<i>Admin Officer / Records Officer / Admin Assistant /</i> (Office of Sangguniang Panlungsod)
2. Wait for the posting of the Notice of Order, Hearing or Decision	2. Post a copy of the Notice of Order, Hearing or Decision to the OSP's Bulletin Board 2.1 Prepare a Certificate of posting	None	1 day	<i>Local Legislative Staff Admin Officer</i> (Office of Sangguniang Panlungsod)
3. Proceed to the Office of the Sangguniang Panlungsod to Request the Certificate of Posting	3. Receive the request and prepare the Certificate of Posting to be signed by the SP Secretary.	None	5 minutes	<i>SP Secretary and Admin Officer / Records Officer</i> (Office of Sangguniang Panlungsod)

<p>4. Sign the receiving copy and Receive the Certificate of Posting</p>	<p>4. Stamp the Certificate of Posting with the Office of the Sangguniang Panlungsod's seal</p> <p>4.1 Release the Certificate to the proponent</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Admin Officer / Records Officer / Admin Assistant</i></p> <p>(Office of Sangguniang Panlungsod)</p>
<p style="text-align: right;">TOTAL:</p>		<p>None</p>	<p>1 day and 10 minutes</p>	

2. CERTIFICATE OF ACCREDITATION

The Office of the Sangguniang Panlungsod grants accreditation to a Civil Society Organization (CSO) prior to the completion of their requirements.



Office or Division:	Office of the Sangguniang Panlungsod (OSP) - Located at the 2 nd Floor, Back Entrance, Heroes Hall, Magdalena Subdivision, San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Civil Society Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form for Accreditation		Office of the Sangguniang Panlungsod		
2. Board Resolution		Self Produced		
3. Certificate of Registration		Registering Agency		
4. List of Current Officers and Members		Self Produced		
5. Annual Accomplishment Report (Calendar Year)		Self Produced		
6. Financial Statement (Calendar Year)		Self Produced		
7. Profile indicating the purposes and objectives of the organization		Self Produced		
8. Copy of the Minutes of Meeting of the organization (Calendar Year)		Self Produced		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit the Application Form for Accreditation together with an application letter addressed to the City Vice Mayor thru the SP Secretary at OSP Office	1. Receive the application letter 1.1 Endorse the same to the City Vice Mayor / Presiding Officer	None	10 minutes	<i>SP Secretary and Admin Officer / Records Officer</i> (Office of Sangguniang Panlungsod)

2. Submit the complete requirements	2. Check all the requirements of the applicant	None	5 minutes	<i>Admin Officer / Records Officer</i> (Office of Sangguniang Panlungsod)
3. Wait while the request is being processed	3. Prepare the certificate, make a duplicate copy of the certificate as a receiving copy	None	10 minutes	<i>Admin Officer / Records Officer /</i> (Office of Sangguniang Panlungsod)
4. Wait while the request is being processed	4. Endorse the certificates to the City Vice Mayor / Presiding Officer for signature	None	1 day	<i>City Vice Mayor and Admin Officer / Records Officer /</i> (Office of Sangguniang Panlungsod)
5. Wait while the request is being processed	5. Stamp the certificates with the Office of the Sangguniang Panlungsod's seal	None	1 minute	<i>Admin Officer / Records Officer</i> (Office of Sangguniang Panlungsod)
6. Receive the certificate and sign the receiving copy	6. Release the certificate 6.1 Ask the client to also sign the receiving copy	None	1 minute	<i>Admin Officer / Records Officer</i> (Office of Sangguniang Panlungsod)
TOTAL:		None	1 day and 27 minutes (The duration for completing the accreditation process may vary, depending on the availability of the signatories, which can result in either a shorter or longer timeframe.)	



3. ISSUANCE OF COPIES OF ORDINANCES AND RESOLUTIONS

The Office of the Sangguniang Panlungsod ensures that copies of records of Ordinances and Resolutions are readily available to all citizens of the city at all times.

Office or Division:	Office of the Sangguniang Panlungsod (OSP)- Located at the 2 nd Floor, Back Entrance, Heroes Hall, Magdalena Subdivision, San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G – Government to Citizen, Business Entity and Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None.		n/a		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request or inquire for a copy of an Ordinance or Resolution; providing the complete details regarding the intent such as law on smoking, traffic, permit, etc; or its year of enactment, author, title, etc. or if certain Ordinance/ Resolution has been enacted or in existence	1. Upon receipt of inquiry /request, check the records through DMAS (Document Management Application System) for the availability of the Ordinance/ Resolution. *The records search is dependent on details that the client shall provide. Accurate and comprehensive details provided relative to the intent of the client may result to faster retrieval of the requested copy Ordinance/ Resolution. Advise the client	None	15 minutes *If the client's details are insufficient, it may take 1 day to thoroughly check all the office records	<i>Admin Officer or Records Officer/ Researcher</i> (Office of Sangguniang Panlungsod)

	accordingly.			
2. Wait while the request is being processed	2. Ask the approval of the SP Secretary regarding the requested copy of the ordinance	None	1 minute	<i>Admin Officer or Records Officer/ Researcher</i> (Office of Sangguniang Panlungsod)
3.Wait while the request is being processed	3. Print a copy of the requested Ordinance/ Resolution, stamp it with the Sangguniang Panlungsod's Seal as a certified true copy (if needed)	None	2 minutes	<i>Admin Officer or Records Officer/ Researcher</i> (Office of Sangguniang Panlungsod)
4. Sign the receiving logbook *signature over printed name including date of receiving	4. Ask the client to sign the receiving logbook along with the details of the Ordinance/ Resolution requested and the details of the client.	None	1 minute	<i>Admin Officer or Records Officer/ Researcher</i> (Office of Sangguniang Panlungsod)
5. Receive the requested copy of Ordinance/ Resolution	5. Release the copy of Ordinance/ Resolution	None	1 minute	<i>Admin Officer or Records Officer/ Researcher</i> (Office of Sangguniang Panlungsod)
TOTAL:		None	20 minutes or more	



City College of San Fernando Pampanga

External Services



1. ADMINISTRATION OF COLLEGE ENTRANCE TEST

The CET is a tool used to measure the learning capacity of student applicants in CCFP. The applicant must meet the College Stanine requirement to be able to secure one of the requirements of the College for admission. This is taken by all applicants.

Office or Division:	Guidance Office- City College of San Fernando, Pampanga- Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Student Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CET Permit		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report on the day of examination	1. Check CET permit	None	2 mins	<i>Psychometrician (CCSF)</i>
2. Take the examination	2. Administer the examination (IQ and Aptitude Test)	None	2 hours	<i>Psychometrician (CCSF)</i>
TOTAL:		None	2 hours and 2 minutes	

2. ADMINISTRATION OF PRE-EMPLOYMENT EXAMINATION

Pre-employment examination is being conducted by the Psychometrician to evaluate Faculty Applicant's cognitive ability and personality



Office or Division:	Guidance Office – City College of San Fernando Pampanga - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Teacher Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Endorsement from the President, original copy		President's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report for examination	1. Assist applicant for testing	None	5 mins	<i>Psychometrician (CCSF)</i>
2. Take the examination	2. Administer the examination	None	1 hour and 30 mins	<i>Psychometrician (CCSF)</i>
TOTAL:		None	1 hour and 35 mins	



3. ORIENTATION AND ISSUANCE OF STUDENT MANUAL

Information and Orientation Services

This service is created and implemented primarily to provide updated and pertinent data which may be useful in designing programs to answer the developmental needs of the students. It is meant to gather and relay relevant facts needed for their education, personal, career, social and spiritual advancement. This service includes the following: career education programs, orientation programs, and guidance informational/educational materials.

Office or Division:	Guidance Office – City College of San Fernando, Pampanga - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration form or ID, original		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend orientation	1. Inform and assist in the orientation	None	1 hour	<i>Guidance Officer (CCSF)</i>
2. Present Registration form or ID	2. Check presented identification	None	1 min	<i>Guidance Officer (CCSF)</i>
3. Secure copy of the Student manual and sign in logbook	3. Issue student manual and log information of the student	None	3 mins	<i>Guidance Officer (CCSF)</i>
TOTAL:		None	1 hour, 5 minutes	



4. ISSUANCE OF GOOD MORAL CERTIFICATE

Good moral character is an ideal state of a person's beliefs and values that is considered most valuable. A good moral character certificate can be assessed through the requirement of virtuous acts or by principally evaluating a student's character formed by one's actions, habits, and emotional responses directed toward the moral and the good.

The certificate of good moral character is typically requested for the purpose of job application, scholarship application. Transferring to another school and other legal purposes.

Office or Division:	Guidance Office – City College of San Fernando Pampanga - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outgoing Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Exit interview form, original copy		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit accomplished the exit interview form	1.Receive form	None	2 mins	<i>Guidance Officer</i>
2.Attend the interview	2.Conduct the exit interview	None	10 mins	<i>Guidance Officer</i>
3.Secure Good Moral Certificate and sign logbook.	3.Prepare certificate, logs information of client in the logbook and issue the certificate	None	5 mins	<i>Guidance Officer</i>
TOTAL:		None	17 mins	



5. ADMINISTRATION OF FACULTY EVALUATION

The Guidance Office facilitates Faculty Evaluation to faculty members in all departments to identify the faculty member's areas of strength and improvement.

Office or Division:	Guidance Office – City College of San Fernando Pampanga - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Faculty Evaluation Forms		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Wait for the Schedule of Faculty Evaluation.	1.Schedule Faculty Evaluation.	None	30 mins	<i>Psychometrician</i> (CCSF)
2.Accomplish Faculty Evaluation Forms	2.Distribute Faculty Evaluation Forms	None	15 mins	<i>Psychometrician</i> (CCSF)
3.Submit Accomplished Faculty Evaluation	3.Collect Accomplished Faculty Evaluation Forms	None	5 mins	<i>Psychometrician</i> (CCSF)
	4.Tally data and consolidate comments based on the accomplished faculty evaluation form.	None		<i>Psychometrician</i> (CCSF)
4.Sign summary of Faculty Evaluation ratings.	5.Prepare a summary of Faculty Evaluation ratings and have it signed by the program head and the college president	None	5 mins	<i>Psychometrician/Guidance Officer</i> (CCSF)

5.Receive the Summary of Faculty Evaluation Ratings	6.Submit the Summary of Faculty Evaluation ratings at the Human Resources Department	None	5 mins	<i>Psychometrician</i> (CCSF)
6.Receive Certificate of Evaluation	7.Issue Certificate of Evaluation to Faculty.	None	5 mins	<i>Psychometrician</i> (CCSF)
TOTAL:		None	1 hour and 5 mins	



6. CONDUCT OF GROUP OR INDIVIDUAL COUNSELING

Counseling is the heart of the guidance services. This service establishes a professional relationship between a counselor and a client in which the counselor makes efforts to assist the counselee to adjust to his/her aspects of life affecting his/her optimal development in academics, social, physical, emotional, psychological, mental, career, and spiritual.

Office or Division:	Guidance Office – City College of San Fernando Pampanga - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cumulative Form		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The student goes to the Guidance Office for initial interview.	1.The Guidance Counselor conducts the filing of Cumulative Folder.	None	10 mins	<i>Guidance Counselor</i> (CCSF)
2.The student attends the Initial Interview	2.The Guidance Counselor establishes rapport for relationship building	None	15 mins	<i>Guidance Counselor</i> (CCSF)
3.The student relays information about one self and seek counseling.	3.The Counselor conducts an in depth exploration for problem assessment.	None	30 mins	<i>Guidance Counselor</i> (CCSF)
4.The student willingly shares his/her concerns and seek professional advise to the guidance counselor	4. Conduct Counseling Intervention (depending on the behavioral approaches suited for the case).	None	1 hour	<i>Guidance Counselor</i>
5.The student logs at the counseling logbook before leaving the Guidance Office.	5.The counselor records the counseling session in the counseling form.	None	15 mins	<i>Guidance Counselor</i> (CCSF)
TOTAL:		None	2 hours and 10 mins	



7. CONSULTATION/REFERRAL

Consultation/Referral provides personal counseling for enrolled City College students free of charge. This is important for the students to maintain and enhance their psychological and emotional well-being so they can successfully achieve their academic goals.

Office or Division:	Guidance Office – City College of San Fernando Pampanga - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Counseling Referral Slip		Guidance Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The subject teacher refers a student to the Guidance Counselor.	1.The Guidance counselor gives a referral form to the subject teacher.	None	10 mins	<i>Guidance Counselor (CCSF)</i>
2.The teacher fills out the referral form.	2.The Guidance counselor receives the form.	None	2 mins	<i>Guidance Counselor (CCSF)</i>
3.The student gets a call from the Guidance Counselor	3.The Guidance counselor calls for the student.	None	5 mins	<i>Guidance Counselor (CCSF)</i>
4.The student reports to the Guidance office.	4.The Guidance Counselor conducts counseling sessions to the referred students.	None	1 hour	<i>Guidance Counselor (CCSF)</i>
TOTAL:		None	1 hour and 17 mins	

8. ENROLLMENT



The first process of any institution to accommodate students and signifying the continuing service of the LGU to qualified students is the enrolment. The Registrar's office is tasked to admit students into the College and keep record of the progress of students.

A. 1st Semester of every Academic Year

Office or Division:	Office of the Registrar (City College of San Fernando Pampanga) - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Students: 1. Form 137/138 2. Certificate of Good Moral Character 3. Original PSA Birth Certificate 4. 4 pcs, 1.5 x 1.5 with White Background Old Students: 1. Copy of grades of the previous semester 2. Fully accomplished clearance from previous semester		School last attended School last attended PSA Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following: New Student: 1. Form 137/138 2. Certificate of Good Moral Character 3. Original PSA Birth Certificate 4. 4 pcs, 1.5 x 1.5 with White Background Old Student: 1. Copy of grades of the previous	1. Check and evaluate the records if qualified to enroll.	None	1 min	Registrar I (CCSF)

semester 2. Fully accomplished clearance from previous semester				
2. Secure and fill out Registration Form and Personal Data Form	2. Provide 2 copies of Registration Form and Personal Data Form (CCSF-Form-RO-1 and RO-2)	None	1 min	<i>Registrar I (CCSF)</i>
3. Submit accomplished Registration Form and Personal Data Form and secure a copy of Registration Form.	6. Check and verify fully accomplished forms. Once verified, stamp Registration Form as enrolled. Give a copy of the Registration Form to the student	None	2 mins	<i>Registrar I (CCSF)</i>
4. Fill out an ID slip and secure an official ID for the Academic Year.	7. Print and issue Identification Card	None	10 mins	<i>IT Coordinator (CCSF)</i>
TOTAL:			14 mins	

B. 2nd Semester of every Academic Year

Office or Division:	Office of the Registrar (City College of San Fernando Pampanga) - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Copy of grades of the previous semester	Office of the Registrar	

2. Fully accomplished clearance from previous semester				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the following: 1. Copy of grades of the previous semester 2. Fully accomplished clearance from previous semester	1. Check and evaluate the records if qualified to enroll.	None	1 min	<i>Registrar I (CCSF)</i>
2. Secure and fill out Registration Form and Personal Data Form	2. Provide 2 copies of Registration Form and Personal Data Form (CCSF-Form-RO-1 and RO-2)	None	1 min	<i>Registrar I (CCSF)</i>
3. Submit accomplished Registration Form and Personal Data Form and secures a copy of Registration Form.	6. Check and verify fully accomplished forms. Once verified, stamp Registration Form as enrolled. Give a copy of the Registration Form to the student	None	2 mins	<i>Registrar I (CCSF)</i>
4. Present ID Card for updating	7. Sign 2 nd semester box at the back of ID Card	None	2 mins	<i>Registrar I (CCSF)</i>
TOTAL:		None	6 mins	



9. DISTRIBUTION OF COPY OF GRADES

The copy of grades are issued to on-going students or to those who dropped from the ranks. For ongoing students, this is a requirement for enrolment the following semester.

Office or Division:	Office of the Registrar (City College of San Fernando Pampanga) - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of clearance		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present I.D. duly accomplished and signed clearance	1.Check and verify I.D. clearance	None	1 min	<i>Registrar I (CCSF)</i>
2.Receive copy of final grades	2.Release copy of grades	None	1 min	<i>Registrar I (CCSF)</i>
TOTAL:		None	2 mins	



10. ISSUANCE OF CERTIFICATIONS AND OTHER CREDENTIALS

The Office of the Registrar issues Transcript of Records (TOR), Diploma, Certificate of Enrolment, Honorable Dismissal and CAV to students who have successfully completed all academic requirements for a Bachelor's Degree or those who have dropped from the ranks.

Office or Division:	Office of the Registrar (City College of San Fernando Pampanga) - Located at the Back of the Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Alumni, Non-continuing Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip (CCSF-Form-RO-3)		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Slip (CCSF-Form-RO-3)	1. Receive and verify filled out form.	None	1 min	<i>Registrar I</i> (CCSF)
2. Pay corresponding fees	2. Receive payment and issue official receipt: COE TOR COG CAV Diploma	50.00 100/pag e 50.00 50.00 300.00	1 min	<i>Cashier</i> (CCSF)
3. Receive claim stub	3. Indicate release date and issue claim stub.	None	3 mins	<i>Registrar I</i> (CCSF)
4. Wait until the release date as indicated in the claim stub	4. Prepare the requested document	None		
	1. COE 2. TOR 3. COG 4. CAV 5. Diploma		1 day 3 days 1 day 2 weeks	<i>Registrar I</i> (CCSF)
	5. Check, verify and sign requested documents	None	1 mins	<i>Registrar III</i> (CCSF)
5. Present claim stub and official receipt	6. Release the requested documents	None	1 mins	<i>Program Head</i> (CCSF)
TOTAL:		None	7 mins + N days	



11. ISSUANCE OF LIBRARY CARD

The library card is a requirement for all bonafide students of CCSFP to be able to avail of the library services such as borrowing of books and internet usage.

Office or Division:	Library – City College of San Fernando Pampanga- Located at the 2 nd Floor, Left wing, CCSFP Bldg, Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
10. Registration form, stamped enrolled, original		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID or Registration Form stamped enrolled to the librarian	1. Record details of the students	None	2 minute	<i>Librarian III Library Assistant (CCSF)</i>
2. Keep Library Card	2. Issue library card	None	1 minute	<i>Librarian III Library Assistant (CCSF)</i>
TOTAL:		None	3 minutes	



12. BORROWING/RETURNING OF BOOKS

The CCSFP Library provides the students with reading materials that can be borrowed then dutifully returned to the Library on its due date.

Office or Division:	Library – City College of San Fernando Pampanga - Located at the 2 nd Floor, Left wing, CCSFP Bldg, Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book to be borrowed/returned		Library(borrowed)/student (returned)		
2. ID		Student(Borrowing)		
3. Library Card		Student(borrowing)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand over the book and library card to the librarian	1. Check and update book card and library card/ update library card and return book card to the book	None	2 minute	<i>Librarian III Library Assistant</i>
2. Write book details on the library card/wait while librarian updates library card and book card	2. Keep book card/ return library card	None	1 minute	<i>Librarian III Library Assistant</i>
TOTAL:		None	3 minutes	



13. ISSUANCE OF REFERRAL LETTER

With the number of library holdings the CCSFP currently have, students can visit other libraries of their choice for additional references which are not available in the library.

Office or Division:	Library – City College of San Fernando Pampanga - Located at the 2 nd Floor, Left wing, CCSFP Bldg, Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition slip		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out requisition form	1. Check and verify information of the student	None	2 minutes	<i>Library Assistant (CCSF)</i>
2. Wait for the referral letter	2. Prepare referral letter and Letter of Appearance	None	2 minutes	<i>Library Assistant (CCSF)</i>
TOTAL:		None	4 minutes	



14. ACCEPTANCE OF BOOK DONATIONS

Other sources of reading materials for the library can come from donations either from an individual or company.

Office or Division:	Library – City College of San Fernando Pampanga - Located at the 2 nd Floor, Left wing, CCSFP Bldg, Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – citizen to Government			
Who may avail:				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Acknowledgement receipt		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Donate books to library	1. Prepare the acknowledgement receipt	None	5 minutes	<i>Librarian III</i> (CCSF)
2. Sign the acknowledgement receipt	2. Accept books and record book details to log book	None	15 minutes	<i>Librarian III</i> (CCSF)
TOTAL:		None	20 minutes	



15. MEDICAL CONSULTATION

The Clinic is one of the student services mandated by CHED. It provides dental and clinical consultation of students and administration.

Office or Division:	Clinic – City College of San Fernando Pampanga - Located at the 1st Floor, Left wing, CCSFP Bldg, Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga			
Classification :	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Faculty, Administration and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form/ School ID		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Describe condition to the nurse	1.For students, retrieve record	None	2 minutes	<i>Nurse I (CCSF)</i>
2. Wait while assessing	2.Assess and check vital signs	None	5 minutes	<i>Nurse I (CCSF)</i>
	2.1 Administer first aid, if needed	None	5-15 minutes	<i>Nurse I (CCSF)</i>
	2.2 If treatment is beyond the capacity of the Clinic, ask assistance of HEMS	None	5 minutes	<i>Nurse I (CCSF)</i>
	2.3 Record incident	None	2 minutes	<i>Nurse I (CCSF)</i>
3. Report to clinic for follow-up	3. Interview	None	5 minutes	<i>Nurse I (CCSF)</i>
TOTAL:		None	24-34 minutes	



16. DENTAL SERVICES

The City College Dental Unit provides free dental services to all bonafide students of City College of San Fernando, Pampanga.

Office or Division:		Clinic – City College of San Fernando Pampanga - Located at the 1st Floor, Left wing, CCSFP Bldg, Heroes Hall, Brgy. San Juan, City of San Fernando, Pampanga		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		City College Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form/ School ID		Office of the Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Describes his/her condition	1.1 Prepares/ retrieves record	None	5 minutes	<i>Dental Aide</i> (CCSF)
	1.2 Checks Vital signs	None	5 minutes	<i>Dental Aide</i> (CCSF)
2. Sees the dentist	2.1 Assess the dental history and current condition	None	10 minutes	<i>Dentist</i> (CCSF)
	2.2 Schedule dental procedure	None	2 minutes	<i>Dental Aide</i> (CCSF)
3. Waits for the dental procedure to be completed	Perform necessary dental procedure	None	Oral Examination: 2 minutes Oral Prophylaxis: 30 minutes Tooth extraction: 15 minutes Tooth restoration: 15 minutes Post-	<i>Dentist</i> (CCSF)

			operative dental extraction: 2 minutes	
	Records procedure done	None	3 minutes	<i>Dentist</i> (CCSF)
Secures prescription if any	Clarifies instructions to students and update record	None	2 minutes	<i>Dentist</i> (CCSF)
TOTAL:		None	27 minutes (time may vary depending on the dental services availed)	



City Accountant's Office

External Services

1. PROCESSING AND ISSUANCE OF BIR FORM NO. 2306 (CERTIFICATE OF FINAL TAX WITHHELD AT SOURCE) AND BIR FORM NO. 2307 (CERTIFICATE OF CREDITABLE TAX WITHHELD AT SOURCE)



This service certifies the correctness of the information requested pertaining to Final and Creditable Tax Withheld at Source

Office or Division:		City Accountant's Office/Payroll Section/2 nd Flr. City Hall Building		
Classification:		Simple Transaction		
Type of Transaction:		G2C		
Who may avail:		City Government Creditors		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Tax Certificate Request Slip		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Tax Certificate Request Slip	1. Receive request slip, record date and time of receipt in logbook	None	3 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
	1.1 Verify and prepare the requested certificate (BIR Form No. 2306/2307)	None	10 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
	1.2 Print Certificate	None	3 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
2. Sign in the issuance logbook	2. Release certificate to requesting client/personnel	None	2 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
TOTAL		None	18 minutes	

2. PROCESSING AND ISSUANCE OF PHIC, HDMF, GSIS AND SSS CERTIFICATION



This service certifies the correctness of the information requested pertaining to PHIC, HDMF, GSIS and SSS Contributions

Office or Division:		City Accountant's Office/Payroll Section/2 nd Flr. City Hall Building		
Classification:		Simple Transaction		
Type of Transaction:		G2C/G2G		
Who may avail:		Currently Employed, Retired/Resigned City Employees, Job-Order		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Employee Request Form 2. If the requester is different from the employee: *1 valid ID of the requester *Authorization Letter *Birth Certificate *Marriage Certificate *Death Certificate (if employee is deceased) *Special Power of Attorney (if not immediate family member)		City Accountant's Office or https://cityofsanfernando.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit Employee Request Form (Hardcopy or thru Google Forms)	1. Receive request slip, record date and time of receipt in logbook	None	3 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
	1.1 Verify and prepare the requested certificate	None	1 day	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
	1.2 Print Certificate	None	3 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
	1.3 Approve and sign certificate by Head of Office	None	1 day	<i>City Accountant</i> (City Accountant's Office)
2. Sign in the issuance logbook	2. Release certificate to requesting client/personnel	None	2 minutes	<i>Administrative Officer II</i> (City Accountant's Office – Payroll Section)
TOTAL		None	2 days, 8 minutes	



Office of the Senior Citizen Affairs

External Services



1. APPLYING FOR A NEW SENIOR CITIZEN'S CARD (ID)

The Office for Senior Citizen Affairs (OSCA) under the City Mayor's Office ensures the issuance of the senior citizen identification card with purchase booklet slip to all persons sixty (60) years old and above.

Office or Division:	Office of the Senior Citizen Affairs (OSCA) - Located at the 1st Flr., City Hall Building, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (1 original)		OSCA		
2. Barangay Certification (1 original)		Barangay Hall		
3. Any of the following: LCR/NSO/PSA Birth Certificate, Passport, Voter's ID, Driver's License, PRC ID and any Government Issued ID's (1 photocopy)		LCR/ NSO/ PSA/ DFA/ COMELEC/ LTO/ PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to avail the service	1. Receive the requirements and issue application form	None	3 minutes	<i>Administrative Aide II (OSCA)</i>
2. Accomplish the application form	2. Review the submitted documents	None	2 minutes	<i>Administrative Aide II (OSCA)</i>
3. Claim the Purchase Booklets	3. Release Purchase Booklets (Medicine, Grocery and Cinema) for the availing discounts	None	5 minutes	<i>Administrative Aide II (OSCA)</i>
4. Give necessary information needed in the Senior Citizen ID	4. Capture data, photo and signature	None	2 minutes	<i>Administrative Aide II (OSCA)</i>
5. Claim the Senior Citizen ID	5. Release Senior Citizen ID	None	1 minutes	<i>Administrative Aide II (OSCA)</i>
TOTAL:		None	13 minutes	



2. APPLYING FOR A REPLACEMENT OF LOST SENIOR CITIZEN'S CARD (ID)

The Office for Senior Citizen Affairs (OSCA) under the City Mayor's Office ensures the issuance of the senior citizen identification card. It can be used in availing basic services being provided by the City. The Office of the Senior Citizen Affairs ensures the issuance of replacement ID for lost Senior Citizen's Card.

Office or Division:	Office of the Senior Citizen Affairs (OSCA) - Located at the 1st Flr., City Hall Building, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Senior Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss (1 original)		City Legal Office		
2. Any of the following: LCR/NSO/PSA Birth Certificate, Passport, Voter's ID, Driver's License, PRC ID and any Government Issued ID's (1 photocopy)		LCR/ NSO/ PSA/ DFA/ COMELEC/ LTO/ PRC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the Office of the Senior Citizen Affairs	1. Review the submitted documents	None	3 minutes	<i>Administrative Aide</i> (Office of the Senior Citizen Affairs)
2. Give necessary information needed in the Senior Citizen ID	2. Capture data, photo and signature	None	2 minutes	<i>Administrative Aide</i> (Office of the Senior Citizen Affairs)
3. Claim the Senior Citizen ID	3. Release Senior Citizen ID	None	2 minutes	<i>Administrative Aide</i> (Office of the Senior Citizen Affairs)
TOTAL:		None	7 minutes	



City Disaster Risk Reduction Management Division

External Services



1. RESPONSE FOR EMERGENCY CALL

The Operations and Warning section is responsible for the conduct of emergency rescue/medical services and other medical assistance. Under this section is the San Fernando Rescue Unit (SAFRU), which is the response arm of the CDRRMO. The SAFRU provides 24/7 emergency medical care and transportation of critical and injured patients. The SAFRU is also at the forefront in responding to emergencies/disasters brought about by natural calamities, i.e. search and rescue, evacuation and other humanitarian services.

Moreover, the Operations and Warning Section in coordination with the Administration and Training Section supervises the conduct of Fire and Earthquake Drill and assist in the conduct of Basic Disaster/Emergency Preparedness Orientations, Basic First Aid Trainings and other DRRM related activities.

Office or Division:	City Disaster Risk Reduction and Management Division (CDRRMD) Heroes Hall Compound, San Juan, CSFP			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Citizen within the area of responsibility of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Call via hotline to seek for assistance	1. Receive emergency call from radio room personnel, PNP, CPOSCO, COVID-19 City Hotline and/or concerned citizen	None	1 - 2 minutes	<i>Radio Room Unit Personnel/ Command and Control Center/ Dispatcher on duty (SAFRU)</i> <i>Administrative Aide IV (Communication Equipment Operator I), LDRRMO I (CMO-CDRRMD)</i>

<p>2.Wait for the responders to arrive on the scene</p>	<p>2. Dispatch team on-duty (ambulance with crew)</p> <p>*For COVID-related cases or confirmed case endorse to HEMS)</p> <p>*For Trauma case: SAFRU with regular PPE's (Face shield, Gloves, Surgical Mask and Surgical Gown)</p> <p>*For Medical case (non-COVID): SAFRU with full PPE's (Hazmat suit, Double Gloves, Face shield, N-95 Mask, Shoe Cover</p>	<p>None</p>	<p>1-2 minutes</p>	<p><i>SAFRU/HEMS on duty</i></p> <p><i>LDRRMO III, LDRRMO I, Administrative Aide IV (Communication Equipment Operator I) (CDRRMD/HEMS Unit)</i></p>
<p>3.If conscious: Coordinate and follow instructions of the responder/ medical officer</p>	<p>3. Arrive at place of incident (Area of Responsibility - City of San Fernando)</p>	<p>None</p>	<p>5-10 minutes</p>	<p><i>SAFRU/HEMS on duty</i></p> <p><i>LDRRMO III, LDRRMO I, Administrative Aide IV (Communication Equipment Operator I) (CMO-CDRRMD/HEMS Unit)</i></p>
<p>4.Applicable for both conscious and unconscious patients, follow instructions of the responder/medical officer</p>	<p>4. Scene size-up. Team leader relays information to CSFP radio operator re status of the incident, need for additional assistance, and advance notification to receiving hospital (report to medical director if the need arises)</p> <p>a. Survey the Scene (Safety of the Scene, Number of Patient, By-Stander)</p> <p>b. Ask the patient or relatives if there is exposure to Covid patient or suspect In case the patient is trapped in confined</p>	<p>None</p>	<p>3-5 minutes</p>	<p><i>LDRRMO III, LDRRMO I, Administrative Aide IV (Communication Equipment Operator I) (CMO-CDRRMD/HEMS Unit)</i></p>

	space, or inside the vehicle additional technical rescue will be dispatched (Rescue Tender Vehicle)			
5.Applicable for both conscious and unconscious patients, follow instructions of the responder/medical officer For unconscious patients	5. Execute on-scene care, i.e. airway management, rapid assessment, extrication, stabilization, first aid, treatment a. If conscious/ able to make sound judgment: hospital of choice depends upon the preference of the patient/significant other (SO) b. If unconscious/ unresponsive (no identification/ contact numbers): Team leader in coordination with the Medical Director will decide for the patient's definitive care If unconscious and (-) pulse and (-) breathing immediately perform CPR (due to COVID-19, perform with HANDS ONLY CPR)	None	Time may vary depending on the complexity of the situation	<i>SAFRU/HEMS on duty</i> <i>LDRRMO III, LDRRMO I, Administrative Aide IV (Communication Equipment Operator I) (CMO-CDRRMD/HEMS Unit)</i>
6.Applicable for both conscious and unconscious patients, follow instructions of the responder/medical officer	6. Care on transit (secondary assessment, vital signs monitoring, CPR, contact/communicate significant other in case patient is alone) and arrival at definitive care (time may vary depending on the hospital preference of the	None	5 - 30 minutes (time may vary depending on the hospital preference of the patient and traffic condition).	

	<p>patient and traffic condition)</p> <p>a. Monitor ABC, GCS and Vital signs</p> <p>a.1. Unstable patient- every 5 minutes</p> <p>a.2. Stable patient- every 15 minutes</p>			
7.Applicable for both conscious and unconscious patients, follow instructions of the responder/medical officer	7.Endorse to Resident on-duty/Emergency Room (ER) personnel (time may vary depending on hospital personnel availability)	None	5-15 mins (time may vary depending on hospital personnel availability)	<p><i>SAFRU/HEMS on duty</i></p> <p><i>LDRRMO III,</i></p> <p><i>LDRRMO I,</i></p> <p><i>Administrative Aide IV (Communication Equipment Operator I) (CMO-CDRRMD/HEMS Unit)</i></p>
None	Report back to base (depends on the distance travelled)	None	5-15 mins	
None	Draft Post Run/Response Report	None	30 mins	
TOTAL:		None	Time may vary depending on the complexity of the situation	



2. REQUEST FOR MEDICAL ASSISTANCE/RESPONSE

The CDRRMD provides medical assistance/response to events and activities within the jurisdiction City of San Fernando, Pampanga requested through a formal letter from the requesting agency/organization and as approved by the City Administrator

Office or Division:	City Disaster Risk Reduction and Management Division (CDRRMD) Heroes Hall Compound, San Juan, CSFP			
Classification:	Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Citizen within the area of responsibility of the City of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (indicate request details and preferred date/ location/details of event/ activity participants)		Requesting agency/organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter (preferably thru email)	1. Receive request/letter from Records Section (with approval and instructions from Head of Office)	None	5 minutes	<i>CRDDMD Chief Admin Aide (CDRRMD)</i>
2. Wait for the notification regarding the status of the request	2. Check for the feasibility of schedule, availability of personnel, vehicle and equipment 2.1 The office shall also consider if request is compliant to the prescribed infection control measures and minimum public health standards (e.g. size of event population, physical distancing) before	None	30 minutes	<i>LDRRMO III, LDRRMO I, CDRRMD Chief (CDRRMD)</i>

	accommodating the request. Preferably, the assistance team shall be limited to on-call basis to avoid close contact and limit spread of infection.			
3.Wait for the notification regarding the status of the request	3. Assign personnel and forward the request to concerned team leader 3.1 Notify client on the approval/ disapproval of the request	None	10 minutes	<i>LDRRMO III, LDRRMO I, CDRRMD Chief (CDRRMD)</i>
4.Coordinate with CDRRMD via phone/mobile call/ email	4. Coordinate with the requesting agency re event details and requirements	None	5 - 10 minutes	<i>LDRRMO III, LDRRMO I (CDRRMD)</i>
5.Conduct activity	5. Conduct of actual activity 6.1. For face-to-face activity, personnel shall report physically at the venue 6.2 For on-call basis, team shall stationed at the CDRRM base and respond only during emergencies or as necessary	None	1 hour - 7 days maximum	<i>LDRRMO III, LDRRMO I (CMO-CDRRMD)</i>
None	Draft Post Activity Report	None	30 mins	<i>LDRRMO III, LDRRMO I, CDRRMD Chief (CDRRMD)</i>
TOTAL:		None	7 days	



City Civil Registry Office

External Services



1. APPLYING FOR A MARRIAGE LICENSE

The City Civil Registry Office is responsible for the issuance of a Marriage License. Before getting married, each of the contracting parties must file joint sworn applications with the proper local civil registrar where either or both of the contracting parties reside.

A Marriage License will be valid in any part of the Philippines for a period of 120 days from date of issue. It will be automatically cancelled if the contracting parties have not yet been married within the given period.

Office or Division:	City Civil Registry Office (CCRO), Ground Floor, Left Gate, Jose M. Valencia Bldg., City Hall	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Contracting parties (male and female), aged 18 and above where either or both are residents of San Fernando	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal appearance of contracting parties		
2. Accomplished Application for Marriage License (Municipal Form 90 – Form No. 2)		LCRO
3. Proof of Legal Age (2 photocopies each)		PSA or LCRO
b. Birth Certificate of contracting parties - if LCR copy is presented, must be issued within the last 6 months from the time of application		
c. Baptismal Certificate		
4. Community Tax Certificate a.k.a. Cedula (2 photocopies)		CTO
5. 2x2 picture (1 pc each applicant)		Any Photo Center
Any of the ffg. government issued ID with CSFP Postal Address (2 photocopies)		SSS or GSIS Comelec Philhealth LTO BIR
d. UMID		
e. Voter's ID/Certification		
f. Philhealth ID		
g. Driver's License		
h. TIN ID		
7. Certificate of No Marriage (CENOMAR) or Advisory on Marriages (2 photocopies each)		PSA
8. Pre-Marriage Counseling Certificate (1 original copy)		City Population Office
Other Supporting Documents to be signed at LCRO: <i>If one or both of the contracting parties is between the ages of 18 and 25</i>		
1. Consent of Marriage (Municipal Form No. 68), if Between ages of 18 and 21 years old - Personal appearance of father, mother, surviving parent or guardian or persons having legal charge of them (in the order mentioned)		

2. Advice of Intended Marriage (Municipal Form No. 92), if between ages of 21 and 25 – Personal appearance of parents or guardian				
Other Supporting Documents: <i>if one or both of the contracting parties were previously married, whichever applies:</i>				
1. Widow or Widower - Death Certificate of the deceased spouse, (2 photocopies) PSA Copy or Certified True Copy for LCR Copy		PSA/LCRO		
1. Annulled– annulment papers (2 certified photocopies) 1.1 Certificate of Finality 1.2 Court Decision		Branch Court		
Note: <i>Filipinos who were divorced abroad must seek Judicial Recognition of Foreign Judgment in a Phil. court</i>				
Other Supporting Documents: <i>for foreign applicants: (2 photocopies)</i>				
1. Certificate of Legal Capacity to Contract Marriage 2. Divorce papers		Diplomatic or Consular Officials in the Philippines Issuing Country		
Note: <i>Please bring original copies for cross checking</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application for Marriage License (AML) Form	1. Review the required documents and issue order of payment.	None	5 minutes	<i>Assistant Registration Officer (CCRO)</i>
2. Pay the required fee at CTO	2. Issue Official Receipt	1 set of AML Form (PHP 100.00) Processing Fee for Marriage License (PHP 300.00) Pre-Marriage Counseling (PHP 50.00) =====	2 minutes	<i>Revenue Collection Clerk (CCRO)</i>
		Total Fee PHP 450.00		

3. Submit accomplished AML Form and complete requirements	3. Type and log information to CCRO-AML program, then release 3 computerized copy of AML	None	10 minutes	<i>Assistant Registration Officer CCRO</i>
4. Recheck and sign the AML form. Submit back to processor	4.1 Instruct the client to secure Pre-Marriage Counseling Certificate (PMC) at City Health Office and to return after 11 days to get the marriage license	None	5 minutes	<i>Assistant Registration Officer CCRO</i>
	4.2. Prepare Notice of Posting and comply the Ten (10) days mandatory posting period	None	10 days	<i>Assistant Registration Officer (CCRO)</i>
	4.3 Check and pre-approve AML	None	1 day	<i>Registration Officer (CCRO)</i>
	4.4 Prepare Marriage License	None		<i>Assistant Registration Officer (CCRO)</i>
	4.5 Approve and Sign Marriage License	None		<i>City Civil Registrar (CCRO)</i>
5. Return after 11 days and submit PMC. Then, receive approved marriage license Note: <i>If the releasing date falls on a weekend or holiday, issuance of document will be on the next working day.</i>	5. Release approved Marriage License to applicants	Marriage License (PHP 2.00)	5 minutes	<i>Assistant Registration Officer (CCRO)</i>
TOTAL:		PHP 452.00	11 days and 27 minutes	



2. REGISTRATION OF BIRTH, MARRIAGE AND DEATH

Republic Act No. 3753 mandates the establishment of a civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of persons shall be recorded. Civil registration is carried out primarily for the purpose of establishing the legal documents provided by law.

- a. Birth record or birth certificate or foundling certificate is a source of vital information and provides legal proof of the identity of an individual. It should be registered within 30 days from the time of birth.
- b. Marriage record or marriage certificate is a special contract of permanent union between man and woman entered into in accordance with conjugal and family life. For ordinary marriages, the time for submission of certificate of marriage is within 15 days following the solemnization of marriage while in marriages exempt from the license requirement, the prescribed period is 30 days.
- c. Death record or death certificate is issued for a permanent disappearance of all evidence of life at any time after live birth has taken place. It is a requisite for burial in the Philippines. Timely registration is within 30 days from the date of the event.

Office or Division:	City Civil Registry Office (CCRO), Ground Floor, Left Gate, Jose M. Valencia Bldg., City Hall
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ol style="list-style-type: none"> 1. For Birth and Foundling Registration: <ol style="list-style-type: none"> 1.1 Attendant-at- Birth 1.2 Either or both parents of child 1.3 Foundling Finder 1.4 DWSD Worker 1.5 Document Owner, aged 18 and above 2. For Marriage Registration <ol style="list-style-type: none"> 2.1 Solemnizing Officer 2.2 Contracting Parties 3. For Death Registration <ol style="list-style-type: none"> 3.1 Attendant-at-Death 3.2 Nearest relative 3.3 Nearest person who has knowledge of the death 3.4 DSWD Worker <p>Note: Vital event must occur within the jurisdiction of San Fernando except for events in moving vehicle or vessel or airplane that place of occurrence cannot be ascertained, thus, IRR of Act No. 3753 under AO no. 1 series of 1993 shall be applied.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR TIMELY REGISTRATION OF BIRTH, FOUNDLING DEATH AND MARRIAGE CERTIFICATES: Accomplished Four (4) copies of the following using black ink:	
<ol style="list-style-type: none"> 1. Certificate of Live Birth (Municipal Form No. 102) 2. Certificate of Foundling (OCRG Form No.101) 3. Certificate of Death (Municipal Form No. 103) or Certificate of Fetal Death (Municipal Form 103A) 3.1 Certification from the Health Officer, 3.2 Certification of Embalmer (at the back of Certificate of Death), if applicable 4. Certificate of Marriage (Municipal Form No. 97) <p><i>Note: Computerized or Type-written entries are recommended in accomplishing the forms. Any alteration prior to registration must be countersigned. Torn, untidy and unreadable documents will not be accepted for registration.</i></p>	Attendant-at-Birth / Local Civil Registry Office Department of Social Welfare and Development /Local Civil Registry Office Attendant-at-Death / Local Civil Registry Office City Health Office Funeral Parlor Solemnizing Officer / Local Civil Registry Office
OTHER SUPPORTING DOCUMENTS: <i>For birth registration of illegitimate child, surname to be used is the mother's surname but to be acknowledged by the father (R.A. 9255)</i> <ol style="list-style-type: none"> 1. Affidavit of Admission of paternity signed by the parents – included at the back of the Certificate of Live Birth, notarized to any notary public 	
OTHER SUPPORTING DOCUMENTS: <i>For birth registration of illegitimate child, surname to be used is the father's surname (R.A. 9255)</i>	
<ol style="list-style-type: none"> 1. Affidavit to Use the Surname of the Father signed by the mother (4 original copies) 2. Affidavit of Admission of Paternity signed by parents (included at the back of the Certificate of Live Birth) 3. Valid IDs or Cedula of Affiants (1 photocopy each affiant) 	Any notary public/ Civil Registrar Notarized to any notary public/ Civil Registrar Cedula – CTO or List of Valid IDs can be found at the end page of charter
OTHER SUPPORTING DOCUMENTS: <i>For registration of foundling</i>	
<ol style="list-style-type: none"> 1. Affidavit of the Finder stating the facts and circumstances surrounding the finding of the child (1 original copy) 2. Certification of the barangay captain 	Any notary public Barangay Hall or PNP Station

<p>or police authority regarding the report made by the finder, as the case maybe (1 original copy)</p> <p>3. Certification stating that the child was legally available for adoption (4 certified photocopies)</p> <p>4. Child Profile (4 certified photocopies)</p>	<p>Secretary of the Department of Social Welfare and Development (DSWD)</p> <p>DSWD</p>
<p>OTHER SUPPORTING DOCUMENTS: <i>For registration of marriage</i></p>	
<p>1. Affidavit of Request for the celebration of marriage in a place other than authorized by law – if marriage is solemnized in a place other than authorized by law. (2 original copies)</p> <p>2. Affidavit of Solemnizing Officer, for marriages exempt from the license requirement – included at the back of the Certificate of Marriage (4 original copies)</p> <p>3. Affidavit of Cohabitation – for marriages under Rule 45 of Administrative Order No. 1 Series of 1993 (4 original copies)</p>	<p>Any Notary Public</p> <p>Notarized to any Notary Public</p> <p>Any Notary Public</p>
<p>OTHER SUPPORTING DOCUMENTS: <i>For delayed registration of Birth, Death and Marriage</i></p>	
<p>1. Affidavit of Delayed Registration signed by:</p> <p>1.1 For birth – executed by the father, mother, or guardian, or the child himself, if he has the capacity to do so</p> <p>1.2 For foundling – executed by the DSWD</p> <p>1.3 For death – executed by attendant-at-death or in default the nearest relative of the deceased or by any person having legal charge of the deceased</p> <p>1.4 For marriage – executed by solemnizing officer or person reporting the marriage</p> <p>2. Certificate of No Record of Birth or Death or Marriage, as the case may be</p> <p>2.1 LCR certification (1 photocopy)</p> <p>2.2 PSA certification, for registration after one (1) year preceding the date of birth. (1 photocopy)</p> <p>3. Affidavit of Two (2) Disinterested Persons who have witnessed or have known about the birth of the child. (1 original copy)</p>	<p>Included at the back of the form, notarized to any Notary Public/ Civil Registrar</p> <p>LCRO PSA</p> <p>Any Notary Public</p>

<p>4. Affidavit of Out-of-Town Late Registration – for registration request received outside San Fernando, Pampanga (1 original copy)</p>	<p>Any Notary Public/Civil Registrar</p>
<p>OTHER SUPPORTING DOCUMENTS: <i>For delayed registration of Birth</i></p>	
<p>1. Any two (2) applicable documentary evidences which reflect the name of the child, date and place of birth and names of the parents: (1 photocopy)</p> <p>1.1 Baptismal Certificate 1.2 School Records 1.3 Income Tax Return of parent/s 1.4 Insurance Policy 1.5 Marriage Certificates 1.6 Voter's Record/Registration 1.7 Medical Records 1.8 Others, such as: (1 original copy)</p> <p>1.8.1 Barangay Captain's Certification 1.8.2 Affidavit of Explanation</p>	<p>Churches Schools BIR Insurance Company PSA / LCR COMELEC Hospitals/Clinics/Birthing Stations</p> <p>Barangay Hall</p> <p>Any Notary Public</p>
<p>OTHER SUPPORTING DOCUMENTS: <i>For delayed registration of Death</i></p>	
<p>1. Any two (2) applicable documentary evidences which reflect name, date and place of death of deceased person:</p> <p>1.1 Authenticated copy of the certificate of burial, cremation, or any other means of corpse disposal 1.2 Medical Records, if hospital/clinic death (1 photocopy) 1.3 Certification from embalmer, if applicable (1 photocopy) 1.4 2 original photos of gravestone with inscription placed on a clean sheet of paper 1.5 Others such as: (1 original copy)</p> <p>1.5.1 Barangay Captain's Certification 1.5.2 Affidavit of Explanation with circumstances why the death was not registered within thirty (30) days after death</p>	<p>Cemetery Administrator's Office</p> <p>Hospital/Clinic</p> <p>Funeral Parlor</p> <p>Photo Center</p> <p>Barangay Hall Any Notary Public</p>
<p>OTHER SUPPORTING DOCUMENTS: <i>For delayed registration of Marriage</i></p>	
<p>1. Any two (2) applicable documentary evidences which reflect date and place of marriage of contracting parties:</p>	

	pare the Notice of Posting for Delayed Registration			
	3.4 Evaluate, Record and Assign Registry Number	None	10 minutes	<i>Registration Officer (CCRO)</i>
	3.5 Approve and sign the certificates	None	3 minutes	<i>Registration Officer / City Civil Registrar (CCRO)</i>
<p>Receive the certificate</p> <p><i>For delayed registration only:</i></p> <p>4.2 Return after 11 days and present claim stub/feedback form.</p> <p>4.3 Fill up the feedback form then drop at the Suggestion Box (recommended)</p> <p>Note: Client may skip steps 1 and 2 if set of forms are already available.</p>	4. Release copy to the registrant and feedback form, if applicable	None	3 minutes	<i>Assistant Registration Officer (CCRO)</i>
TOTAL:		PHP 100.00	11 days and 24 minutes	

LIST OF VALID IDS/IDENTITY DOCUMENTS

1. Philippine Passport issued by the (DFA)
2. Driver's License issued by the (LTO)
3. PRC ID
4. IBP ID
5. GSIS Unified Multi-Purpose ID/eCard
6. SSS Unified Multi-Purpose ID
7. PAG-IBIG Transaction/Loyalty Card
8. Voter's ID issued by COMELEC
9. Postal ID (PhilPost)
10. Senior Citizen's ID card issued by (OSCA) and/or (LGUs).
11. OFW ID issued by the DOLE.
12. OWWA ID.
13. Seaman's/Seawoman's Book issued by MARINA.
14. Diplomat/Consular ID issued by the Philippine Embassy
15. NBI Clearance
16. PNP ID/Police Clearance
17. DSWD Certification/4Ps ID
18. Barangay ID/Certification with picture and signature
19. PWD ID issued by NCDA or its regional counterpart, Office of the Mayor, Office of the Barangay Captain, DSWD office, and other participating organization with Memorandum of Agreement with the DOH.
20. PhilSys ID issued by the Philippine Statistical Authority
21. IDs issued by National Government Offices (e.g. AFP, DAR, DENR, DOH, DOJ) including GOCCs
22. IDs issued by the Offices of the Local Chief Executives (Governor, Vice-Governor, Mayor, and vice-Mayor)
23. TIN with picture and signature issued by the Bureau of Internal Revenue.
24. School/Student ID for currently-enrolled students, 18 years old and above, issued by reputable schools/colleges/universities recognized by the DepEd or CHED signed by the principal or head of the academic institution.
25. Company IDs issued by private entities or institutions registered with, supervised, or regulated by the BSP, SEC, or Insurance Commission (IC).
26. For foreign nationals, a passport issued by foreign governments AND any of the following
 - a. Alien Certification of Registration (ACR i-card)
 - b. Immigrant Certificate of Registration
 - c. Special Resident Retiree Visa issued by the Bureau of Immigration through the Philippine Retirement Authority

LIST OF VALID IDS/IDENTITY DOCUMENTS

1. Philippine Passport issued by the (DFA)
2. Driver's License issued by the (LTO)
3. PRC ID
4. IBP ID
5. GSIS Unified Multi-Purpose ID/eCard
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20. PhilSys ID issued by the Philippine Statistical Authority
21. IDs issued by National Government Offices (e.g. AFP, DAR, DENR, DOH, DOJ) including GOCCs
22. IDs issued by the Offices of the Local Chief Executives (Governor, Vice-Governor, Mayor, and vice-Mayor)
23. TIN with picture and signature issued by the Bureau of Internal Revenue.
24. School/Student ID for currently-enrolled students, 18 years old and above, issued by reputable schools/colleges/universities recognized by the DepEd or CHED signed by the principal or head of the academic institution.
25. Company IDs issued by private entities or institutions registered with, supervised, or regulated by the BSP, SEC, or Insurance Commission (IC).
26. For foreign nationals, a passport issued by foreign governments AND any of the following
 - a. Alien Certification of Registration (ACR i-card)
 - b. Immigrant Certificate of Registration
 - c. Special Resident Retiree Visa issued by the Bureau of Immigration through the Philippine Retirement Authority

3. REQUESTING CERTIFIED COPY OF BIRTH, DEATH, MARRIAGE AND OTHER CIVIL REGISTRY DOCUMENTS



Civil registry documents such as birth, death and marriage certificates may be availed of by securing a certified transcript or photocopy from the City Civil Registry Office. Any person/individual concerned or his/her duly authorized person can secure a copy of registered civil registry documents.

Office or Division:	City Civil Registry Office (CCRO), Ground Floor, Left Gate, Jose M. Valencia Bldg., City Hall
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>As per Philippine Statistics Authority (PSA) Memorandum Circular No. 2019-15A – Amendment to Memorandum Circular No. 2019 – 15 dated June 11, 2019, regarding the Guidelines on the Issuance of the Civil Registry Documents/ Certifications including Authentication (Republic Act No. 10173 -Data Privacy Act of 2012)</p> <ol style="list-style-type: none"> 1. Document owner or any person authorized by him, must be of legal age and mentally capacitated 2. Spouse, whose name is indicated in his/her marriage document with his/her partner 3. Parents of the document owner provided their name is indicated in the latter’s birth document, either as a father or mother 4. Descendant of the document owner provided that he/she has sufficient documentation to support this case 5. A guardian appointed by the court or the person exercising substitute parental authority pursuant to Art. 216 of the Family Code of the Philippines 6. Institutions legally in charge of a minor 7. Court or proper public official 8. Government agencies that executed Data Sharing Agreement with PSA 9. Nearest kin of a deceased person
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

Guidelines on the Issuance of Civil Registry Document (CRDs) (FM-CCRO-RMD-07; Revision No. 01; April 3, 2023)

I. General Requirements:

a. Completed Request form

b. Requester's valid ID – original and /or photocopy

(please refer at the back for the list of valid IDs)

c. Proof of filiation, if the requester is not the informant, whenever applicable

(i.e. marriage certificate, birth certificate, baptismal etc.)

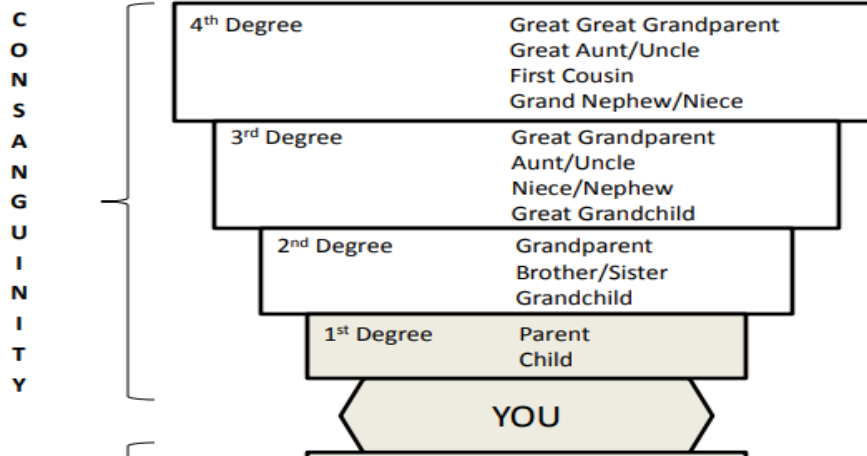
II. Authorized Persons to request:

Category 1: DO is living and of legal age	Category 2: DO is minor or incapacitated	Category 3: DO is deceased and of legal age
<ul style="list-style-type: none"> ➤ Document Owner ➤ Legal Spouse ➤ Parent (birth only) ➤ Direct descendant (birth only) 	<ul style="list-style-type: none"> ➤ Parent 	<ul style="list-style-type: none"> ➤ Legal spouse ➤ Marital Child or Acknowledged Non-Marital Child
	<p><i>In default of parent:</i></p> <ul style="list-style-type: none"> ➤ Judicially appointed guardian/ institution legally in-charge ➤ Persons exercising substitute parental authority with <u>notarized Affidavit of Guardianship</u>, if DO is living or <u>Affidavit of Kinship</u>, if DO is deceased (in order of preference): (a) surviving grandparent, (b) capacitated brother or sister (over 21 years old), (c) actual custodian 	<p>In default of the above, the closest living relative (in order of preference) with notarized Affidavit of Kinship :</p> <ul style="list-style-type: none"> ➤ Parent or ascendants ➤ Brother or sister ➤ Collateral relatives up to 5th degree of consanguinity
	If a non-marital unacknowledged, only the mother can request	

Category 4: Authorized Representative with Authorization letter from DO and copy of his/her valid ID	Category 5: Authorized Representative with Special Power of Attorney from legal guardian or lawful heir and copy of his/her valid ID
<p>Note: Authorization letters or SPAs <u>must</u> satisfy the following requirements:</p> <ul style="list-style-type: none"> ● State that the purpose is to SECURE civil registry documents (birth, death or marriage) ● Name and signature giving the authority must appear in the authorization letter or SPA ● Emailing or instant messaging of the authorization letter/ notarized SPA is permitted provided that the scanned copy has a matching signature with the Valid ID presented. 	

Legend: DO – Document Owner

IMMEDIATE FAMILY MEMBERS



LIST OF VALID IDS/IDENTITY DOCUMENTS

- Philippine Passport issued by the (DFA)
- Driver's License issued by the (LTO)
- PRC ID
- IBP ID
- GSIS Unified Multi-Purpose ID/eCard
- SSS Unified Multi-Purpose ID
- PAG-IBIG Transaction/Loyalty Card
- Voter's ID issued by COMELEC
- Postal ID (PhilPost)
- Senior Citizen's ID card issued by (OSCA) and/or (LGUs).
- OFW ID issued by the DOLE.
- OWWA ID.
- Seaman's/Seawoman's Book issued by MARINA.
- Diplomat/Consular ID issued by the Philippine Embassy
- NBI Clearance
- PNP ID/Police Clearance
- DSWD Certification/4Ps ID
- Barangay ID/Certification with picture and signature
- PWD ID issued by NCDA or its regional counterpart, Office of the Mayor, Office of the Barangay Captain, DSWD office, and other participating organization with Memorandum of Agreement with the DOH.
- PhilSys ID issued by the Philippine Statistical Authority
- IDs issued by National Government Offices (e.g. AFP, DAR, DENR, DOH, DOJ) including GOCCs
- IDs issued by the Offices of the Local Chief Executives (Governor, Vice-Governor, Mayor, and vice-Mayor)
- TIN with picture and signature issued by the Bureau of Internal Revenue.
- School/Student ID for currently-enrolled students, 18 years old and above, issued by reputable schools/colleges/universities recognized by the DepEd or CHED signed by the principal or head of the academic institution.
- Company IDs issued by private entities or institutions registered with, supervised, or regulated by the BSP, SEC, or Insurance Commission (IC).
- For foreign nationals, a passport issued by foreign governments AND any of the following
 - Alien Certification of Registration (ACR i-card)
 - Immigrant Certificate of Registration
 - Special Resident Retiree Visa issued by the Bureau of Immigration through the Philippine Retirement Authority

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up request form for civil registry documents	1.1 Receive and review request slip. 1.2 Issue an Order of Payment	None	3 minutes	<i>Assistant Registration Office (CCRO)</i>
2. Pay at the City Treasurer's Office	Issue Official Receipts	Certified True/Photocopy and Transcription Copy of Registered Birth, Death and Marriage (PHP 50.00)	2 minutes	<i>Revenue Collection Clerk II (CCRO)</i>
3. Wait for the verification, preparation and approval of requested record	Verify and prepare the availability of requested certificate (electronic/manual)	None	15 minutes	<i>Assistant Registration Officer (CCRO)</i>
	2. Approve and Sign/prepared certificates	None	3 minutes	<i>Registration Officer / City Civil Registrar (CCRO)</i>
4. Receive the certificate	4. Release the requested certificates	None	2 minutes	<i>Assistant Registration Officer (CCRO)</i>
TOTAL:		PHP 50.00	25 minutes	



4. REGISTRATION OF LEGAL INSTRUMENTS AND COURT ORDERS / DECREES / R.A. 9255

The City Civil Registry Office is also mandated to accept all registrable documents and judicial decrees / orders affecting the civil status of persons; and process the same in accordance to existing laws, rules and regulations provided for the purpose.

Office or Division:	City Civil Registry Office (CCRO), Ground Floor, Left Gate, Jose M. Valencia Bldg., City Hall
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ol style="list-style-type: none"> 1. For registration of R.A. 9255 and/or legitimation <ol style="list-style-type: none"> 1.1 Father and/or mother of child 1.2 A guardian appointed by court or the person exercising substitute parental authority pursuant to Art. 216 of the Family Code of the Philippines 1.3 Document owner, of legal age and mentally capacitated 2. For registration of Supplemental Report, Wrongly registered, MC 2010-4 and court decree/order <ol style="list-style-type: none"> 2.1 Document owner, of legal age and mentally capacitated 2.2 Spouse, whose name is indicated in his/her marriage document with his/her partner 2.3 Parents of the document owner provided their name is indicated in the latter's birth document, either as a father or mother 2.4 Descendant of the document owner provided that he/she has sufficient documentation to support this case 2.5 A guardian appointed by court or the person exercising substitute parental authority pursuant to Art. 216 of the Family Code of the Philippines 2.6 Sibling of the document owner 2.7 Authorization or SPA, whichever is applicable, if registrant is a representative. (For court order registration only)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Other supporting documents: <i>If the registrant is a duly authorized representative. (For court order registration only)</i>	

<p>1. Original copy of the Authorization Letter/Special Power of Attorney (SPA) bearing fresh signature of the document owner:</p> <p>1.1 It shall specifically state that its purpose is to secure civil registry documents from LCRO. General statement as to the purpose is not acceptable. If it is multi-purpose, the intent to secure certificate from LCRO should be specifically indicated.</p>	<p>Document owner or any notary public or Phil. Consular Offices in abroad, whichever is applicable</p>
<p>1.2 It should also indicate the type of document to be requested, the number of copies and specific details of the document to be requested.</p> <p>2. For special cases, captured/scanned image of the actual authorization letter/SPA from the document owner with signature that matches the accompanying valid ID is acceptable. If received from abroad, the document owner should provide copy of the passport as the valid ID. (1 printed copy)</p>	<p>Document Owner</p>
<p>Legal Instruments:</p> <p>1. RA 9255:</p> <p>1.1 Registered Birth certificate of child (4 photocopies)</p> <p>1.2 Admission of Paternity for birth not yet registered or previously registered under the surname of the mother but no admission of Paternity at the back of the Certificate of Live Birth thru:</p> <p>1.2.1 Affidavit of Admission/Acknowledgement of Paternity (3 original copies and 1 photocopy of the registered legal instrument)</p> <p>1.2.2 Any private handwritten instruments like, but not limited to: (4 photocopies)</p> <p>1.2.2.1 Signature appearing on school's report card</p> <p>1.2.2.2 Declaration as dependent on BIR, Philhealth, SSS, HDMF, GSIS MDR</p> <p>1.2.2.3 Declaration as beneficiary/ dependent on Insurance Policy</p> <p>1.3 Affidavit to Use the Surname of the Father for birth not yet registered or previously registered under the surname of the mother but with admission of Paternity at the back of the Certificate of Live Birth. (3 original copies and 1 photocopy of</p>	<p>PSA or LCRO</p> <p>Any Notary Public/Civil Registrar</p> <p>School</p> <p>BIR, Philhealth, SSS, HDMF, GSIS</p> <p>Insurance Company</p> <p>Any Notary Public/Civil Registrar</p>

<p>the registered legal instrument)</p> <p>Note: Affidavit/s can also be executed before the Philippines Consul General of the foreign country where the affiant is based.</p>	
<p>2. Legitimation:</p> <p>2.1. Registered Birth Certificate of child (4 photocopies)</p> <p>2.2 Marriage Certificate (4 photocopies)</p> <p>2.3 Certificate of No Marriage (CENOMAR) or Advisory on Marriages of parents (4 photocopies)</p> <p>2.4 Joint Affidavit of Legitimation. If one or both parent/s is/are below 18 years old at the time of child's conception, minority should be stated otherwise. (3 original copies and 1 photocopy of the registered legal instrument)</p> <p>2.5 Admission of Paternity for birth not yet registered or previously registered under the surname of the mother but no admission of Paternity at the back of the Certificate of Live Birth thru:</p> <p>2.5.1 Affidavit of Admission/Acknowledgement of Paternity (3 original copies and 1 photocopy of the registered legal instrument)</p> <p>2.5.2 Private handwritten instrument like, but not limited to: (4 photocopies)</p> <p>2.5.2.1 Signature appearing on school's report card (Form 138)</p> <p>2.5.2.2 Declaration as dependent on BIR, Philhealth, SSS, HDMF, GSIS MDR</p> <p>2.5.2.3 Declaration as beneficiary/dependent on Insurance Policy</p> <p>2.6 In case of deceased parent/s, death certificate is needed (4 photocopies)</p> <p>2.7 Any valid ID / Cedula (1 original copy)</p> <p>Note: If one or both parents are in a foreign country, affidavit should be executed before the Philippine Consul General of the foreign country and have it registered at the LCRO of Manila City Hall</p>	<p>PSA or LCRO</p> <p>PSA or LCRO - must be certified copy</p> <p>PSA</p> <p>Any Notary Public/Civil Registrar</p> <p>Any Notary Public/Civil Registrar</p> <p>School</p> <p>BIR, Philhealth, SSS, HDMF, GSIS</p> <p>Insurance Company</p> <p>PSA or LCRO – must be certified true copy</p> <p>CTO-Cedula/ List of Valid IDs can be found at the end page of charter</p>

3. Supplemental: 3.1 Birth / Marriage / Death Certificate (1 original copy) 3.3 Affidavit Supplemental Report (3 original copies and 1 photocopy of the registered document)		PSA or LCRO Any Notary Public		
4. Wrongly Registered (MC 91-6) 4.1 Birth / Marriage / Death Certificate (1 original copy and 4 photocopies) 4.2 Certificate of Transfer from Other LCR (1 original copy and 4 photocopies)		PSA or LCRO Any Notary Public		
5. MC 2010-4 5.1 Birth / Marriage / Death Certificate (4 photocopies) 5.2 Affidavit of Discrepancy or Affidavit of Explanation (3 original copies and 1 photocopy of the registered document)		PSA or LCRO Any Notary Public		
Court Order/Court Decree: 1. Four (4) sets of Certified True Copy of Court Order/Decree and Certificate of Finality 2. For Adoption cases only: 2.1 certificate of foundling, if child is a foundling (1 certified copy) 2.2 Certification of a Child Legally Available for Adoption (1 certified copy) 2.3 Inter Country Adoption Board (ICAB) Certification, if adopting parents are foreigners or Filipino citizens permanently residing abroad (1 certified copy)		Branch Court DSWD DSWD DSWD		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for Legal Instruments / Court Orders /Decrees For Court Order/Decree only: Return after 5 working days and present claim stub.	1. Review requirements and Issue Order of Payment For Court Order/Decree only: Issue a claim stub and inform the client to return after 5 working	None	8 minutes 5 days	<i>Assistant Registration Officer (CCRO)</i> <i>Assistant Registration Officer / City Civil Registrar</i>

	days after the verification of court decision			(CCRO)
2. Pay at the City Treasurer's Office	2. Issue Official Receipt	Legal Instrument (PHP 200.00) Court Order / Decrees (PHP 500.00)	2 minutes	<i>Revenue Collection Clerk III (CCRO)</i>
3. Wait for the preparation and approval of the documents	Log / Assign Registry Number to Legal Instruments, Court Orders / Decrees / RA 9255) and	None		<i>Assistant Registration Officer (CCRO)</i>
	Prepare certifications	None	20 minutes	<i>Assistant Registration Officer (CCRO)</i>
	Check and Pre-approve Legal Instruments, Court Orders/Decrees / RA 9255	None	5 minutes	<i>Registration Officer (CCRO)</i>
	Approve and Sign the documents	None	5 minutes	<i>Registration Officer / City Civil Registrar (CCRO)</i>
4. Receive the documents	Release registered documents	None	2 minutes	<i>Assistant Registration Officer (CCRO)</i>
	TOTAL:	Legal Instrument (PHP 200.00) Court Order / Decrees (PHP 500.00)	5 days and 42 minutes	

LIST OF VALID IDS/IDENTITY DOCUMENTS

1. Philippine Passport issued by the (DFA)
2. Driver's License issued by the (LTO)
3. PRC ID
4. IBP ID
5. GSIS Unified Multi-Purpose ID/eCard
6. SSS Unified Multi-Purpose ID
7. PAG-IBIG Transaction/Loyalty Card
8. Voter's ID issued by COMELEC
9. Postal ID (PhilPost)
10. Senior Citizen's ID card issued by (OSCA) and/or (LGUs).
11. OFW ID issued by the DOLE.
12. OWWA ID.
13. Seaman's/Seawoman's Book issued by MARINA.
14. Diplomat/Consular ID issued by the Philippine Embassy
15. NBI Clearance
16. PNP ID/Police Clearance
17. DSWD Certification/4Ps ID
18. Barangay ID/Certification with picture and signature
19. PWD ID issued by NCDA or its regional counterpart, Office of the Mayor, Office of the Barangay Captain, DSWD office, and other participating organization with Memorandum of Agreement with the DOH.
20. PhilSys ID issued by the Philippine Statistical Authority
21. IDs issued by National Government Offices (e.g. AFP, DAR, DENR, DOH, DOJ) including GOCCs
22. IDs issued by the Offices of the Local Chief Executives (Governor, Vice-Governor, Mayor, and vice-Mayor)
23. TIN with picture and signature issued by the Bureau of Internal Revenue.
24. School/Student ID for currently-enrolled students, 18 years old and above, issued by reputable schools/colleges/universities recognized by the DepEd or CHED signed by the principal or head of the academic institution.
25. Company IDs issued by private entities or institutions registered with, supervised, or regulated by the BSP, SEC, or Insurance Commission (IC).
26. For foreign nationals, a passport issued by foreign governments AND any of the following
 - a. Alien Certification of Registration (ACR i-card)
 - b. Immigrant Certificate of Registration
 - c. Special Resident Retiree Visa issued by the Bureau of Immigration through the Philippine Retirement Authority

5. PETITION FOR CORRECTION OF CLERICAL ERROR / CHANGE OF FIRST NAME / CHANGE OF SEX AND CORRECTION OF DAY AND MONTH OF BIRTH (R.A. 9048 and R.A. 10172)



- a.1 Republic Act 9048, authorizes all City or Municipal Civil Registrars or the Consul General to correct clerical or typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order.
- a.2 Republic Act 10172, further authorizes all City of Municipal Civil Registrars or Consul Generals to correct clerical or typographical errors in the day and month in the date of birth or sex of a person appearing in civil register without need of a judicial order.

Office or Division:	City Civil Registry Office (CCRO), Ground Floor, Left Gate, Jose M. Valencia Bldg., City Hall	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government	
Who may avail:	Petitioner, of legal age and have direct and personal interest in the documents Owner of the record Owner of the record's spouse, children, parents, siblings, grandparents or guardian, whichever is applicable Any other person duly authorized by law or by the owner of the record	
CHECKLIST OF REQUIREMENTS		
WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Birth or Marriage or Death Certificate, whichever is the error document – PSA 2. Identification (ID) card/certifications of Petitioner 3. At least Two (2) public or private documents showing the correct entry/entries where correction or change shall be based. 		
3.1 Error is in the First Name of the document owner:		
3.1.1 Birth, Death, Marriage Certificate, whichever is applicable as reference	PSA or LCR	
3.1.2 Baptismal or Dedication or Confirmation Certificates	Church School See complete list at the end of charter page	
3.1.3 School Record	Any notary public	
3.1.4 Identification (ID) Cards/ Certifications		
3.1.5 Affidavit of Discrepancy		
3.2 Other supporting documents: if error is in the Middle and/or Last Names, or error is in the parent's information.		
3.2.1 Birth certificate of mother and/or father (whichever is applicable to the petition), if still living or death certificate, if deceased	PSA or LCR	
3.2.2 Baptismal or Dedication or Confirmation Certificates of father and/or mother		
3.2.3 School Record of father	Church School	

<p>3.2.4 and/or mother Marriage Certificate of parents, if married</p> <p>3.2.5 Identification (ID) Cards/ Certifications of father and/or mother</p> <p>3.2.6 Birth Certificate of other child</p> <p>3.2.7 Affidavit of Discrepancy</p>	<p>PSA or LCR</p> <p>See complete list at the end of charter page</p> <p>PSA or LCR</p> <p>Any notary public</p>
<p>3.3 Other supporting documents: <i>if error is in the birth order of child or total number of children born alive or number of children still living including this birth or number of children born alive but are now dead</i></p>	
<p>3.3.1 Medical Certification</p> <p>3.3.2 All birth certificate of other child/children before the erroneous birth document</p> <p>3.3.3 Affidavit of discrepancy</p>	<p>Physician or Hospital</p> <p>PSA or LCR</p> <p>Any Notary Public</p>
<p>3.4 Other supporting documents: <i>if error is in the type of birth, i.e. from single to twin or triples or other multiple births</i></p>	
<p>3.4.1 Both or All Baptismal or Dedication or Confirmation Certificates</p> <p>3.4.2 Both or All School Record</p> <p>3.4.3 Both or All Marriage Certificate, if married</p> <p>3.4.4 Both or All Identification (ID) Cards/ Certifications</p> <p>3.4.5 Both or All School Records</p> <p>3.4.6 Affidavit of Discrepancy</p>	<p>Church</p> <p>School</p> <p>PSA or LCR</p> <p>See complete list at the end of charter page</p> <p>School</p> <p>Any notary public</p>
<p>3.5 Other supporting documents: <i>if error is in the parents date and/or place of marriage,</i> provided that the legitimacy status of the child will not be affected. Otherwise, judicial order is necessary.</p>	
<p>3.5.1 Parent's marriage</p>	<p>PSA or LCR</p>

<p>certificate</p> <p>3.5.2 Birth Certificate of Siblings</p> <p>3.5.3 Affidavit of Discrepancy</p>	<p>PSA or LCR</p> <p>Any notary public</p>
<p>3.6 Other supporting documents: <i>if error is in the relationship of informant to the child or deceased person, provided that there was no misrepresentation at the time of registration, otherwise judicial order is necessary.</i></p>	
<p>3.6.1 Informant should be a mother or father or spouse</p> <p>3.6.1.1 Birth certificate of mother or father or spouse</p> <p>3.6.1.2 Baptismal certificate of child</p> <p>3.6.1.3 Marriage certificate, if applicable</p> <p>3.6.1.4 Affidavit of Discrepancy</p>	<p>PSA or LCR</p> <p>Church</p> <p>SA or LCR</p> <p>Any notary public</p>
<p>3.7 Other supporting documents: <i>if error is for age and/or date of birth and/or place of birth, provided that the error in the marriage certificate will not render one or both of the contracting party/ies minor at the time of marriage. Otherwise, judicial order is necessary.</i></p>	
<p>3.7.1 Birth or marriage or death certificate of husband and/or wife or deceased person, whichever is applicable</p> <p>3.7.2 Baptismal or Dedication or Confirmation Certificates</p> <p>3.7.3 School Record</p> <p>3.7.4 Identification (ID) Cards/ Certifications</p> <p>3.7.5 Affidavit of Discrepancy</p>	<p>PSA or LCR</p> <p>Church</p> <p>School</p> <p>See complete list at the end of charter page</p> <p>Any notary public</p>
<p>3.8 Other supporting documents for: <i>Change of First Name, Sex and Birth month and/or date</i></p>	
<p>3.8.1 Valid NBI and PNP Clearance</p> <p>3.8.2 Certificate of Employment, or Affidavit of Non-Employment, if unemployed</p> <p>3.8.3 Affidavit of Publication</p>	<p>NBI / PNP</p> <p>Employer / Notary Public</p> <p>Newspaper publisher</p> <p>Newspaper publisher</p>

3.8.4 Copy of newspaper clippings	
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3.9 Other supporting documents for: *Change of Birth month and/ or date and Sex only:*

3.9.1 Earliest School record	School
3.9.2 Baptismal	Church
3.9.3 Medical Record with date of birth	Hospital, Clinic, Laboratory

3.10 Other supporting document for: *Change of Sex only:*

3.10.1 Medical Certificate from a government physician (2 original copies)	Government Hospitals, Government Clinics
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3.11 Other supporting documents: *If the registrant is a duly authorized representative except for change of sex*

3.11.1 Special Power of Attorney (SPA) bearing fresh signature of the document owner	Document owner or any notary public or Phil. Consular Offices in abroad, whichever is applicable
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Note: All requirements must be photocopied in Three (3) copies.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for RA 9048 and/or RA 10172	Review and Issue Order of Payment Finality and Certified Copy of decided petition pursuant to RA 9048 / RA 10172	None	5 minutes	Administrative Assistant II (CCRO)
2. Pay at the City Treasurer's Office	Issue Official Receipt	RA 9048 Fees: Correction of Clerical Error (PHP 1,000.00)	2 minutes	Revenue Collection Clerk III (CCRO)
		Change of First Name (PHP 3,000.00)		

		RA 10172 Fees: Correction of Day and Month of Birth and Change of Gender ,(PHP 3,000.00)		
3. Recheck and sign the petition. Submit back to processor. Disclaimer: Return time is only an estimate based on historical data. Approval is dependent on the processing time of PSA-Legal Services Division	Type petition for RA 9048 and/or RA 10172. Release triplicate copy of petitions for client's signature.	None	5 minutes	<i>Administrative Assistant II (CCRO)</i>
	Instruct the client to return after 3 or 4 months for the rendered decision of the Civil Registrar General and issue 1 copy of signed petition	None		
	Log and Assign petition number for RA 9048 /RA 10172	None	5 minutes	<i>Administrative Assistant II (CCRO)</i>
	Prepare Notice of Posting, Certificate of Posting and Record sheet	None	10 days and 12 minutes	
	Check and Pre-approve filed petitions	None	5 minutes	<i>Registration Officer (CCRO)</i>
	Approve and Sign the documents	None	3 minutes	<i>City Civil Registrar (CCRO)</i>
	Prepare annotated certificate, Certificate of	None	20 minutes	<i>Administrative Assistant II (CCRO)</i>



City Budget Office

Internal Services



1. PROCESSING OF OBLIGATION REQUESTS (OBR)/ CERTIFICATION ON APPROPRIATION, FUNDS AND OBLIGATION OF ALLOTMENT (CAFOA)

The City Budget Office ensures that all obligation requests/certification on appropriation, funds and obligation of allotment are properly processed and within the limits of the provided budget per office. This covers the receiving of obligation requests/certification on appropriation, funds and obligation of allotment from the end-user or General Services Office personnel up to the issuance of Certification of Availability of Appropriation or the certified OBR/CAFOA.

Office or Division:	Administrative and Budgeting Division - Located at the 2nd Flr., City Hall Building, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga	
Classification:	Simple	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Offices/Departments of City Government of San Fernando, Pampanga	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Five (5) copies of OBR/CAFOA		Provided by requesting office
2. Three (3) copies of Purchase Requests		Provided by requesting office
3. Copy of the Approved Annual Investment Program with reference number		Provided by requesting office
4. Copy of Project Proposal		Provided by requesting office
5. Other documents as may deemed necessary: <ul style="list-style-type: none"> a. Invitation Letter, approved Travel orders, and Itinerary of Travel for meetings, trainings, seminars and conferences b. Request Letters approved by the Authorized Officers to proceed with the transaction for financial assistance c. Intake Sheets of Assistance to Individuals in Crisis Situation (AICS) d. Application Form for Sepl-Employed Assistance (SEA) e. Payroll for cash prizes, honoraria, hazard pay, subsistence allowance etc. 		Provided by requesting office

<p>f. Program of Works for infrastructure projects: Barangay Resolutions & Letter from CPDCO for Aid to Barangay Projects</p> <p>g. Designation as Official Signatory for temporary/new appointment</p> <p>h. other documentary requirements to validate transaction</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the OBR/CAFOA attached with complete requirements	1. Receiving 1.1 Receives and verifies documents presented	None	Within one (1) day	<i>Budgeting Assistant (CBO)</i>
None	1.2. Assigns OBR/CAFOA Number 1.3. Write on the OBR/CAFOA Slip the following for the charging of transaction: Office, Account, Balance, Date of OBR/ CAFOA, Date and Time of Receipt, Originating Office and Check on the attachments.			
None	2. Posting of transactions the control sheets 2.1. Check allotment balance A. If there is an available allotment post transaction in the control sheets; B. If the transaction is overdraft, forward to initial review 2.2. If there is an ABC, assigns ABC Number 2.3. Encode details in the ABC Monitoring Sheet 2.4 Arrange OBR/CAFOA in series	None	Within one (1) day	<i>Budget Officer I (CBO)</i>

None	<p>3. Filling up of OBR/CAFOA and Printing of Transmittal</p> <p>3.1. Write the assigned OBR/CAFOA number, stamp date.</p> <p>3.2. Insert carbon paper to duplicate signature</p> <p>3.3. Encode the transactions by batch to the transmittal sheet</p> <p>3.4. Print the transmittal sheet</p> <p>3.5. Arrange the OBR/CAFOA in series and forward for initial review</p>	None	Within one (1) day	<i>Budget Officer I (CBO)</i>
None	<p>4. Initial Review of OBR/CAFOA</p> <p>4.1 Receives OBR/CAFOA in series with proper account charging together with the soft copy of control sheets, printed copy of transmittal and printed copy of ABC monitoring sheet, if there's any</p> <p>4.2. Check OBR/ CAFOA's proper charging and completeness of documents attached</p> <p>>If incomplete documents, call end-user for concerns and forward to releasing</p> <p>4.3. Check OBR's proper posting and charging in the control sheets</p> <p>> If the transaction is overdraft, call end-user for concerns and forward to releasing</p> <p>4.4. Affix initials in the OBR/CAFOA</p>	None	Within one (1) day	<i>Budget Officer III (CBO)</i>
	<p>4.5 Forward OBR/CAFOAs for final review together with the soft copy of control sheets</p>			

None	<p>5. Final Review of OBR/CAFOA</p> <p>5.1. Receives OBR/CAFOA in series with proper account charging (together with the soft copy of control sheets for random checking & report preparation purposes)</p> <p>5.2 Check OBR/CAFOA's proper charging and completeness of documents attached</p> <p>A. If incomplete documents, return to initial review for verification and releasing</p> <p>B. If the transaction is overdraft, return to initial review for verification and releasing</p> <p>5.3 Affix initials in the OBR/CAFOA</p> <p>5.4 Forward OBR/CAFOAs in series for review and approval of certification</p> <p>5.5 For adjustment with attached Resolution, Forward for signature of City Budget Officer</p> <p>Otherwise, forward for release</p>	No ne	Within two (2) days	<i>Budget Officer IV (CBO)</i>
None	<p>6. Approval of OBR/CAFOA</p> <p>6.1 Review and certifies the OBR/CAFOA for the existence of available appropriation</p> <p>A. If incomplete documents, return to final review for verification and releasing</p> <p>B. If the transaction is overdraft, return to final review for verification and releasing</p>	No ne	Within two (2) days	<i>City Budget Officer (CBO)</i>
None	<p>7. Releasing of OBR/CAFOA</p> <p>7.1 For Unobligated OBR/CAFOAs</p> <p>A. Log out to end-user once picked up</p> <p>7.2 For Obligated</p>	No ne	In two (2) days	<i>Budgeting Assistant (CBO)</i>

	<p>OBR/CAFOAs</p> <p>A. Get the approved OBR/CAFOAs from the CBO and retrieve 2 duplicate copies of OBR/CAFOAs</p> <p>Segregates documents per nature of transaction (GSO / Accounting)</p> <p>B. Transmits certified OBR/CAFOAs to:</p> <p>> Accounting, if applicable.</p> <p>GSO for procurement related OBR/CAFOAs will be picked up by GSO personnel.</p> <p>D. OBR/CAFOA processed by the end-user will be picked up by the end-user.</p> <p>E. Arrange retrieved copies in series.</p> <p>C. File 1 copy for CBO file.</p> <p>Forward 1 copy to Accounting Office on a weekly basis.</p>			
TOTAL:	None	2 days		



2. ADJUSTMENT AND CANCELLATION OF OBLIGATION REQUEST (OBR)/CERTIFICATION ON APPROPRIATIONS, FUNDS AND OBLIGATION OF ALLOTMENT(CAFOA)

The City Budget Office ensures that all obligation requests/certification on appropriations, funds and obligation of allotment are properly processed within the limits of the provided budget per office. This covers the receiving of obligation requests from the end-user or General Services personnel up to the issuance of Certification of Availability of Appropriation of the certified OBR/CAFOA.

Office or Division:	Administrative and Budgeting Division - Located at the 2nd Flr., City Hall Building, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices/Departments of City Government of San Fernando, Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of OBR/CAFOA and attachments indicating the final amount for adjustment and/or cancellation		Provided by requesting office		
2. Two (2) photocopies of OBR/CAFOA with final amount for adjustment		Provided by requesting office		
3. Accomplished CBO Adjustment/Cancellation Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the obligation request for adjustment/cancellation attached with complete requirements	1. 1 Receives the OBR/CAFOA for adjustment/cancellation 1.2 For adjustment of OBR/CAFOAs A. If there is an attached Abstract of Bids and BAC Resolution, assigns number. For cancellation of OBR/CAFOAs,	None	Within two (2) days	<i>Budgeting Assistant (CBO)</i>

	<p>proceed to next step</p> <p>1.3 Proceed to posting in control sheet</p>			
None	<p>2. Posting in the control sheets</p> <p>2.1 Check allotment balance in the control sheet</p> <p>A. If there is an available allotment, post transaction</p> <p>B. If the transaction is overdraft forward to initial review for verification and releasing</p> <p>2.2. Stamp date of adjustment/cancellation</p>	None	Within two (2) days	<i>Budgeting Assistant (CBO)</i>
None	<p>3. Encoding and Printing of transmittal</p> <p>3.1 Encodes the adjustment/cancellation in the transmittal and the ABC monitoring sheet, if there is any.</p> <p>3.2. Printing of transmittal sheet.</p>	None	Within two (2) days	<i>Budget Officer I & Budget Officer III (CBO)</i>

None	<p>4. Releasing</p> <p>4.1 For Adjustments</p> <p>A. GSO or procurement related adjustments will be picked up by the GSO personnel.</p> <p>B. Adjustments processed by the end-user will be picked by the end-user.</p> <p>4.2 For Cancellations</p> <p>A. For file of CBO</p>	None	In two (2) days	<i>Budgeting Assistant (CBO)</i>
TOTAL:		None	Two (2) Days	



3. REVIEW AND TRANSMITTAL OF BARANGAY BUDGETS

The City Budget Office ensures that the barangay budgets submitted for review complied with the budgetary requirements and limitations provided in the Local Government Code; the budget does not exceed the estimated receipts and/or income of the barangay; and the items of appropriations are not more than those provided by the existing laws.

Office or Division:	Barangay Budgeting and City School Division - Located at the 2nd Flr., City Hall Building, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	35 Barangays in the City of San Fernando Pampanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Annual Barangay Budget: 1.1 An ordinance appropriating funds duly approved by the Barangay Officials 1.2 Barangay Resolutions for the appropriation of funds duly approved by barangay officials 1.3 Barangay Budget Forms (BF1, BF2, BF2A, BF3, BF4, Annex G 1.4 Annual Investment Plan (AIP) 1.5 Gender and Development Plan certified by DILG 1.6 Barangay Council for the Protection of Children Plan together with the profile 1.7 Barangay Disaster Risk Reduction Management Plan		Provided by requesting office		
2. Supplemental Barangay Budget 2.1 2.1 An ordinance appropriating funds duly approved by barangay officials 2.2 Barangay Resolutions for the appropriation of funds duly approved by barangay officials 2.3 Barangay Budget Forms (Form 8, Form 9) 2.4 Accountant's certification for Cash Surplus/Savings		Provided by requesting office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING	PERSON RESPONSIBLE

			TIME	
1. Submit the Annual Budget or Supplemental Budget for review	1. Receives the duly approved barangay budget	None	Within one (1) day	<i>Budgeting Assistant (CBO)</i>
	2. Review as to the completeness of requirements and schedule of appropriation	None	Within thirty (30) days	<i>Budget Officer III/ Budget Officer IV(SAO) & City Budget Officer (CBO)</i>
	2.1 Personal Services 2.2 MOOE 2.3 20% Devt. Fund 2.4 10% SK Fund 2.5 5% Calamity Fund			
None	3. Prepare Transmittal & 1 st Endorsement Letter to SP	None	Within thirty (30) days	<i>Budget Officer III/ Budget Officer IV(SAO) (CBO)</i>
None	4. Approve and sign transmittal & 1 st Endorsement Letter to SP	None	Within thirty (30) days	<i>City Budget Officer (CBO)</i>
None	5. Transmit documents to SP	None	Within thirty (30) days	<i>Budgeting Assistant (CBO)</i>
TOTAL:		None	Within thirty (30) days	



City Information and Communications Technology Office

Internal Services



1. REQUEST FOR IT SERVICES

The City Information and Communications Technology Office is the main contact for resolving IT issues and concerns to ensure efficient and effective government service.

Office or Division:		City Information and Communications Technology Office- Located at the 2nd Flr., City Hall Building, A. Consunji St., Brgy. Sto Rosario Poblacion, City of San Fernando, Pampanga		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		City Government of San Fernando and attached agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Avail services through Service Request Queuing System.	1. Monitor all Reported Concerns to the Service Request Queuing System	None	5 minutes	<i>Technical Staff (CICTO)</i>
2. Wait while the technical staff is checking the unit.	2. Assess and troubleshoot the reported unit	None	15 minutes	<i>Technical Staff (CICTO)</i>
3. Wait while the technical staff perform service.	3. Conduct proper repair or restoration.	None	2 hours 50 minutes	<i>Technical Staff (CICTO)</i>
4. Wait while the technical staff conduct testing.	4. Conduct testing and clear the request on the Service Request Queuing System	None	15 minutes	<i>Technical Staff (CICTO)</i>
5. Fill out the service request form	5. Check service form and file	None	5 minutes	<i>Administrative Aide (CICTO)</i>
	TOTAL:	None	3 hours and 30 minutes	



City Information Office

External Services



1. ADDRESSING PUBLIC CONCERNS

The City Information Office is mandated to address the concerns of the public delivered through a face-to-face set-up, or through its Facebook page, landline, and email address. Concerns conveyed through CIO's personnel (face-to-face, chats or SMS) by the employees should also be acknowledged.

Office or Division:	City Information Office- Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS <i>(any of the following)</i>		WHERE TO SEND PUBLIC CONCERNS		
1. A letter or any report (in narrative form) explaining the concern		1) https://www.facebook.com/CSFP.CIO		
2. A phone call to the CIO landline		2) info.csfp@gmail.com		
3. A visit to the CIO		3) 649-8080 loc. 103		
<i>These actions must be supported by a document/file/photo/video</i>		Physical Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Regularly check all communication channels	N/A	Case-by-case basis	<i>Administrative Aide</i> (City Information Office)
1. Send or convey a narrative report through the aforementioned communication channels above	2. Review the submitted report. If the report was conveyed through a phone call or face-to-face set-up, the staff should create a narrative report	None	1 hour	<i>Administrative Aide</i> (City Information Office)
	3. Endorse the report to a fellow Administrative Aide for sorting	None	30 minutes	<i>Administrative Aide</i> (City Information Office)

	4. Transmit the report to the concerned offices	None	30 minutes	<i>Administrative Aide</i> (City Information Office)
	5. Address the concern	None	Case-by-case basis	Concerned office
	6. Inform the sender of the report's transmittal	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	7. Close coordination about the status of the report	None	Case-by-case basis	CIO and concerned offices
	8. Post activities (if any)	None	Case-by-case basis	<i>Writer</i> <i>Camerasmen</i> (City Information Office)
	TOTAL:	None	2 hours, 5 minutes for preliminary activities only	



City Information Office

Internal Services



1. PRODUCTION OF TARPAULINS

The City Information Office provides tarpaulin layout designs and copies for all offices of the City Government of San Fernando and its attached agencies to be used for their respective programs, projects, and activities.

Office or Division:	City Information Office - Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Service Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the tarpaulin’s proposed content and design		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
3. Submit the SRF to the City Information Office	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.3 Review the filled-out SRF	None	30 minutes	<i>City Information Officer</i> (City Information Office)
	3.4 Endorse the filled-out SRF to the Administrative Aide	None	5 minutes	<i>City Information Officer</i> (City Information Office)
	3.5 Endorse the filled-out SRF to the	None	5 minutes	<i>Administrative Aide</i> (City Information Office)

	Graphic/Layout Artist			Office)
	3.6 Do the layout design of the tarpaulin	None	4-5 days	Graphic/Layout Artist
	3.7 Review the layout design	None	10 minutes	<i>City Information Officer</i> (City Information Office)
	3.8 Endorse the layout design to the printing shop via email/online transaction	None	10 minutes	<i>Administrative Aide</i> (City Information Office)
	3.9 Print and deliver the tarpaulin	None	1-2 days	Printing Shop personnel/staff
4. Pick up the tarpaulin at the CIO	4. Issue the tarpaulin to the requesting office	None	None	<i>Administrative Aide</i> (City Information Office)
TOTAL:		None	5-7 days, 1 hour, 20 minutes <i>(depending on quantity)</i>	

2. PRODUCTION OF STREAMERS



The City Information Office provides streamer designs for all offices of the City Government of San Fernando and its attached agencies to be used for their respective programs, projects, and activities.

Office or Division:	City Information Office - Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Streamer Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the streamer’s proposed content and design		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
3. Submit the SRF to the City Information Office	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.3 Review the filled-out SRF	None	30 minutes	<i>City Information Officer</i> (City Information Office)
	3.4 Endorse the			<i>City Information Officer</i>

	filled-out SRF to the Administrative Aide	None	5 minutes	(City Information Office)
	3.5 Endorse the filled out SRF to the Visual Artist	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.6 Do the layout/design of the streamer	None	2-3 days	<i>Visual Artist</i> (City Information Office)
4. Pick-up the streamer at the CIO-Visual Arts Unit (at the back of City College)	4. Issue the streamer to the requesting office	None	None	<i>Visual Artist</i> (City Information Office)
TOTAL:		None	2-3 days, 1 hour, 10 minutes <i>(depending on quantity)</i>	



3. PRODUCTION OF T-SHIRT, POSTER, AND SOCIAL MEDIA CARD DESIGNS

The City Information Office provides layout designs of T-shirts, brochures, and social media cards for all offices of the City Government of San Fernando and its attached agencies to be used for their respective programs, projects, and activities

Office or Division:	City Information Office -Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Service Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the material's proposed content and design		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
3. Submit the SRF to the City Information Office	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.3 Review the filled-out SRF	None	30 minutes	<i>Administrative Aide</i> (City Information Office)
	3.4 Endorse the filled-out SRF to the Administrative Aide	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.5 Endorse the filled-out SRF to			<i>Administrative Aide</i> (City Information Office)

	the Graphic/Layout Artist	None	5 minutes	
	3.6 Do the layout design of the materials	None	5-7 days	<i>Graphic/Layout Artist (City Information Office)</i>
	3.7 Review the layout design	None	10 minutes	<i>City Information Officer (City Information Officer)</i>
	3.8 Endorse the layout design to the requesting office	None	30 minutes	<i>Administrative Aide (City Information Officer)</i>
4. Review the layout design for comments/approval	4. Apply the revisions (if any)	None	As the need arises	<i>Administrative Aide (City Information Officer)</i>
TOTAL:		None	5-7 days, 1 hour, 40 minutes <i>(additional days will be applied if there are revisions)</i>	



4. PRODUCTION OF BROCHURES, COFFEE TABLE BOOK, FLYER DESIGNS, MAGAZINES, AND NEWSPAPERS

The City Information Office provides layout designs of brochures, coffee table book, flyers, magazines, and newspapers for all offices of the City Government of San Fernando and its attached agencies to be used for their respective programs, projects, and activities

Office or Division:	City Information Office - Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Service Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the material's proposed content and design		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
3. Submit the SRF to the City Information Office	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.3 Review the filled-out SRF	None	30 minutes	<i>City Information Officer</i> (City Information Office)
	3.4 Endorse the filled-out SRF to the Administrative Aide	None	5 minutes	<i>City Information Officer</i> (City Information Office)

	3.5 Endorse the filled-out SRF to the Graphic/Layout Artist	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.6 Do the layout design of the materials	None	15-28 days	<i>Graphic/Layout Artist</i> (City Information Office)
	3.7 Review the layout design	None	2 days	<i>City Information Officer</i> (City Information Office)
	3.8 Endorse the layout design to the requesting office	None	30 minutes	<i>Administrative Aide</i> (City Information Office)
4. Review the layout design for comments/approval	4. Apply the revisions (if any)	None	As the need arises	<i>Administrative Aide</i> (City Information Office)
TOTAL:		None	15-30 days, 1 hour, 30 minutes <i>(additional days will be applied if there are revisions)</i>	



5. PRODUCTION OF INFOMERCIALS AND AUDIO-VISUAL PRESENTATIONS

The City Information Office produces Infomercials and Audio-Visual Presentations for all offices of the City Government of San Fernando and its attached agencies to be used for their respective programs, projects, and activities.

Office or Division:	City Information Office Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Service Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the material's proposed script, content, or outline		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
3. Submit the SRF to the City Information Office	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.3 Review the filled-out SRF	None	30 minutes	<i>City Information Officer</i> (City Information Office)
	3.4 Endorse the filled-out SRF to the Administrative Aide	None	5 minutes	<i>City Information Officer</i> (City Information Office)
	3.5 Endorse the filled-out SRF to the Writer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)

4. Participate in the conduct of a brainstorming session	4.1 Conduct a brainstorming session with the concerned office/department requesting for an Infomercial/AVP	None	1 day	<i>Writer</i> (City Information Office)
	4.2 Do the script/necessary inputs to the script	None	3-5 days	<i>Writer</i> (City Information Office)
	4.3 Endorse the checked script to the writer	None	5 minutes	<i>Writer</i> (City Information Office)
	4.4 Shoot and collate all the needed visual elements	None	10 days	<i>Writer</i> <i>Cameramen</i> (City Information Office)
	4.5 Endorse the materials to the video editor	None	1 day	<i>Writer</i> <i>Cameramen</i> (City Information Office)
	4.6 Edit the infomercial/AVP	None	10 days	<i>Video Editor</i> (City Information Office)
	4.7 Endorse the edited infomercial/AVP to the City Information Officer for comments/approval	None	1 day	<i>City Information Officer</i> (City Information Office)
	4.8 Endorse the edited infomercial/AVP to the requesting office comments/approval	None	1 day	<i>Administrative Aide</i> (City Information Office)
5. Review the layout design for comments/ approval	5. Apply the revisions (if any)	None	Case-by-case basis	<i>Administrative Aide</i> (City Information Office)
TOTAL:		None	30 days, 1 hour, 20 minutes <i>(additional days will be applied if there are revisions)</i>	



6. COVERAGE OF CITY PROGRAMS, PROJECTS, ACTIVITIES, EVENTS

The City Information Office covers the PPAs and events of different offices of the City Government of San Fernando and its attached agencies, through the provision of a news piece, photographs, and video materials.

Office or Division:	City Information Office - Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Service Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the PPA or event's background/briefer		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
3. Submit the SRF to the City Information Office <i>(this should be submitted at least a few hours or 1-3 days prior to the event)</i>	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)

	3.3 Review the filled-out SRF	None	30 minutes	<i>City Information Officer</i> (City Information Office)
	3.4 Endorse the filled-out SRF to the Administrative Aide	None	5 minutes	<i>Writer</i> <i>Camerasmen</i> (City Information Office)
	3.5 Endorse the filled-out SRF to the designating officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.6 Designate a coverage team	None	5 minutes	<i>Writer</i> <i>Camerasmen</i> (City Information Office)
4. Provide further information about the PPA/event	4.1 Coverage of the event	None	Case-to-case basis	<i>Writer</i> <i>Camerasmen</i> (City Information Office)
	4.2 Post-coverage activities	None	1 day	<i>Writer</i> <i>Camerasmen</i> (City Information Office)
TOTAL:		None	1 hour for preliminary activities only	



7. LIVESTREAMED COVERAGE OF CITY PROGRAMS, PROJECTS, ACTIVITIES, EVENTS

The City Information Office is providing livestreaming services for the PPAs and events of different offices of the City Government of San Fernando and its attached agencies.

Office or Division:	City Information Office - Located at the 1st Flr.,Heroes Hall., Brgy. San Juan, City of San Fernando, Pampanga			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All City Government of San Fernando offices and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Service Request Form (SRF)		City Information Office – Heroes Hall		
2. Document/s containing the PPA or event’s background/briefer		City Information Office – Heroes Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a copy of SRF at the CIO	1. Issue SRF at the physical office	None	5 minutes	<i>Administrative Aide (City Information Office)</i>
2. Fill out the Service Request Form (SRF)	2. Review the filled-out items	None	5 minutes	<i>Administrative Aide (City Information Office)</i>
3. Submit the SRF to the City Information Office <i>(this should be submitted at least 1-3 days prior to the event)</i>	3.1 Encode items on the SRF	None	5 minutes	<i>Administrative Aide (City Information Office)</i>
	3.2 Endorse the SRF to the City Information Officer	None	5 minutes	<i>Administrative Aide (City Information Office)</i>

	3.3 Review the filled-out SRF	None	30 minutes	<i>City Information Officer</i> (City Information Office)
	3.4 Endorse the filled-out SRF to the Administrative Aide	None	5 minutes	<i>City Information Officer</i> (City Information Office)
	3.5 Endorse the filled-out SRF to the designating officer	None	5 minutes	<i>Administrative Aide</i> (City Information Office)
	3.6 Designate a coverage team	None	5 minutes	<i>City Information Officer</i> (City Information Office)
4. Provide further information about the PPA/event	4.1 Coverage of the event	None	case-to-case basis	Writer Cameramen Equipment Operators (City Information Office)
	4.2 Post-coverage activities	None	1 day	Writer Cameramen Equipment Operators (City Information Office)
	TOTAL:	None	1 hour for preliminary activities only	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	<p>Answer the Client Feedback Form and drop it at the designated box in front of the service office or at the Public Assistance and Complaints Desk or send a message through the City Human Resource Management Office (CHRMO) or CSFP CIO Facebook Page</p> <p>Other contact info: (045) 961-8640 / hr.csfp@gmail.com</p>
How feedbacks are processed	<p>Feedback forms received by PACD shall be collected every 1st and 16th of the month.</p> <p>Feedback from clients may be classified as Compliment, Suggestion and Complaint in which different actions shall apply.</p> <p>A. Compliment</p> <ol style="list-style-type: none"> 1. If a simple compliment is received through the feedback form, a simple commendation letter from the CHRMO shall be sent to the office being complimented with a copy of the said feedback form. 2. If a compliment received had a major impact to the City, a recognition and commendation shall be awarded to the office or the person being complimented during any of the City's events. <p>B. Complaint</p> <ol style="list-style-type: none"> 1. The complainant shall be contacted through the given contact details to check the validity of the complaint. 2. If the complainant does not respond, the complaint shall be considered void. 3. The facts or details surrounding the incident and the person being complained of shall also be checked to determine the veracity of the complaint. 4. If the complaint is valid, a memorandum shall be issued by the CHRMO ordering the Head of Office to take actions on the said incident. 5. If it is void, the feedback form shall only be kept for records purposes and for future reference. <p>C. Suggestion</p> <ol style="list-style-type: none"> 1. The suggestion received through the feedback

	<p>form shall be checked if realistic and useful; otherwise, it will be considered as invalid.</p> <p>2. If the suggestion is realistic and useful, a memorandum shall be issued by the CHRMO to the concerned office, together with the feedback form.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (045) 961-8640 or 961-6640 local 119</p>
<p>How to file a complaint</p>	<p>The person in charge of Disciplinary Action (CHRMO Staff) may receive complaints through walk-in or through a letter.</p> <p>Walk-in applicants may opt to file a simple or formal complaint.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (045) 961-8640 or 961-6640 local 119</p>
<p>How complaints are processed</p>	<p>Procedures on handling complaints:</p> <p>A. Simple (Unnotarized or Informal Written)</p> <ol style="list-style-type: none"> 1. Receive complaints from external and internal clients. 2. Endorse the complaint to the department head of the person complained of and wait for response. 3. Based on investigation and validation, possible results may lead to verbal warning to the person being complained of, amicable settlement between two (2) opposing parties, endorsement of complaints to the City Legal Office or filing (if invalid or inessential). <p>B. Formal (Written) Complaint</p> <ol style="list-style-type: none"> 1. Receive complaints from external and internal clients through a complaint letter. 2. The complaint letter must be notarized and must bear the following details: <ul style="list-style-type: none"> ● full name and address of the complainant ● full name, address, position and office of the person being complained of ● a narration of relevant facts which shows the acts or omissions allegedly committed ● certified true copies of documentary evidence and affidavits of his/her witnesses, if

	<p>any</p> <ul style="list-style-type: none"> ● certification or statement of non-forum shopping <p><i>*The absence of any of the aforementioned requirements may cause the dismissal of the complaint without prejudice to its refilling upon compliance with the same.</i></p> <ol style="list-style-type: none"> 3. The notarized complaint letter must be submitted to the Mayor's Office and a copy furnished to CHRMO. 4. Once received by the aforementioned offices, due process shall be done against the complaint based on Civil Service Law and Rules. <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (045) 961-8640 or 961-6640 local 119</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>

For ISO Offices:

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	Drop the feedback form at the designated suggestion box located at the ISO Focal Offices.
How feedbacks are processed	See below.
How to file a complaint	Provide the necessary information to the Overall Document Controller for the clarification of the incident that caused the client's dissatisfaction.
How complaints are processed	<p>ISO feedback forms are gathered and sorted daily.</p> <p>Validation of the complaint and review of corrective actions, if applicable, are then conducted.</p> <p>During validation, the client is informed that his/her complaint is being processed/ addressed.</p> <p>A memorandum and Corrective Action Report is issued to the concerned office if the complaint is valid and a meeting is set for the conduct of Root Cause Analysis.</p> <p>Finally, corrective actions shall be reviewed and agreed upon by erring personnel and the Quality Management Representative/ Internal Monitoring Team Head.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (045) 649-8540 local 140</p>
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



VI. LIST OF OFFICES

City Hall Offices

Trunk Line: 649-8540

Office	Address	Contact Information
City Treasurer's Office (CTO)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-5313 649-8540 Local 112 / 104 / 108
Land Tax Division (LTD)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 119
City Civil Registry Office (CCRO)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 Local 214 649-8540 Local 141 / 144
Office of the City Building Official (OCBO)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	963-5580 649-8540 Local 163
City General Services Office (UMSD)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 / 961-2424 649-8540 Local 127
City General Services Office (RCSS) Satellite	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 115
Business License & Permit Division (BLPD)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	455-0397 649-8540 Local 162

RHU I (CMU)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 / 961-2424 649-8540 Local 127
RHU I (EHSD)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 / 961-2424 649-8540 Local 123
COMELEC	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 / 961-2424
Bureau of Fire Protection (BFP)	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-2313 649-8540 Local 153 / 154 / 156
Public Employment Service Office	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 146
City Assessor's Office	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 142
City Legal Office	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 147
Public Assistance and Compliant Desk	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 133 / 161
CSFP – Multipurpose Cooperative	Ground Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 181

Radio Room	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-2424 649-8540 Local 100
City Mayor's Office (CMO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-5022 / 963-3342 / 961-0381 649-8540 Local 101 / 128 / 133 / 149
City Administrator's Office (CAdminO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-2872 649-8540 Local 112 / 124
City Accountant's Office (CACCO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	435-1037 649-8540 Local 117 / 166
City Human Resource Management Office (CHRMO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-8640 649-8540 Local 107 / 178
City Information and Communications Technology Office (CICTO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-5468 649-8540 Local 132
City Planning and Development Coordinator's Office (CPDCO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-4054 649-8540 Local 135
City Social Welfare and Development Office (CSWDO)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	403-9365 649-8540 Local 148 / 180

Internal Control Division (ICD)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 / 961-2424 649-8540 Local 140
Department of Interior and Local Government (DILG)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6640 / 961-2424 649-8540 Local 105
Commission on Audit (COA)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	402-6656 649-8540 Local 137
City Employment Services Division (CESD)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	961-6601 649-8540 Local 138
CMO – TF Office Space Utilization	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 102
Community Affairs Division (CAD)	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	403-9366 649-8540 Local 151
City Public Order and Safety Coordinating Office- Satellite	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 120
4P'S	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 116
Building Maintenance Unit	2 nd Floor, City Hall, A. Consunji St., Sto. Rosario, City of San Fernando, Pampanga	649-8540 Local 150

Heroes Hall Offices

Trunk Line: 649-8080

Office	Address	Contact Information
Operator	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 0
City Environment and Natural Resources Office (CENRO)	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	963-0907
City Information Office (CIO)	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	963-1887
CMO - City Investment Promotion Office (CIPO)	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 110
Utility and Maintenance Services Division (UMSD)	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 113
City Disaster Risk Reduction and Management Office (CDRRMO)	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	09209226422
Office of the Sangguniang Panlungsod (OSP)- Satellite	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	961-3224 / 963-3422 / 961-1493
CMO-Executive Support Group (ESG)	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 104

Violence Against Women and Their Children	Ground Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	Trunk Line: 649-8080
Office of the City Vice Mayor (OCVM)	2 nd Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 102
City Mayor's Office (CMO)	2 nd Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 101
Executive House	2 nd Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 109
Local Housing and Settlement Division (LHSD)	2 nd Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	435-5728
Office of the Sangguniang Panlungsod (OSP)	2 nd Floor, Heroes Hall, San Juan, City of San Fernando, Pampanga	649-8080 Local 102
City College of San Fernando (CCSFP)	San Juan, City of San Fernando, Pampanga (At the back of Heroes Hall)	961-8957

Other Offices

Office	Address	Contact Information
City Tourism Office (CTIPO)	Paskuhan Village, Barangay San Jose, CSFP	<i>Trunk Line:</i> 649-8540
City Public Order and Safety Coordinating Office	CPOSCO Headquarters, Calulut, City of San Fernando, Pampanga	626-5065