



CITY GOVERNMENT OF BALANGA



CITIZEN'S CHARTER HANDBOOK 2024

4TH EDITION





CITY OF BALANGA

CITIZEN'S CHARTER **2024(4th Edition)**



FOREWORD

Improving efficiency in the delivery of public services offers immeasurable advantages, both to local governments and the public. Guided by the time-honored principle of governance, "public office is a public trust", the City Government has always been at the forefront of improved public service delivery.

To be truly effective, government must be able to directly address the urgent needs and wants of its citizens. Thus, the Balanga Citizens Charter serves as manifestation of our firm commitment to professionalism in the bureaucracy. Our transformative journey towards excellence in public service institutionalized our governance programs, with this Charter as one of the several measures we have put in place to bring closer to the people critical government services.

As we blaze the path of towards our "Smart University Town" vision, this guide book that provides more comprehensive details of the services being rendered shall showcase meaningful governance for our people with the end of serving them systematically, expeditiously and conveniently. In return, we encourage all our stakeholders, specially the public we serve, to share feedbacks that will enable us to enhance our service delivery system even more.

Indeed, we have taken the strides with the city government's continuing efforts to cut red tape and prevent corruption practices in the bureaucracy. Yet, we recognized that our journey is still a long way. Hence, we pledge to remain steadfast in our resolve to provide ease and comfort that our constituents justly deserve!

FRANCIS ANTHONY S. GARCIA
City Mayor



I. Mandate

According to the Constitution of the Philippines, the local governments "shall enjoy local autonomy", and in which the Philippine president exercises "general supervision". Congress enacted the Local Government Code of the Philippines in 1991 to "provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and functions and duties of local officials, and all other matters relating to the organization and operation of local units.

II. Vision

Balanga SMART University Town 2030: An Established Center for Global Technology Businesses

III. Mission

Build a highly livable family-oriented city with strong learning atmosphere that will ensure sustainable development and participatory governance.

IV. Service Pledge

We, the servant leaders of the City Government of Balanga, pledge to:

Openly provide efficient public service to all clientele with integrity, impartiality and professionalism;

Redress courteously and without delay our clients' concerns about frontline services

Led by our capable and trusted officers and employees;

Dedicate our strengths and potentials in the performance of our sworn duties and responsibilities; and

Commit ourselves to provide useful and comprehensive information guided and armed by the

Locally-crafted Citizens' Charter of the City of Balanga –

A document whose strong interest is to deliver a high level of public service...

Stable enough to achieve total development for the City whose

Social, political, economic, and academic structures are geared towards the attainment of a Balanga SMART University Town 2030.

Inspired by the Divine Providence and excellent public ministry, all these we pledge!



V. List of Services

Page Number

City Mayor's Office External Services

14

1. Ambulance Service	15
2. Job Recommendations	16
3. Medical & Health Care Endorsement	17
4. Securing Civil Wedding	18
5. Mayor's Clearance/Certificate of Tax Exemption	19
6. Medicine Assistance	20
7. Receiving of Documents	21
8. Mayor's Schedule	22
9. Purchase Order for Gasoline	24
10. Documents for Signature of Mayor	25
11. Request of Meals	26

City Mayor's Office Internal Services

28

1. Contract of Service Honorarium	29
-----------------------------------	----

City Local Economic Enterprise Office External Services

30

1. Market Stall Application	31
2. Awarding of Market Stalls Contract	32
3. Securing Market Clearance / Certification	33
4. Conduct of Market Promotion Activities	35

City Vice Mayor Office Internal Services

36

1. Submission of Agenda via Electronic Mail	37
2. Submission of Draft Local Legislation	38
3. Submission of Requested Ordinances and Resolutions	40

City Accounting and Internal Audit Office Internal Services

42

1. Certifications (Net Take Home Pay, Premium Contributions, Salaries and Benefits Received)	43
2. Clearance (Maternity Leave, Retiring Employees, Foreign Travel, Personal Leave of Absence)	44



City Accounting and Internal Audit Office External Services	46
1. Certifications (Fund Availability, Fund Utilization, No Previous Cash Advance, On-The -Job Trainees, Other Certifications Required to Be Signed by the City Accountant)	47
2. Requests (Accounts Verification and Reconciliation & Certified Copies of Various Documents)	48
City Administrator’s Office External Services	50
1. Libreng Sakay Assistance Program to Manila	51
2. “Galing Balangueno” Incentives & Awards	52
3. External Logistical Assistance	54
City Administrator’s Office Internal Services	57
1. Policy & Administrative Issuances	58
2. Internal Logistical Assistance	60
3. Signing of Instruments (PRs, POs, DVs. Cheques, AFATs, TOs, etc.	62
City Agriculture Office External Services	63
1. Issuance of Certifications (Cooperatives & Organization Good Standing, Land Ownership, Tiller, Fishr/Rsbsa Registered)	64
2. Endorsement for Farmers ASSN. (Request for Farm Inputs, Equipment, Farm Machineries and Other Post Harvest Facilities)	65
3. Request for Field Validation (Land Reclassification)	66
4. Registry System for Basic Sectors in Agriculture & Juan Mangingisda	68
5. Boat Registration (Boatr)	69
6. Application for Mayor’s Permit (Fishing Vessel)	70
7. Request for Technical Assistance (Extension Services)	71
8. Request for Agriculture Data	72
City Assessor’s Office External Services	74
1. Securing Owner’s Copy of Updated Transferred Tax Declaration (Transfer of Ownership)	75
2. Consolidated and/or Subdivided Real Properties	78
3. Reclassification of Land	83
4. Securing Assessment for a New Building or Machinery	88
5. Securing Certifications on Tax Declaration, Property Holdings or Non-Improvement, Certified True Copy	94
6. Cancelling, Revising or Correcting Assessments/Records	98
7. Annotating or Cancelling Loans or Mortgages on Tax Declarations	102
8. Verifying History or Real Property Tax Assessments or Tax Declarations	103



City Budget Office Internal Services	105
1. Certificate of Available Appropriation	106
2. Certified True Copy of Annual Budget	107
City Cooperative and Development Office External Services	108
1. Cooperative Organization and Registration	109
City Disaster Risk Reduction and Management Office External Services	111
1. Request for Trainings, Seminar and Workshop	112
2. Request for Fire, Search and Rescue Operations	113
3. Requesting for Official Documents (LDRRM Plan, LCCAP, Contingency Plan And Other Related Drrm Documents)	114
City Economic Development and Investment Promotion Office External Services	115
1. Application as Participant to Investbalanga Seminar	116
2. Request for Networking with Subject Matter Expert (SME)	118
3. Acceptance of Investbalanga Awards	119
4. Investment/ Business Inquiry: Franchising	121
5. Investment/ Business Inquiry: Lots or Spaces, Power and Water Rates, And Data on Talent Supply	123
6. Inquiry City Investment Profile: Investment Kit	125
7. Application for Benefits in the Investment Code	127
City Education and Excellence Development Office External Services	129
1. Provision of School Data	130
2. Evaluation of Score Cards	131
City Engineering Office / Office of the Building Official External Services	132
1. Building Permit	133
2. Occupancy Permit	140
3. Annual Inspection	146
4. Building Related Permit (Electrical, Repair, Fencing)	150
5. Building Related Permit (Other Accessory Permit)	155
6. Preparation of Program of Works (Barangay Fund)	165
7. Preparation of Budgetary Estimates	168



City Environment and Natural Resources Office External Services	171
1. Hauling of Trimmed/Cut Tree Branches and Yard Debris	172
2. Anti-Smoking Ordinance and Anti-Littering Ordinance	173
3. Quarry Sticker	175
4. Waste Disposal Permit	176
5. Certificate of No Objection/Endorsement Letter for Cutting, Trimming or Earth-Balling of Trees	178
6. ESWM & Garbage Hauling Certificate	179
7. Grass Cutting& Hauling of Garbage	181
8. Inspection on Complaints Received	182
City General Services Office External Service	183
1. Request for Service Vehicle / Driver	184
2. Request for Chairs, Tents, Sound System, Stage, Tables and Other Logistical Support Available in CGSO	191
3. Issuance of Property Acknowledgement Receipt (Par) and Inventory Custodian Slip (ICS)	196
4. Issuance of Deliveries	197
5. Issuance of Property Return Slip (PRS)	200
6. Issuance of Clearance for Property Accountability	202
7. Repair and Maintenance	203
City Health Office External Services	206
1. Securing Sanitary Permit and Health Card	207
2. Securing a Medical/ Death / Medico Legal Certificate / Exhumation Permit	212
3. Availing Dental Services	216
4. Availing of Rabies Vaccine Services	220
5. Availing of Maternal Services	221
6. Availing of Normal Spontaneous Delivery and Newborn Care Services	222
7. Availing of Post-Partum Care Services	223
8. Tuberculosis Program	224
9. Family Planning Services	227
10. Control of Diabetes Mellitus	229
11. Availing of Laboratory Services (CBC, Platelet, Urinalysis, Fecalalysis, Blood Typing, Blood Sugar Monitoring, Sputum Examination, Blood Chemistry and New Born Screening)	232
City Human Resources Management Office External Services	235
1. Recruitment, Selection and Placement Process	236
2. Recruitment, Selection and Placement Process	238



City Human Resources Management Office Internal Services	243
1. Advertised New Requested Positions (Job Order)	244
2. Job Order Payroll	245
3. LSB Non-Teaching Payroll	247
4. Leave Administration	249
5. Training and Development (Powerlunch)	250
6. Issuance of Certificate of Employment, Service Record, Leave Credits, Authority to Travel and Other Certifications	251
7. Commutation of Terminal Leave	253
8. Monetization of Leave Credits	255
9. Approval of Employees GSIS Loan	257
10. Locator Slip Process	258
11. Issuance of Travel Order	259
12. Scholarship Contract	260
City Legal Office Internal Services	262
1. Legal Representation	263
2. Administrative Investigation	265
3. Investigation for Businesses	267
4. Process and Release of Action Documents	269
5. Legal Opinion and Advice	271
6. Contract and Document Review	272
7. Legal and Technical Writing	274
City Library Office External Services	277
1. Access to Library	278
2. Access to Books and Other Reading Materials	279
3. Library Card Application	280
4. Charging of Devices	281
City License Permit and Franchising Office External Services	282
1. Issuance of Business Permit (NEW)	283
2. Issuance of Business Permit (RENEW)	290
3. Payment of Semi-Annual and Quarterly of Business Tax	292
4. Renewal of for Motorized Tricycle Operator's Permit	293
5. Application for Dropping of Franchise (Change Owner and Change of Tricycle Unit)	296
6. Confiscated License	298
7. Application of Business Closure	300
8. Issuance of Certification (Overpayment)	302
9. Business Information Editing (Change Business Owner/Name/Location)	303



10. Issuance of Certifications (Closure, No Business, No Record, No payment, Renewed)	305
11. Issuance of other Permits (Use of Plaza, Stage, Lights, Electricity and LED Screen, Motorcade, Foot Parade, Recorda, and Other Group Activities)	306
12. Issuance of Occupational Permit	308

Local City Civil Registry Office External Services 309

1. Registration of Birth and Marriage Certificates	310
2. Requesting Certified True Copies of Civil Registry Documents (Birth, Marriage, and Death Certificates) and Other Certifications	312
3. Registration of Death Certificates	315
4. Registration of Court Orders / Decrees and Requests of Annotated Record	317
5. Registration of Legal Instruments / Legitimation of Natural Child	321
6. Late Registration of Civil Registry Documents (Birth, Marriage and Death Certificates)	324
7. Applying for a Marriage License	327
8. Registration of an Act Allowing the Illegitimate Child to Use the Surname Of the Father (AUSF) Through R.A. 9255	330
9. Registration of Foundling / Abandoned Child	333
10. Requesting Endorsement of Civil Registry Documents (Birth, Marriage And Death Certificates) to the Office for the Civil Registrar-General	335
11. Filing Petition for Correction of Clerical Error (CCE) and Change of First Name (CFN) Through R.A. 9048 and Correction in the Entry in the Date and/or Month in the Date of Birth and Sex/Gender of the Child Through R.A. 10172	337
12. Requesting PSA Authenticated Copy of Civil Registry Documents (Birth, Marriage, Death Certificates and CENOMAR) on Security Paper (SECPA) Through BREQS Program	345
13. Registration of Out-Of-Town Report of Birth Certificate	348

City Management Information Service Office External Services 352

1. Printing & Releasing of PVC Id for Senior Citizen, Tricycle Operator and Other Id's	353
2. Acknowledging Online Inquiries	355
3. Giving Out Copy of Pictures and Videos	356
4. Issuing Inspection, Repair and Evaluation Reports	357
5. Network Troubleshooting / Computer Repair	358
6. Airing Interviews Over Radio, TV and Social Media	359

City Management Information Service Office Internal Services 361

1. Creating Graphic Designs and Video Production	362
2. Processing of Documents	363



3. Setting Up of Led/ Assigning Led Operator 364

City Planning and Development Office External Services 365

- 1. A. Securing Locational Clearance for Business Permit 366
- 1. B. Securing Certificate of Exemption for Business Permit within Malls and Central Business District 372
- 2. Securing Locational Clearance for Building Permit 374
- 3. Securing Site Zoning Classification Certification 380
- 4. Securing Data from CPDO 382
- 5. A. Securing Development Permit 386
- 6. B. Securing Development Permit 393

City Public Employment Service Office External Services 395

- 1. Special Program for Employment Studies (SPES) 396
- 2. Online Registration of Occupational Permit (New and Renewal) 398
- 3. Facilitation of Employment 401
- 4. Special Recruitment Activity and Local Recruitment Activity 402
- 5. Job Fair 404
- 6. Job Posting 406
- 7. Tulong Panghanap Buhay sa Ating Disadvantage/Displace Worker 407
- 8. Career Guidance\Legs Labor Education for Graduating Students 409
- 9. Referral Letter 410
- 10. Skills Training 411

City Peace and Order Office External Services 413

- 1. Client's Complaint's 414
- 2. Road Traffic, Motorcade, VIP Escort & Public Security Assistance 415
- 3. Releasing of Impounding Motor Vehicle and/ OR Driver's Balangueño I.D. 416
- 4. Retrieval of Video/ Pictures Evidence 419
- 5. CCTV Technical Assistance 420
- 6. Lost and Found Services 421

City Social Welfare and Development Office External Services 424

- 1. Medical/ Burial Assistance 425
- 2. Review Assistance 427
- 3. Processing of Application for Social Case Study Report 430
- 4. Issuance of Solo Parent I.D. 432
- 5. Issuance of Person with Disability (PWD) I.D. 434



6. Issuance of Senior Citizen I.D.	436
7. Issuance of Certificate of Indigency to Avail PAO's Services	437
8. Issuance of Point of Service-Finally Incapable Certificate to Avail Philhealth Services	438
9. Application of Self Employment Assistance	440
10. One Time Cash Incentive to 90-99 years old Senior Citizen	441

City Treasurer's Office External Services 442

1. Payment of Real Property Taxes	443
2. Online Payment of Real Property Taxes	445
3. Issuance of Certificate of RPT Payment	448
4. Issuance of Certificate of Cancellation of Warrant of Levy	450
5. Issuance of Compromise Agreement (AMILYAR)	452
6. Issuance of Certified Photocopy of Official Receipts and Other Documents	454
7. Payment of Business Tax	457
8. Online Payment of Business Tax	458
9. Payment of Community Tax Certificate	460
10. Payment of Transfer Tax	461
11. Payment of Other Taxes, Permit, Fees and Service Charges	463
12. Issuance of Certificate of Payment or Non-Payment	464
13. Payment of Market Fees and Cash Tickets	467
14. Payment of Stall Rentals	469
15. Payment of Stall Reservation Fee	470
16. Securing Market Clearance and Certification	471
17. Payment of Fee for Testing and Sealing of Weights and Measure	472
18. Payment of Slaughter and Corral Fees	473
19. Requisition of Accountable Forms	475
20. Disbursement through Petty Cash	476
21. Disbursement through Checks	477

City Treasurer's Office Internal Services 479

1. Disbursements through Cash Advance	480
---------------------------------------	-----

City Tourism Offices External Services 481

1. Data Provision	482
2. Tour Guiding Services	483
3. Events Management	484

City Tourism Offices Internal Services 486

1. Preparation of Customized Tokens	487
-------------------------------------	-----



City Veterinary Office External Services	488
1. Anti-Rabies Vaccination	489
2. Neutering of Dogs and Cats	490
3. Veterinary Extension Services	491
4. Veterinary Health Certificate	492
5. Meat Inspection Certificate	493
6. Certificate of Meat Reinspection	494
7. Certificate of Meat Condemnation	495
8. Fly Control Clearance	496
9. Citation Ticket for Violation of Ordinance for the Control of Stray Dogs	497
10. Certification for Butchers	498
11. Backyard Piggery Inspection Report	499
12. Livestock Insurance Form	500
VI.FEEDBACK AND COMPLAINTS	501
VII.LIST OF OFFICES	503
CLIENTS SATISFACION PROCESS	505
SP RESOLUTION	509
MAYOR'S APPROVAL	512



**Office of the City Mayor
External Services**



1. AMBULANCE SERVICE

Ambulance Service is provided to indigent patients from the City and from other nearby towns, free of charge, including the driver but the gasoline consumption is to be shouldered by the client.

Office or Division	City Mayors Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Bonafide Residents of the City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical Certificate (1, Original) 2. Barangay Indigency (1, Original)		- Attending Physician of the Client - Concerned Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Ambulance Schedule Form located at the City Mayors Office.	1. Check and review the Information Form.	None	1 minute	<i>Erwin N. Buenaventura Bookbinder III</i>
	1.1 Check the availability of Ambulance Service and the Driver.	None	2 minutes	
	1.2 Schedule the trip.	None	1 minute	
2. Wait for the request to be processed.	2. Inform the client on the approval and availability of the service	None	1 minute	<i>Erwin N. Buenaventura Bookbinder III</i>
	TOTAL:	NONE	5 MINUTES	

(Note: Diesel / Gasoline shall be shouldered by the client)



2. JOB RECOMMENDATIONS

The **Mayors Recommendation Letter for Employment** intends to provide employment opportunities to constituents seeking job placement to government offices and private business establishments, firms and companies by issuing job recommendation letters or employment references attesting to the qualities, characteristics and capabilities of the persons being recommended to add weight to their applications for employment.

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Job Seekers & Unemployed Residents of Balanga City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Curriculum Vitae/Resume (1, Original)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff of the City Mayors Office	1. Review the completeness of the documents and prepare the recommendation letter	None	10 minutes	<i>Alissa Joyce R. Torres Clerk II</i>
	1.2 Approve the recommendation letter	None	10 minutes	<i>Francis Anthony S. Garcia City Mayor</i>
2. Receive the recommendation letter.	2. Issue recommendation letter	None	2 minutes	<i>Alissa Joyce R. Torres Clerk II</i>
TOTAL:		NONE	22 MINUTES	

(***Processing time may exceed or shortened depending on the availability of the City Mayor)



3. MEDICAL AND HEALTH ENDORSEMENT

The **Medical and Health Endorsement** intends to improve access to quality health services at the grassroots level, as well as to provide medical and health care assistance to constituents with low income by issuing medical and health care referrals to government agencies, philanthropic organizations and foundations with social care services. It also underscores the City Government's pursuit for revitalized health care services for those who are most in need.

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Senior Citizens, Indigent Families, Unemployed people and sick people who are undergoing long term medication			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Comprehensive Social Case Study Report (1, Original)		- City Social Welfare and Development Office, Balanga City Hall, Balanga City Bataan		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff of the City Mayors Office	1. Review the completeness of the documents and prepare and issue the endorsement letter	None	13 minutes	<i>Alissa Joyce R. Torres Clerk II</i>
2. Receive the endorsement/ referral letter.	2. Issue the endorsement letter	None	2 minutes	<i>Alissa Joyce R. Torres Clerk II</i>
TOTAL:		NONE	15 MINUTES	



4. SECURING CIVIL WEDDING

The **Civil Wedding** intends to provide a civil ceremony performed, recorded and recognized by a government or civil official. It allows the couple to pick the location, date and time depending on the availability and schedule of the City Mayor.

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License (1, Original Copy) 2. Date/Time of Wedding/Venue (1, Copy) 3. List of Principal Sponsors (1, Copy)		- Local Civil Registry/Local Chief Executive - City Mayor's Office - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and wait for the notification of the status of the request	1. Review the completeness of the documents	None	5 minutes	<i>Rhem Rose R. Reyes Admin. Assistant VI</i>
	1.1 Inform client on the scheduled date of solemnization	None	1 minute	
	1.2 Set schedule for civil wedding	None	2 minutes	
	1.3 Prepare marriage contract, venue and logistics	None	1 hour	
2. Proceed to the wedding schedule	2. Officiate civil wedding rites	None	45 minutes	<i>Francis Anthony S. Garcia City Mayor</i>
	TOTAL:	NONE	1 HOUR AND 53 MINUTES	



5. MAYOR'S CLEARANCE/CERTIFICATE OF TAX EXEMPTION

A Mayor's Clearance is usually required when applying for Local and Overseas employment as well as individuals who are applying for license for firearms ownership. This is likewise issued to individual (students, job applicants) as required by institutional agencies like schools (for enrolment) and employment agencies (for job placement). It may also be issued for reference purposes.

The Certificates of Tax Exemption is issued to unemployed or indigent clients for scholarship application and for Summer Program for Employment of Students (SPES).

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Bonafide Residents of the City, Indigent Residents, Unemployed Residents of Balanga City, Students, Job Applicants, Firearms Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR MAYOR'S CLEARANCE: 1. Police Clearance (1, Original) 2. Barangay Clearance (1, Original) 3. Cedula (1, Original) 4. Official Receipt from the City Treasurer's Office (1, Original) FOR TAX EXEMPTION: 1. Certificate of unemployment/no permanent source of income issued by the barangay (1, Original)		- PNP Office - Concerned Barangay Hall - Barangay Hall / City Treasurer's Office - City Treasurer's Office - Concerned Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff of the City Mayor's Office	1. Review the completeness of the documents.	None	1 minute	<i>Alissa Joyce R. Torres Clerk II</i>
2. Pay the required clearance fee at the Counter F One Stop Shop and present the official receipt to the receiving staff of the City Mayor's Office	2. Prepare Clearance/Certification with OR No	P100.00 Clearance Fee	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III City Treasurer's Office</i>
	2.1 Sign the Clearance/Certification	None	5 minutes	<i>Alissa Joyce R. Torres Clerk II</i>



	2.2. Release Clearance/ Certificate	None	10 minutes	<i>Francis Anthony S. Garcia City Mayor</i>
2. Claim Mayor's Clearance/ Certificate.		None	4 minutes	<i>Alissa Joyce R. Torres Clerk II</i>
	TOTAL:	P100.00	24 MINUTES	

(***Processing time may exceed or shortened depending on the availability of the City Mayor)

6. MEDICINE ASSISTANCE

Available for indigent clients seeking medicine assistance instead of financial assistance for outpatient cases. They can avail a minimum of P300.00 and a maximum of P500.00 worth of medicines

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ol style="list-style-type: none"> 1. Bonafide resident of the City 2. Member of indigent families 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Medical Prescription (1, Original) 2. Barangay Certificate of Indigency (1, Original) 		<ul style="list-style-type: none"> - Attending Physician - Barangay Hall 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff of the City Mayor's Office	1. Review the completeness of the submitted documents	None	1 minute	<i>Erwin N. Buenaventura Bookbinder III</i>
2. Receive the medicine assistance	2. Issue Purchase Order of Medicine	None	3 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
	TOTAL:	NONE	4 MINUTES	



7. RECEIVING OF DOCUMENTS

Reliable records are needed by government to function effectively. They also provide important evidence of actions taken and decisions made by public officials, and allow government to account for its actions with regards to planning, communications, decisions and countless transactions involving and affecting citizens, other governments and private organizations

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	1. Citizens 2. Different Departments or Employees of City Government of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Personal, Request and Project Proposal: 1. Letter (1, Original) 2. Proposal (1, Original) Kindly include the following information if applicable: <ul style="list-style-type: none"> • Full name • Address/Department • Contact details 		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter to the receiving area of City Mayor's Office and wait for the notification of the status of the request	1. Review the type of transaction/and completeness of letter submitted. Log, control and forward the letter to the office of City Administrator	None	10 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
	1.1. Evaluate the letter request after receiving the letters with DTS instruction from the City Administrator for Mayor's approval and appropriate action	None	1 day	<i>Abigail G. Tan City Government Department Head</i> <i>Francis Anthony S. Garcia City Mayor</i>



	1.2. Forward letter to City Administrator's Office once signed and approved	None	2 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
2. Receive the information on the request submitted	2. Inform client on the approval of the request	None	2 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
	TOTAL:	NONE	1 DAY AND 14 MINUTES	

(Processing time may exceed or shorten depending on the availability of the City Mayor and the City Administrator DTS transaction)

8. MAYOR'S SCHEDULE

To properly handle the schedule of the City Mayor on meetings, discussion and invitation, all residents of the City of Balanga or other places, business personnel may set schedule of appointment at the City Mayor's Office to check ask the availability of the City Mayor.

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	1. Residents from any places 2. Business Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter addressed to Mayor (1, Original) or Invitation (1, Original)			- Client - Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter or invitation to the receiving area of City Mayor's Office and wait for the notification of the status of the request	1. Review the completeness of letter/invitation submitted. Log and Control the letter and forward the controlled letters to the office of City Administrator	None	8 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>



	1.1 Encode the transaction details to the Document Tracking System (DTS) and make the necessary management action and attach Admin Slip to the letter of request indicating the management action		1 day and 10 minutes City Administrator Charter	City Administrator Office
	1.2 Receive and Log letter from City Administrator Office	None	2 minutes	<i>Girlie H. Milaño Admin. Officer VI</i>
2. Receive the information on the request submitted	2. Input the details of letter/invitation in Mayor's Calendar and inform the sender about the status of their letter/invitation	None	15 minutes	<i>Abigail G. Tan City Government Department Head</i>
	TOTAL:	NONE	1 DAY AND 35 MINUTES	

(Processing time may exceed or shorten depending on the availability of the City Mayor and the City Administrator DTS transaction)



9. PURCHASE ORDER FOR GASOLINE

To properly account and control the issue of gasoline in the City Government of Balanga. The City Departments and Other Agencies such as; DEPED, PNP Balanga, PNP Capitol, BFP, COA, and Balanga City Jail may avail PO of gasoline from City Mayor's Office

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Different Departments of City Government of Balanga and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished PO Gasoline Form (2, Original)		- City Mayor's Office/ Respective Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and Submit PO Gasoline form to the City Mayor's Office	1. Review the completeness of Gasoline Form. Log and control Gasoline Form	None	8 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
2. Receive the approved copy of Gasoline Form and sign in the logbook	2. Provide one copy of Gasoline Form to client and ask to sign the logbook.	None	2 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
TOTAL:		NONE	10 MINUTES	



10. DOCUMENTS FOR SIGNATURE OF MAYOR

The City Departments and other government agencies may submit documents, checks, and vouchers at City Mayor's Office for the approval and signature of the City Mayor.

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Different Departments of City Government of Balanga and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Comprehensive Documents (1, Original) 2. Checks with complete attachments (Original) 3. Vouchers with complete Signature (Original)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents, checks or vouchers to the City Mayor's Office	1. Log documents, checks, and vouchers submitted after reviewing the completeness and corrections of the submitted documents, checks and vouchers.	None	10 minutes	<i>Abigail G. Tan City Governement Department Head</i>
	1.1 Forward documents to Mayor for signing	None	3 minutes	Remedios G. Santos <i>Executive Assistant IV</i>
	1.2 Documents for Signing of Mayor	None	1 day	<i>Francis Anthony S. Garcia City Mayor</i>



2. Receive documents, checks, or vouchers	2. Release sign documents, checks or vouchers to appropriate departments/other agencies and ask them to sign the logbook	None	10 minutes	<i>Abigail G. Tan</i> City Government Department Head
TOTAL:		NONE	1 DAY AND 23 MINUTES	

(Processing time may exceed or shorten depending on the availability of the City Mayor)

11. REQUEST OF MEALS

The City Departments and other government agencies may request meals for their orientations, trainings and meetings from City Mayor's Office

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Different Departments of City Government of Balanga and other Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to the receiving area of City Mayor's Office and wait for the notification of the status of the request	1. Review the completeness and corrections of submitted documents. Log and Control Documents	None	5 minutes	<i>Erwin N. Buenaventura</i> <i>Bookbinder III</i>
	1.1 Forward controlled letters to the office of City Administrator	None	2 minutes	<i>Erwin N. Buenaventura</i> <i>Bookbinder III</i>
	1.2 Wait for the instruction/DTS of the City Administrator	None	1 day and 10 minutes	City Administrator Office



	1.3 Receive the letter request with DTS instruction from the City Administrator	None	City Administrator's Charter 2 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
2. Receive the information on the request submitted	2. Review Letter and order meals from supplier. Inform requestor about the status of their letter.	None	20 Minutes	<i>Alissa Joyce R. Torres Clerk II</i>
	TOTAL:	NONE	1 DAY AND 39 MINUTES	



**Office of the City Mayor
Internal Services**



1. CONTRACT OF SERVICE HONORARIUM

The City Mayor's Office is in charge on the preparation of honorarium for the City Consultants and Contract of Service in return for their services/work performance for special projects in the City Government of Balanga.

Office or Division	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Consultants/Contract of Service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplishment Report (1, Original) 2. Daily Time Record (1, Original)		- Client - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplishment Report to the receiving area of City Mayor's Office	1. Review the completeness of accomplishment report submitted. Log and Control Accomplishment Report and advise the client to follow up the status of their letters after three-five days.	None	3 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
	1.1 Forward controlled Accomplishment Report to the office of City Administrator	None	2 minutes	<i>City Administrator Office</i>
	1.2 Wait for the instruction/DTS of the City Administrator	None	1 day and 10 minutes City Administrator's Charter	
	1.3 Receive the accomplishment report with DTS instruction.	None	2 minutes	
	1.4 Preparation of the vouchers & attached necessary documents	None	10 minutes	
2. Wait for the advise on the availability of the honorarium and claim the cheque at the CTO	2. Forward to concerned department for processing	None	2 minutes	<i>Girlie H. Milaño Admin. Officer IV</i>
	TOTAL:	NONE	1 DAY AND 29 MINUTES	

(Processing of voucher at Budget, Accounting & Treasurer's Office takes about 5 working days)



City Local Economic Enterprise Office External Services



1. MARKET STALL APPLICATION

Processes applications of stall owners/vendors at different sections that is available for occupancy and lease permit.

Office or Division	City Local Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B- Government to Business			
Who may avail:	Any citizen of the right age can apply as long as the applicant is not delinquent in the payment of taxes, fees, and other charges due to the City Government.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stall Reservation 1. Proof of residence 2. Valid ID 3. Barangay Certification of Good Moral Character Awarding of Stalls 1. Application Form 2. 3 pcs. Xerox copy of Valid ID 3. 1pc. 2x2 Pictures		- Barangay - Client - Barangay - CLEEO Office - Client - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Local Economic Enterprise Office for reservation	1. Record payment, personal details and contact number of the applicant	None	2 minutes	Mary Ann Castillo Revenue Collection Clerk II
1.1 Pay the Reservation Fee and wait for the raffle schedule	1.1 Collect payment and issue official receipt	P500.00	2 minutes	Rosanna Lipnica Ticket Checker
2. Attend the raffle as per schedule date	2. Raffle of stalls to applicants and conduct orientation about the stall application, market policies and fees to be paid	None	20 minutes	Yolanda Mendoza Local Revenue Collection Officer II
3. If awarded, the applicant shall secure, fillout and submit the notarized application form	3. Issue application form and evaluate the application form if properly	None	2 minutes	Mary Ann Castillo Revenue Collection Clerk II



	accomplished and complete requirements			
	3.1 Check and encode to market system the notarized application form	None	3 minutes	<i>Yolanda Mendoza Local Revenue Collection Officer II</i>
	TOTAL:	P500.00 RESERVATION FEE	29 MINUTES	

2. AWARDING OF MARKET STALLS CONTRACT

The binding agreement between the stallholders and the city government renewable every year.

Office or Division	City Local Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B- Government to Business			
Who may avail:	Market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Market Clearance 2. Photocopy of Valid ID		- CLEEO Office - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Market Clearance and the Xerox copy of Valid ID.	1. Prepare and issue 3 sets of Contract of Lease	None	5 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
2. Review and sign the Contract.	2. Review the completeness of the contract. Sign the lease contract	None	3 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
3. Receive the copy of market stall contract.	3. Issue the copy of market stall contract	None	2 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
	TOTAL:	NONE	10 MINUTES	



3. SECURING MARKET CLEARANCE/CERTIFICATION

All market stallholders have to secure Market Clearance/Certification issued to every applicant with no pending violations and rental delinquency. Have to get a certification from the VCC Office before their applications for business license can be processed by the City Treasurer's Office.

Office or Division	City Local Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Citizen			
Who may avail:	Stallholders, business establishments around market vicinity, ambulant vendors, etc.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of payment of Market Clearance/Certification New : 1 xerox copy of valid ID Renewal: Full payment of rental Original Copy of previous Business permit		- CTO-PM - Client - Client - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Client Logbook and submit the fill-out request slip	1. Give the logbook to the client 1.2 Give the slip form to the client 1.3 Verified the service requested	None	3 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
2. Submit the required documents for initial verification, wait for the verification of Tax Payer's Record and pay the required Market Clearance/ Certification Fee	2. Receive the required documents and check for completeness	P100.00	1 minute	<i>Rosanna Lipnica Ticket Checker</i>
	2.1 Check the Tax Payer's Record in the ledger 2.2 Accept the payment	None	2 minutes	<i>Rosanna Lipnica Ticket Checker</i>



	2.3 Issue Official Receipt			
3. Wait for the final verification of required documents and Official Receipt for the issuance of Market Clearance/ Certification	3. Check the documents and the Official Receipt	None	1 minute	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
	3.1 Prepare the Market Clearance/ Certification	None	1 minute	<i>Yolanda Mendoza Local Revenue Collection Officer II</i>
	3.2 Sign the prepared Market Clearance/ Certification	None	1 minute	
	3.3 Issue the Market Clearance/ Certification to the Client	None	1 minute	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
	TOTAL:	P 100.00 FEE	10 MINUTES	



4. CONDUCT OF MARKET PROMOTION ACTIVITIES

Business owners may promote or advertise their product/s or service/s to the public through Market Promotion Activities like recorida, flyering, product sampling, free tasting, etc. within the jurisdiction of the City Public Market.

Office or Division	City Local Economic Enterprise Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Citizen			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter-request addressed to the City Mayor specifying where the promotion /marketing activity is to be conducted, the date and time.		- Client		
2. Official Receipt from the City Treasurer's Office for Promotional Permit Fee.		- CLEEO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for initial assessment and verification	1. Receive the required documents for completeness and issue order of payment	None	2 minutes	<i>Yolanda Mendoza Local Revenue Collection Officer II</i>
2. Pay the required fees at the CTO-PM and return to the Mayor's Office and present the OR for processing of the Permit	2.1 Accept the payment and issue OR 2.2 Start processing the request 2.3 Approve and sign the permit	600	5 minutes	<i>Rosanna Lipnica Ticket Checker</i>
3. Receive the permit	3. Issue the Permit to the Client	None	1 minute	City License, Permit & Franchising Office
TOTAL:		NONE	8 MINUTES	



**Office of the Vice Mayor
Internal Services**



1. SUBMISSION OF AGENDA VIA ELECTRONIC MAIL

Submission of the Order of Business for the Regular Session of the City Council

Office	City Vice Mayor's Office (SP Secretary)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Council of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from the Executive Department with complete supporting documents		- Local Chief Executive or Executive Department concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a duly signed request from the LCE, with all complete and pertinent documents attached and submit the same to the SP clerk for verification and receiving;	1. The request shall be reviewed by the SP Secretary;	None	10 minutes	<i>Celito Tuazon SP Secretary</i>
	1.1 The agenda shall be created by the SP Secretary;	None	15 minutes	<i>Divina Fabia Admin. Assistant II</i>
	1.2 The agenda shall be forwarded to the Local Legislative Staff for proof read;	None	10 minutes	<i>Maxine Musette Navarro Local Legislative Staff Assistant</i>
	1.3 The Legislative staff shall submit the word copy to the SP;	None	5 minutes	<i>Stanley Baluyot Admin. Assistant I</i>
	1.4 The computer operator, in turn, shall submit the full scan copy of the agenda to the SP	None	5 minutes	
2. Attendance to Session or Hearing once requested by the Sanggunian or Committee/s	2. The invitation shall be issued by the SP Secretary;	None	10 minutes	<i>Celito Tuazon SP Secretary</i>
	2.1 The agenda shall be created by the	None	15 minutes	<i>Divina Fabia Admin. Assistant II</i>



	SP Secretary for the Committee;			
	2.2 The agenda shall be forwarded to the Local Legislative Staff for proof read;	None	10 minutes	<i>Maxine Musette Navarro Local Legislative Staff Assistant;</i>
	2.3 The Legislative staff shall assist in the Com Meet;	None	5 minutes	<i>Karen Q. Naguit Admin. Staff</i>
	2.4 The computer operator, in turn, shall also assist in the Com Meet	None	5 minutes	<i>Stanley Baluyot Admin. Assistant I;</i> <i>Ricardo P. Dizon II Local Legislative Staff Assistant</i>
	TOTAL:	NONE	1 HOUR AND 30 MINUTES	

2. SUBMISSION OF DRAFT LOCAL LEGISLATION

Submission of the Draft Bills of Local Application to the City Council

Office	City Vice Mayor's Office (SP Secretary)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Council of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request from the City Vice Mayor's, and City Council		- City Vice Mayor's and City Council		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit a request or order to the SP Secretary</p>	<p>1. The subject of the request shall be researched by the Board Secretary,</p> <p>1.1 The subject of the request shall be drafted by the SP Secretary,</p> <p>1.2 If it pertains to the petitions for dropping and application of new franchise, it shall be delegated to the Administrative Assistant. The same goes with the Annual and Supplemental Budget of the Barangays</p>	<p>None</p> <p>None</p> <p>None</p>	<p>15 minutes</p> <p>8 minutes</p> <p>8 minutes</p>	<p><i>Ricardo Dizon Legislative Staff</i></p> <p><i>Celito Tuazon SP Secretary</i></p> <p><i>Stanley Baluyot Admin. Assistant I</i></p>
<p>2. Attendance to session or Hearing once requested by the Sanggunian or Committee/s</p>	<p>2. The invitation shall be issued by the SP Secretary;</p> <p>2.1 The agenda shall be created by the SP Secretary for the Committee;</p> <p>2.2 The agenda shall be forwarded to the Local Legislative Staff for proof read;</p> <p>2.3 The Legislative staff shall assist in the Com Meet;</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>15 minutes</p> <p>10 minutes</p> <p>5 minutes</p>	<p><i>Celito Tuazon SP Secretary</i></p> <p><i>Divina Fabia Admin. Assistant II</i></p> <p><i>Maxine Musette Navarro Local Legislative Staff Assistant</i></p> <p><i>Karen Q. Naguit Admin. Staff</i></p>



	2.4 The computer operator, in turn, shall also assist in the Com Meet	None	5 minutes	Stanley Baluyot Admin. Assistant I Ricardo P. Dizon II Local Legislative Staff Assistant
	TOTAL:	NONE	1 HOUR AND 16 MINUTES	

3. SUBMISSION OF REQUESTED ORDINANCES AND RESOLUTIONS

Submission of the requested ordinances and resolutions as requested by the City Government Departments

Office	City Vice Mayor's Office (SP Secretary)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Government Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter of the Department Head indicating reason/purpose for securing the ordinances and resolutions 2. Verification that he/she has not received the copy of the same through email or other mode of copy dissemination		- City Vice Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Vice Mayor, indicating reason for securing the ordinances and resolutions	1. The subject of the request shall be verified by the SP Secretary and forwarded to the record officer	None	15 minutes	<i>Celito Tuazon SP Secretary</i>
1.1 Have the request verified that he/she has not received the copy of the same through email or other	1.1 If the requesting party has already received the ordinance through email or other mode of dissemination,	None	5 minutes	<i>Nicole Layug Admin. Assistant</i>



mode of copy dissemination	<p>the concerned Department shall be notified that he/she has already a copy</p> <p>1.2 If none, the record officer shall be advised to produce one to be given to the requesting party</p>	None	10 minutes	<i>Nicole Layug Admin. Assistant</i>
2. Attendance to session or Hearing once requested by the Sanggunian or Committee/s and submit additional requirements, if needed	2. The invitation shall be issued by the SP Secretary;	None	10 minutes	<i>Celito Tuazon SP Secretary</i>
	2.1 The agenda shall be created by the SP Secretary for the Committee;	None	15 minutes	<i>Divina Fabia Admin. Assistant II</i>
	2.2 The agenda shall be forwarded to the Local Legislative Staff for proof read;	None	10 minutes	<i>Maxine Musette Navarro Local Legislative Staff Assistant</i>
	2.3 The Legislative staff shall assist in the Com Meet;	None	5 minutes	<i>Karen Q. Naguit Admin. Staff</i>
	2.4 The computer operator, in turn, shall also assist in the Com Meet	None	5 minutes	<i>Stanley Baluyot Admin. Assistant I</i> <i>Ricardo P. Dizon II Local Legislative Staff Assistant</i>
	TOTAL:	NONE	1 HOUR AND 15 MINUTES	



City Accounting and Internal Audit Office

Internal Services



1. CERTIFICATIONS (Net Take Home Pay, Premium Contributions, Salaries and Benefits Received)

Certifications are requested by employees who are processing applications for loans, visas or employment in other agencies. These are always required prior to approval of the said applications.

Office or Division	City Accounting and Internal Audit Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City of Balanga Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form (1, Original)		- City Accounting & Internal Audit Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application Form	None	1 minute	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	1.1 Wait for the application form to be fill-out			
	1.2. Assign Control number to the accomplished Application Form	None	3 minutes	
	1.3. Log the transaction in the Record Book			
2. Wait for the Certification requested to be released	2. Forward signed Application Form to concerned accounting staff	None	2 minutes	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	2.1 Check records to validate data	None	2 working days (for premium contributions/ benefits received);	<i>Liberty M. Isidro Management Audit Analyst II</i>
	2.2 Prepare and Print Certification requested		1 working day (for net take home pay)	<i>Edgardo H. Reyes Management Audit Analyst III</i>



	2.3 Sign the Certification			<i>Maricris B. Gueco Acting City Government Department Head</i>
3. Receive the Certification	3. Release the Certification	None	1 minute	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	TOTAL:	NONE	2 DAYS AND 7 MINUTES (for premium contributions/ benefits received) 1 DAY AND 7 MINUTES (for net take home pay)	

2. CLEARANCE (Maternity Leave, Retiring employees, Foreign Travel, Personal Leave of Absence)

Clearance is a requirement for all retiring/resigning employees and those who will be on maternity leave in order to process their monetary claims/benefits. It is also necessary in the application for Authority to Travel and prolonged Leave of Absence.

Office or Division	City Accounting and Internal Audit Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City of Balanga Employees (Permanent, Casual and Job-Order)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form (1, Original)		- City Accounting & Internal Audit Office		
2. Accomplished Clearance Form (1, Original)		- HRMO		
3. Certification of Loan Balances (1, Original)		- GSIS, Banks, Cooperative, Other Financial Institutions		
4. Medical Certificate (1, Original or Photocopy)		- Doctor/Hospital		
5. Waiver (if applicable)(1, Original / Photocopy)		- Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application form	None	1 minute	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	1.1 Wait for the Application Form to be fill-out	None	3 minutes	



	<p>1.2. Assign Control number to the Application Form</p> <p>1.3. Log the transaction in the Record Book</p> <p>1.4. Process Application Form</p>			
2. Wait for the Clearance Form to be released	<p>2. Validate Employee's records</p> <p>2.1 Check Loan Balances</p> <p>2.2 Sign the Clearance</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>30 minutes;</p>	<p><i>Edgardo H. Reyes</i> <i>Management Audit Analyst III</i></p> <p><i>Maricris B. Gueco</i> <i>Acting City Government Department Head</i></p>
3. Receive the Clearance	3. Release the Clearance	None	1 minute	<i>Edgardo H. Reyes,</i> <i>Management Audit Analyst III</i>
	TOTAL:	NONE	37 MINUTES	



City Accounting and Internal Audit Office

External Services



1. CERTIFICATIONS (Fund Availability, Fund Utilization, No Previous Cash Advance, On-the-Job Trainees, Other Certifications required to be signed by the City Accountant)

These certifications are being required in the assessment and validation of the Agency's performance from time to time. These are also used for purposes of account reconciliation.

Office or Division	City Accounting and Internal Audit Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Various Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form (1, Original)		- City Accounting & Internal Audit Office		
2. Copy of Deposit Slip and Official Receipt (in case of grants received by LGU)		- CAIAO Trust Fund Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application form	None	1 minute	<i>Pauline Diane T. Rodeo</i> <i>Accounting Assistant</i>
	1.1 Wait for the application form to be fill-out	None	3 minutes	
	1.2. Assign Control number to the Application Form			
	1.3. Log the transaction in the Record Book			
2. Wait for the Certification requested to be released	2. Forward signed application form to concerned accounting staff	None	2 minutes	<i>Pauline Diane T. Rodeo</i> <i>Accounting Assistant</i>
	2.1 Check records to validate data	None	30 minutes 1 working day (for fund utilization)	<i>Maricon M. Santos</i> <i>Management Audit Analyst IV</i>



	2.2 Prepare and Print Certification requested 2.3 Sign the certification			<i>Crizaldo A. Tuazon Management Audit Analyst IV</i> <i>Maricris B. Gueco Acting City Government Department Head</i>
3. Receive the Certification	3. Release the Certification	None	1 minute	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	TOTAL:	NONE	1 DAY AND 7 MINUTES	

2. REQUESTS (Accounts Verification and Reconciliation & Certified Copies of various documents)

Request is being received from time to time and is being provided as the need arises. This is sometimes required to prove the validity of accounts in question and to serve as additional supporting documents in a particular transaction.

Office or Division	City Accounting and Internal Audit Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Government			
Who may avail:	COB Officials and Employees; National Government Agencies; Other LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Application Form (1, Original) 2. Approved Letter request (1, Original) 3. Document to be certified (1, Original, 1, Photocopy)		- City Accounting & Internal Audit Office - Applicant - Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application form	None	1 minute	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	1.1 Wait for the Application Form to be fill-out	None	3 minutes	



	1.2. Assign Control number to the Application Form 1.3. Log the transaction to the Record Book			
2. Wait for the request to be processed	2. Process Application Form	None	2 minutes	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
	2.1 Verify & reconcile Accounts	None	30 minutes	<i>Maricon M. Santos Management Audit Analyst IV</i>
	2.2 Stamp the document to be certified			<i>Crizaldo A. Tuazon Management Audit Analyst IV</i>
	2.3 Sign the Document			<i>Maricris B. Gueco Acting City Government Department Head</i>
3. Receive the Requested Document	3. Release the Requested Document	None	1 minute	<i>Pauline Diane T. Rodeo Accounting Assistant</i>
TOTAL:		NONE	37 MINUTES	



City Administrator's Office

External Services



1. LIBRENG SAKAY ASSISTANCE PROGRAM TO MANILA

The **Libreng Sakay Assistance Program** intends to provide free ride and transportation assistance to indigent constituents and marginalized public vehicle passengers with hope that any amount they could save from fare would be a help to their other needs, especially those who have urgent reasons to travel to Metro Manila, i.e. seek medical treatment and/or hospitalization, attend the wake of immediate family members, pursue job opportunities, etc., by issuing s to accredited bus companies based in the City under corporate social responsibility (CSR) programs’

Office or Division	City Administrator’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Senior Citizens, Indigent Families, Unemployed people and sick people who are undergoing long term medication			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Letter addressed to the City Mayor (1, Original)		- Client		
2. Barangay Certificate of Indigency (1, Original)		- Concerned Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter with requirements at City Administrator Office	1. Review the completeness of requirements	None	1 minute	<i>Isaac P. Oria Liaison Assistant</i>
2. Wait for endorsement letter to be signed	2. Prepare letter addressed to Genesis Bus Transport 2.1 Sign the endorsement letter	None	5 minutes	<i>Allan Paul V. Torres Admin. Officer V</i>
3. Claim the endorsement letter	3. Release the endorsement	None	1 minute	<i>Allan Paul V. Torres Admin. Officer V</i>
TOTAL:		NONE	7 MINUTES	



2. “GALING BALANGUENO” INCENTIVES & AWARDS

The service intends to provide cash incentives and/or reward to constituents who have brought great honor to the City with their exemplary performances, i.e. ranking among the Top 10 passers of Board, Bar or Civil Service examinations, winning in regional, national or international academic, skills, talents or sports competitions, etc. It also promotes outstanding performance among Balangueños who to make them sources of encouragement to others who aspire to make distinct names for themselves.

Office or Division	City Administrator’s Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> - Currently Enrolled Students in Balanga City - Graduates from Balanga City Schools - Balanga City Residents Who Graduated from Schools Outside Balanga City - Out-Of-School Youth (OSY) in Balanga City - ALS Students in Balanga City - Professionals in Balanga City - Teams & Groups in Balanga City - NGA Employees in Balanga City - Sports Organizations in Balanga City - Musical Organizations in Balanga City - Theatrical Organizations in Balanga City - Dance Organizations in Balanga City 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Examination Result (1 print-out examination result from PRC website)		<ul style="list-style-type: none"> - PRC (for Board Exam passers) - CSC (for Civil Service Exam passers) - Supreme Court (for Bar Exam passers)
2. Certificate of Winning (1, Photocopy)		- Academic Institutions, Government Agencies or Private Organizations (for academic, sports, musical, dance, theatrical, skills or cultural competitions)
3. Barangay Certificate of Residency (1, Original)		- Barangay Hall (where client resides)
4. College Diploma (1, Photocopy)		- School (where client graduated from)
5. Certificate of School Registration (1, Photocopy)		- School where client studies (for currently-enrolled students)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter with requirements at City Administrator Office	1. Receive and rubber stamp the letter of request 1.1. Assign transaction tracking number to the request 1.2. Log the transaction to the Record Book 1.3 Encode the transaction details to the DTS	None	2 minutes	<i>Isaac P. Oria</i> <i>Liaison Assistant</i> <i>Allan Paul V. Torres</i> <i>Admin. Officer V</i>
2. Introduce self and submit for interview	2. Review the supporting documents 2.1 Interview the client and determine whether or not the feat or accomplishment is outstanding and deserving of reward 2.2 Set date when the client will be recognized	None	5 minutes	<i>Allan Paul V. Torres</i> <i>Admin. Officer V</i> <i>Atty. April Lorelei A. Atcheco</i> <i>Acting City Administrator</i> <i>Allan Paul V. Torres</i> <i>Admin. Officer V</i>
3. Attend the recognition ceremony and receive the award	3. Facilitate the recognition and awarding ceremony	None	n/a (depends on availability date of City Mayor)	<i>Allan Paul V. Torres</i> <i>Admin. Officer V</i>
	TOTAL:	NONE	7 MINUTES	



3. EXTERNAL LOGISTICAL ASSISTANCE

The service intends to provide non-monetary support facility and make these available at all times to constituents with specific needs and wants or those who seek logistical support for various programs, projects and activities with public benefit or whose objectives are inherently public in nature. The facility covers delivery and universal provision of basic services for the public good, ranging from health, social, cultural, educational, livelihood, environmental (i.e. garbage collection), security, public works, etc.

Office or Division	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - Individual Residents of Balanga City - Teams or Groups in Balanga City - Sangguniang Barangays in Balanga City - SK Federation & Barangay SKs in Balanga City - NGOs, POs, Sectoral Groups or Socio-Civic Organizations in Balanga City or Bataan - NGAs & NGA Employees in Balanga City or Bataan - Sports Organizations in Balanga City or Bataan - Musical Organizations in Balanga City or Bataan - Theatrical Organizations in Balanga City or Bataan - Academic Institutions in Balanga City - LGUs in Bataan or in Any Other Province Accredited National Organizations (LCP, ULAP, LMP) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • For Individuals, Teams or Groups: <ol style="list-style-type: none"> 1. Endorsement Letter from Punong Barangay or Head of School, Agency or Organization (1, Original) 		<ul style="list-style-type: none"> - Personal (<i>from client</i>) - Sangguniang Barangay, School, Agency or Organization 		
<ul style="list-style-type: none"> • For Agencies, Organizations and Associations: <ol style="list-style-type: none"> 1. Project Proposal or Training Design (1, Original) 2. SEC, DTI, or CDA Registration (1, Photocopy) 		<ul style="list-style-type: none"> - Academic Institutions, NGAs, NGOs, etc. - SEC, DTI or CDA 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit letter with requirements at City Administrator Office</p>	<p>1. Receive and rubber stamp the letter of request</p> <p>1.1. Assign transaction tracking number to the letter of request</p> <p>1.2. Log the transaction to the Record Book</p> <p>1.3 Encode the transaction details to the Document Tracking System (DTS)</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Isaac P. Oria Liaison Assistant</i></p> <p><i>Allan Paul V. Torres Admin. Officer V</i></p>
<p>2. Wait for the management action and get the details of implementing offices (i.e. name, focal person and hotline number)</p>	<p>2. Evaluate the request</p> <p>2.1 Review the urgency of the request</p> <p>2.2. Determine whether the proposed program, project or activity has public benefit or inherently public in nature</p> <p>2.3 Decide on the necessary management action</p> <p>2.4 Scan the letter of request, together with the attached Admin Slip containing the management action</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Atty. April Lorelei A. Atcheco Acting City Administrator</i></p> <p><i>Isaac P. Oria Liaison Assistant</i></p>



	<p>2.5 Upload the soft copy of document to the DTS</p> <p>2.6 Encode the management action to the DTS for tracking purposes</p> <p>2.7 Tag the concerned office/s to notify them in real-time about 1) details of the request and 2) corresponding management action and logistics support to be rendered, delivered or performed for the client</p>			<p><i>Alvin D. Sagun Admin. Aide VI</i></p> <p><i>Alvin D. Sagun Admin. Aide VI</i></p>
3. Receive the logistical service requested	3. Monitor thru the DTS the response of concerned office/s on corresponding steps they have undertaken with regards to the logistical assistance requested		(Depends on the project or activity date)	<i>Allan Paul V. Torres Admin. Officer V</i>
	TOTAL:	NONE	7 MINUTES	



City Administrator's Office

Internal Services



1. POLICY & ADMINISTRATIVE ISSUANCES

The service intends to provide the preparation and release of various policy and administrative issuances needed by internal clients, i.e. City Government Department Heads, such as

- 1.) Memoranda, which prescribes policies, rules and regulations, and procedures promulgated pursuant to law and applicable to officials and individual employees of the city government;
- 2.) Office Orders, which refer to issuances directed to particular officials or employees of the city government concerning specific matters including assignments, detail and transfer of personnel; and
- 3.) Executive Orders, which serve as official acts of the LCE providing for rules of a general or permanent character in the implementation or execution of his political and corporate power under the 1987 Local Government Code.

Office or Division	City Administrator's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government To Citizen			
Who may avail:	City Government Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Document Request Form (1, Original)		- Client		
2. Legal bases (i.e., Republic Acts, government advisories, memoranda, etc.)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Document Request Form with complete requirements at City Administrator Office	1. Receive and stamp the Document Request Form 1.1 Assign transaction tracking number to the document 1.2 Log the transaction to the Check-In Record Book 1.3 Encode the transaction details to the Document Tracking System (DTS)	None	5 minutes	<i>Isaac P. Oria</i> <i>Liaison Assistant</i> <i>Allan Paul V. Torres</i> <i>Admin. Officer V</i>



<p>2. Wait for the allowable number of days for the issuance to be drafted and signed by the LCE</p>	<p>2. Draft the issuance</p> <p>2.1 Review the draft issuance and suggest necessary revisions</p> <p>2.2 Make the necessary revisions to the draft</p> <p>2.3 Print 3 sets of final copy of the issuance</p> <p>2.4 Transmit final copy of the issuance to the LCE for his signature</p> <p>2.5 Wait for the issuance to be signed by the City Mayor</p>	<p>None</p>	<p>5 days</p>	<p><i>Allan Paul V. Torres</i> <i>Admin. Officer V</i></p> <p><i>Atty. April Lorelei A. Atcheco</i> <i>Acting City Administrator</i></p> <p><i>Allan Paul V. Torres</i> <i>Admin. Officer V</i></p> <p><i>Allan Paul V. Torres</i> <i>Admin. Officer V</i></p>
<p>3. Receive the signed copy of issuance</p>	<p>3. Deliver and release the signed copy of issuance</p> <p>3.1 File the duplicate copy</p> <p>3.2 Provide the City Legal Office with the triplicate copy</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Allan Paul V. Torres</i> <i>Admin. Officer V</i></p> <p><i>Alvin D. Sagun</i> <i>Admin. Aide VI</i></p> <p><i>Isaac P. Oria</i> <i>Liaison Assistant</i></p>
	<p>TOTAL:</p>	<p>NONE</p>	<p>5 DAYS AND 7 MINUTES</p>	



2. INTERNAL LOGISTICAL ASSISTANCE

The service intends to provide various logistics support for the successful implementation of PPAs of the different offices of the City Government.

Office or Division	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Government Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request or Email Request (1, Original or E-mail)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter with requirements at City Administrator Office	1. Receive and stamp the letter of request 1.1 Assign transaction tracking number to the letter of request 1.2 Log the transaction to the Record Book 1.3 Encode the transaction details to the Document Tracking System (DTS)	None	2 minutes	<i>Isaac P. Oria Liaison Assistant</i> <i>Allan Paul V. Torres Admin. Officer V</i>
2. See management action and monitor updates thru the DTS	2. Evaluate the request 2.1 Decide on the necessary management action 2.2 Scan the letter of request, together with the attached Admin Slip containing the	None	5 minutes	<i>Atty. April Lorelei A. Atcheco Acting City Administrator</i> <i>Isaac P. Oria Liaison Assistant</i>



	<p>management action</p> <p>2.3 Upload the soft copy of document to the DTS</p> <p>2.4 Encode the management action to the DTS for tracking purposes</p> <p>2.5 Tag the concerned office/s to notify them in real-time about 1) details of the request and 2) corresponding management action)</p>			<p><i>Isaac P. Oria</i> <i>Liaison Assistant</i></p> <p><i>Alvin D. Sagun</i> <i>Admin. Aide VI</i></p> <p><i>Alvin D. Sagun</i> <i>Admin. Aide VI</i></p>
3. Receive the logistical support requested	3. Monitor thru the DTS the response of concerned office/s on corresponding steps they have undertaken with regards to the logistical assistance requested	None	n/a (Depends on the project or activity date)	<i>Allan Paul V. Torres</i> <i>Admin. Officer V</i>
	TOTAL:	NONE	7 MINUTES	



3. SIGNING OF INSTRUMENTS (PRs, POs, DVs. CHEQUES, AFATs, TOs, ETC.)

The service intends to provide various logistics support for the successful implementation of PPAs of the different offices of the City Government.

Office or Division	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Government Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For PRs - Signature of end-user and City Treasurer 2. For POs – BAC Resolution of Award 3. For DVs – Signature of City Accountant & City Treasurer 4. For Cheques - Signature of City Treasurer 5. For AFATs - Signature of end-user and approved travel request invitation 6. For TOs – Approved AFAT		- Concerned signatories		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documents at City Administrator Office	1. Receive and log the transaction to the log sheet	None	5 minutes	<i>Catrine Jean G. Bustamante Liaison Assistant</i>
2. Wait for the allowable number of days for the documents to be checked for completeness and be signed	2. Check completeness of required signatures 2.1 Sign the documents	None	4 hours	<i>Catrine Jean G. Bustamante Liaison Assistant</i> <i>Atty. April Lorelei A. Atcheco Acting City Administrator</i>
3. Sign the log sheet and receive the signed documents	3. Release the signed documents to client	None	2 minutes	<i>Catrine Jean G. Bustamante Liaison Assistant</i>
	TOTAL:	NONE	4 HOURS AND 7 MINUTES	



City Agriculture Office External Services



1. ISSUANCE OF CERTIFICATIONS (COOPERATIVES & ORGANIZATION GOOD STANDING, LAND OWNERSHIP, TILLER, FISHR/RSBSA REGISTERED)

To certify that the farmer, fisher folk or organization/association is a resident, actual tiller, and with good standing as association of City of Balanga.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers/Fisher folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original, & 1 photocopy) 2. Valid ID (1, Photocopy)		- Client - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office and submit the request for certification	1. Give the Logbook to the client 1.1 Receive and evaluate the request letter	None	2 minutes	<i>King James S. Dela Rosa Engineer I</i>
2. Receive the order of payment	2. Prepare and issue the Order of Payment if all required documents were given 2.1 Check the master list for verification	None	3 minutes	<i>King James S. Dela Rosa Engineer I</i>
3. Present order of payment and pay the required fees at the One Stop Shop.	3. Receive Payment and issue official receipt	100.00 Certification Fee	5 minutes City Treasurer's Charter	<i>City Treasurer's Charter</i>
4. Return to City Agriculture Office and present the official receipt for the processing and release of certification	4. Check the Official Receipt 4.1 Start processing the request (For signature of City Agriculturist) 4.2 Issue the Certificate	None	2 minutes	<i>King James S. Dela Rosa Engineer I</i>
	TOTAL:	P100.00 Certification Fee	12 MINUTES	



2. ENDORSEMENT FOR FARMERS ASSN. (REQUEST FOR FARM INPUTS, EQUIPMENT, FARM MACHINERIES AND OTHER POST HARVEST FACILITIES)

Endorsing Farmers/Fisher folks Organization's request for interventions to the Office of the Provincial Agriculturist and Department of Agriculture Regional Field Office III

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers/Fisher folks/Organized Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original & 3, Photocopy) 2. Board Resolution (1, Original & 3, Photocopy) 3. List of Officers & Members of Assn. (4, Photocopy) 4. Certificate of Registration (4, Photocopy)		- Client - Client - Client - Issued from Department of Labor and Employment, Securities and Exchange Commission, Cooperative Development Authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City Agriculture Office and Submit request/Letter of Intent (subject for endorsement)	1. Give the Logbook to the client	None	2 minutes	<i>King James S. Dela Rosa Engineer I</i>
2. Submit the required documents for initial assessment & verification	2. Receive the required documents and check for completeness 2.1 For Approval of City Agriculturist 2.2 Prepare the Endorsement Letter	None	15 minutes	<i>King James S. Dela Rosa Engineer I</i>
3. Wait for the advice from the City Agriculture Office that the request has been approved to be	3. For signature of City Agriculturist & CAFC Chairman 3.1 Forward the documents to	None	3 minutes 30 minutes	<i>King James S. Dela Rosa Engineer I</i>



forwarded to Office of the Provincial Agriculturist	Office of the Provincial Agriculturist		Within the day of issuance of endorsement	
	TOTAL:	NONE	50 MINUTES	

3. REQUEST FOR FIELD VALIDATION (LAND RECLASSIFICATION)

To evaluate/validate the lot if it is still feasible for agricultural production.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter with complete details (1, Original) 2. Land Title (1, Photocopy) 3. Tax Declaration (1, Photocopy) 4. Location Map (1, Photocopy) 5. OR of Tax Declaration (1, Photocopy) 6. Special Power of Attorney (If Land Owner is being represented, 1, Original)		- Client - Registry of Deeds - City Assessors Office - City Assessors Office - City Treasurers Office - Issued at any Law Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office. Submit the required documents for initial assessment and verification. Wait for the feedback/confirmation of request via phone call/sms	1. Give the Logbook to the client	None	2 minutes	<i>Ronnie G. Lopez Supervising Agriculturist</i>
	1.1 Receive the required documents and check for completeness	None	5 minutes	
	1.2 For Approval to inspect by City Agriculturist	None	3 minutes	
	1.2 Field Validation	None	1 day	
		None	3 minutes	



	1.3 Print the Certification, for signature of City Agriculturist 1.4 Inform the client for release of the request	None	1 minute	<i>Katherine Mae Alvarez Agriculturist</i>
2. Receive the order of payment at the City Agriculture Office. Pay the required fees at the City Treasury Office and present the official receipt that will be issued upon payment	2. Prepare and issue the Order of Payment 2.1 Receive Payment and issue Official Receipt 2.2 Accept the Official Receipt based on the Order of Payment	None P100.00 per lot Land Certification Fee None	2 minutes 5 minutes City Treasurer's Charter 1 minute	<i>Katherine Mae Alvarez Agriculturist</i> <i>City Treasurer's Charter</i>
3. Receive the Certification	3. Release/Issue the Certification	None	3 minutes	<i>Katherine Mae Alvarez Agriculturist</i>
	TOTAL:	P100.00 PER LOT LAND Certification Fee	1 DAY AND 25 MINUTES	



4. REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE & JUAN MANGINGISDA

Electronic compilation or database of basic information of farmers, farm laborers, fishermen and target beneficiaries of agriculture-related programs and services of the government such as DA-accredited farmer organizations.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers & Fisher folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1, Original, 1, Photocopy) 2. If Owner- Land Title (1, Photocopy) 3. If Land Tiller/Lessee -Certification from Barangay (1, Original) 4. Completed Ani at Kita Form (1, Original)		- Client - Client - Barangay Hall - City Agriculture Office or Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office	1. Give the Logbook to the client	None	3 minutes	<i>King James S. Dela Rosa Engineer I</i> <i>Daisy P. Lacanilao Farm Supervisor</i>
2. Submit the required documents for initial assessment & verification	2. Receive the required documents and check for completeness 2.1 Encode in Enrollment List for Farmers & Fisher folks (Online)	None	10 minutes	<i>King James S. Dela Rosa Engineer I</i> <i>Daisy P. Lacanilao Farm Supervisor</i>
3. Receive the RSBSA/Juan Mangingisda ID	3. Inform the client for released of his/her ID 3.1 Release Farmers/ Fisher folk's ID	None	3 minutes	<i>King James S. Dela Rosa Engineer I</i> <i>Daisy P. Lacanilao Farm Supervisor</i>
	TOTAL:	NONE	16 MINUTES	



5. BOAT REGISTRATION (BoatR)

Designed to enhance, fast-track and complete the nationwide registration of municipal fishing vessels three (3) gross tons and below and municipal fishing gears as required under EO No. 305 s. 2004 and Sec. 19 of RA 10654 (formerly RA 8550) or the Philippine Fisheries Code of 1998.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Fisher folks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2, Original) 2. Clearance from PNP Maritime Group (1, Photocopy)		- From the Client - From PNP Maritime Group		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office and submit the request letter for Fishing Vessel Measurement	1. Give the Logbook to the client and received the request letter	None	2 minutes	<i>Daisy P. Lacanilao Farm Supervisor</i>
2. Ask for the scheduled inspection and assist the Aquaculturist during the scheduled inspection	2. Check the schedule and inform the client	None	1 minute	<i>Daisy P. Lacanilao Farm Supervisor</i>
	2.1 Start the process - Fishing Vessel Measurement (Inspection Report) 2.2 Prepare the Inspection Report to be signed by City Agriculturist	None	4 hours	
3. Wait for the copy of online registration	3. Encode the Client's information to BoatR System	None	5 minutes	<i>Daisy P. Lacanilao Farm Supervisor</i>



4. Receive the Copy of registration	4. Released a copy of registration form to client	None	2 minutes	<i>Daisy P. Lacanilao Farm Supervisor</i>
TOTAL:		NONE	4 HOURS AND 10 MINUTES	

6. APPLICATION FOR MAYOR'S PERMIT (FISHING VESSEL)

To regulate entry into the fishery that have to be complemented by other measures to regulate fishing activities. Fishers are required to furnish the local government specific information before they can be lawfully allowed to engage in fishing activities.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Fisherfolks			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished / Notarized Application Form (1, Original and 3, Photocopy) 2. Cedula (1, Photocopy) 3. Barangay Clearance (1, Original)		- City License, Permit and Franchising Office - City Treasurers Office or Barangay Hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office and submit the notarized application form with the required documents for initial assessment & verification	1. Give the Logbook to the client and receive the required documents and check for completeness	None	2 minutes	<i>Daisy P. Lacanilao Farm Supervisor</i>
	1.1 Assist & Verified 1.2 Submit the notarized application form & required attachments to City License, Permit and Franchising Office	None	3 minutes	



2. Receive the order of payment and pay the required fees at the One Stop Shop by showing the Order of Payment and wait for feedback/release of permit	2. Prepare and Issue Order of payment 2.1 Receive Payment and issue official receipt	None 1,000.00 Mayor's Permit Fee	5 minutes 4 minutes City Treasurer's Charter	<i>Daisy P. Lacanilao</i> <i>Farm Supervisor</i> <i>City Treasurer's Office</i>
3. Receive the copy of mayor's permit	3. Released a copy of Mayors permit to the client	None	3 minutes	<i>Daisy P. Lacanilao</i> <i>Farm Supervisor</i>
TOTAL:		1,000.00 Mayor's Permit Fee	17 MINUTES	

7. REQUEST FOR TECHNICAL ASSISTANCE (EXTENSION SERVICES)

To increase the efficiency of the family farm, increase production and generally increase the standard of living of the farm family.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2, Original) <ul style="list-style-type: none"> • Training assistance (Submit request letter) • Field Inspection (Provide location of farm, contact number & contact person) • Crop Insurance (Set schedule for interview, provide location of farm, contact number & contact person) • Provision of Farm Inputs (seeds/seedlings, organic fertilizer) 		- From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office and submit the request letter	1. Give the Logbook to the client and receive the request letter	None	2 minutes	<i>Katherine Mae Alvarez</i> <i>Agriculturist</i>



2. Wait for the feedback of City Agriculture Office	2. Ask for approval of City Agriculturist 2.1 Approval of City Agriculturist	None	5 minutes	<i>Katherine Mae Alvarez Agriculturist</i>
3. Receive the technical assistance for the City Agriculture Office	3. Provide technical assistance	None	15 minutes	<i>Ronnie G. Lopez Supervising Agriculturist</i>
TOTAL:		NONE	22 MINUTES	

8. REQUEST FOR AGRICULTURE DATA

To provide accurate agriculture data for project, thesis study or research of the requestor.

Office or Division	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original, 1 photocopy)		- From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Agriculture Office and submit the request letter	1. Give the Logbook to the client and receive the request letter	None	2 minutes	<i>King James S. Dela Rosa Engineer I</i>
2. Wait for the release of requested documents	2. Ask for approval of City Agriculturist and process the request	None	3 minutes	<i>King James S. Dela Rosa Engineer I</i>
3. Receive the requested documents	3. Inform the client for the release of requested documents	None	15 minutes – simple request 4 hours – complex	<i>King James S. Dela Rosa Engineer I</i>



			2 days – highly technical	
	TOTAL:	NONE	5 MINUTES AND 15 MINUTES – SIMPLE REQUEST 4 HOURS – COMPLEX 2 DAYS – HIGHLY TECHNICAL	



City Assessor's Office External Services



1. SECURING OWNER'S COPY OF UPDATED TAX DECLARATION (TRANSFER OF OWNERSHIP)

The owner's copy of updated tax declaration is secured upon transfer of ownership of real property from the previous to the new owner.

This is done to update the records of the City Government and to transfer real property taxation to the new owner.

Office or Division	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1 Clear photocopy of Title presenting the original copy or 1 Certified True Copy if Title is 5 years old and above.	- Registry of Deeds/Property Owner
2. 1 Clear photocopy of Current Real Property Tax Receipt or certification of payment of RPT.	- Property owner or City Treasurer's Office
3. 1 Clear photocopy of Transfer Tax Receipt or certification of payment of Transfer Tax.	- Property owner or City/Provincial Treasurer's Office
4. 1 Original or Certified True Copy of Capital Gains Tax/Certificate Authorizing Registration (CAR) from BIR or Donors Tax from BIR	- Bureau of Internal Revenue (BIR)
5. 1 Clear photocopy of Deed of Sale or Any Deed of Conveyance	- Property owner
6. 1 Clear blue print or white print of Approved Subdivision Plan (if Subdivided)	- DENR
7. Certification from DAR if covered by CARP (if necessary)	- DAR
8. 1 Original Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor's Office pertaining to securing an updated copy or transfer of Tax Declaration. (If not the owner of Property)	- Property owner
9. 1 Clear Photocopy of valid ID of representative	- Authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Assessor's Office for inquiry and submit the necessary documents to the receiving clerk. Receive the order of payment from the front liner (proceed to Counter F or G in One-Stop-Shop for payment).	1. Provide the client with the list of requirements and explain if necessary.	None	3 minutes	<i>Christine Amado Admin. Assistant I Ester Pascual Admin. Aide IV</i>
	1.1 Check the validity and completeness of the requirements. If complete, get the previous declaration of the said property.	None	5 minutes	<i>Jobelle Lyn Dela Rosa Assessment Clerk I</i>
	1.2 Receive the payment and issue official receipt	100.00 Processing Fee Per Property	Please refer to the City Treasurer's Charter	<i>Treasury Citizen's Charter</i>
	1.3 Encode Tax Declaration (TD).	None	12 minutes	<i>Maricel Banzon Data Entry Machine Operator I Elaine Grace Paguio Data Entry Machine Operator I Ria Tallara Data Encoder</i>
	1.4 Assign Tax Declaration Number and logs it in the control book.	None	2 minutes	<i>Christine Amado Admin. Assistant I Ester Pascual Admin. Aide IV Jobelle Lyn Dela Rosa Assessment Clerk I</i>



	1.5 Review TD; if there is an error, clerk or encoders corrects it; then approves the TD.	None	10 minutes	Melinda Arguelles Local Assessment Operation Officer IV Marilen Alonzo City Government Department Head
2. Present the Receipt from the Treasury office and receive personal copy of the document.	2. Provide the client with owner's copy.	None	2 minutes	Christine Amado Admin Assistant I
	2.1. File the original copy and cancelled the previous TD. Prepares an Ownership Record Form for the new TD and records it in the Record Book of Transactions for each Barangay.	None	5 minutes	Ester Pascual Admin Aide IV Jobelle Lyn De la Rosa Assessment Clerk I
	2.2 Update record of the New TD on the Tax Mapping Control Roll (TMCR).	None	2 minutes	Alvin Sanchez Data Encoder
	2.3. Record the new TD on the Assessment Roll (AR).	None	3 minutes	Jobelle Lyn De la Rosa Assessment Clerk I
	TOTAL:	P100.00 Processi ng Fee Per Property	44 MINUTES (NOTE: WAITING TIME FOR PAYMENT IN OSS IS NOT INCLUDED)	

(Processing time may exceed 44 minutes/documents depending on the number of transferred properties or transactions being processed. Documents may be released on the following week (7 Days) if multiple transactions are being requested or the process of transfer becomes complex.).



2. CONSOLIDATED AND/OR SUBDIVIDED REAL PROPERTIES

Declaration of consolidated and/or subdivided properties are issued to update the assigned property index numbers that is unique for every property for easy identification and proper payment of tax for each consolidated and/or subdivided property.

Office or Division	City Assessor's Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government	
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. 1 Clear copy of blue print or white print of approved consolidation / subdivision plans	- DENR
	2. 1 Clear photocopy of Title presenting the original copy or 1 Certified True Copy if Title is 5 years old and above	- Registry of Deeds/Property Owner
	3. 1 Clear photocopy of Current Real Property Tax Receipt or 1 original copy of certification of payment of current RPT	- Property owner or City Treasurer's Office
	4. 1 Clear photocopy of Transfer Tax Receipt or 1 original copy of certification of payment of Transfer Tax	- Property owner or City Treasurer's Office
	5. 1 Clear photocopy Capital Gains Tax (CAR – if transferred)	- Bureau of Internal Revenue (BIR)
	6. 1 Clear photocopy of Deed of Sale or any Deed of Conveyance (if transferred)	- Property owner
	7. 1 original Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing an updated copy of Tax Declaration. (If not the owner of Property)	- Property Owner
	8. 1 Clear photocopy of valid ID of representative	- Authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Assessor's Office for inquiry and submit the necessary documents to the receiving clerk. Receive the order of payment from the front liner (proceeds to Counter F or G in One-Stop-Shop for payment).	1. Provide the client with the list of requirements and explain if necessary	None	3 minutes	<i>Christine Amado Admin. Assistant I</i> <i>Ester Pascual Admin. Aide IV Encoder</i> <i>Jobelle Lyn De la Rosa Assessment Clerk I</i>
	1.1. Verify the completeness of the requirements and forward it to the Tax Mapping Section.	None	3 minutes	<i>Wilson Cabusao Taxmapper IV</i> <i>Alvin Sanchez Data Encoder</i>
	1.2. Determine the TD PIN to be cancelled.	None	5 minutes	<i>Cecil Guila Taxmapper IV</i> <i>Jonard Cañete Engr. Assistant</i>
	1.3. If there is a need to verify its exact location, tax mapper or AutoCAD Operator locates it in the aerial photograph and AutoCAD map.	None	5 minutes	<i>Alvin Sanchez Data Encoder</i>
	1.4. Assign Property Index Number (PIN) for the consolidated/ subdivided lots.	None	10 minutes/ parcel	<i>Wilson Cabusao Taxmapper IV</i> <i>Alvin Sanchez Data Encoder</i>
	1.5. If it is to be declared as per			



	approved plan, tax mapper determines the boundaries for each lot.	None	15 minutes/ Parcel	<i>Wilson Cabusao Taxmapper IV</i> <i>Alvin Sanchez Data Encoder</i>
2. Present the Receipt from the Treasury office and receive personal copy of the document.	2. If the lot to be subdivided is Agricultural with different uses &/or has improvements. Ocular inspection will be conducted by the Inspection team to determine the classification and actual use of each lot and where to locate its improvements.	P100.00 per property Inspection Fee: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km	1 hour (Scheduled based on the availability of property owner which is usually on the following week)	<i>Wilson Cabusao Taxmapper IV</i> <i>Joudette Marie Samson Engineer I</i> <i>Cecil Guila Taxmapper IV</i> <i>Dominador Palaypay Jr. Draftsman III</i> <i>Arvin Velasco Draftsman I</i> <i>Marilen Alonzo City Government Department Head</i> <i>Assigned Driver (From GSO)</i>
	2.1 Receive the payment and issue official receipt	None	Refer to the Citizen's Charter of the treasury office	<i>Refer to the Citizen's charter of the Treasury</i>
	2.2. Compute the Market Value and Assessed Value for each lot based on the approved schedule of Market Values.	None	10 minutes	<i>Melinda Arguelles Local Assessment Operation Officer IV</i>



	<p>2.3. Encode data and information on the new tax declaration.</p>	<p>None</p>	<p>12 minutes</p>	<p><i>Maricel Banzon Data Entry Machine Operator I</i></p> <p><i>Elaine Grace Paguio Data Entry Machine Operator I</i></p> <p><i>Ria Tallara Data Encoder</i></p> <p><i>Ester C. Pascual Admin Aide IV</i></p>
	<p>2.4. Assign TD No. and log it to the control book.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Alvin Sanchez Data Encoder</i></p>
	<p>2.5 Update records of the subject properties on the Tax Mapping Control.</p>	<p>None</p>	<p>5 minutes</p>	
	<p>2.6. Check assigned PIN and boundaries for each lot number and affix his initial if all are correct.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Melinda Arguelles Local Assessment Operation Officer IV</i></p>
	<p>2.7. Review TD; if there is an error, clerk or encoders corrects it; then approves the TD.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Marilen Alonzo City Government Department Head</i></p>



	3. Provide the client with owner's copy.	None	5 minutes	<i>Christine Amado Admin Asst. I</i>
	3.1 File the original copy and cancelled previous TD. Prepares Ownership Record Form for the new TD and records it to the Record Book of transactions for each Barangay.	None	5 minutes	<i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn De la Rosa Assessment Clerk I</i>
	3.2 Record the new TD on the AR	None	3 minutes	
	TOTAL:	Inspection fee: P100.00 per lot for 4km from the balanga city hall P150.00 per lot beyond 4 km processing fee: P100.00 per property	2 HOURS AND 47 MINUTES FOR EACH PROPERTY MULTIPLY BY THE NUMBER OF PROPERTIES SUBDIVIDED PLUS ONE-WEEK SCHEDULE FOR INSPECTION	

(Processing time may exceed hours and minutes per document depending on the number of subdivided properties being processed, location of property and schedule of inspection. Documents may be released on the following week due to the schedule of inspection and availability of schedule of property owner, and multiple transactions will be processed. Transactions may become complex or highly technical if property is subdivided into more than two properties or there is/are improvements to be re-Pinned or there is a need for property verifications)



3. RECLASSIFICATION OF LAND

Request for reclassification of property is usually done for subdivisions satisfying the requirements and conditions for reclassification and for those lots and improvements, which change its actual use satisfying Sec. 217 of R.A. 7160. Assessments of properties are also being updated if properties are reclassified.

Office or Division	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1 original copy of Certified true Xerox copy of Resolution of Sangguniang Panglungsod and/or Department of Agrarian Reform approving the reclassification/conversion of Land from agricultural to other purposes or If there is no resolution for reclassification, property that is not prime agricultural land can only be reclassified as per Section 217 of R.A. 7160 and/or 1 Clear Photocopy of Development Permit (for Subdivisions) Letter request from the owner or authorized representative with Authorization letter or Special Power of Attorney from the owner (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation) pertaining to reclassification of land. (If not the owner of Property) Photocopy of valid ID of representative Current Real Property Tax receipt or Certification of payment of RPT 		<ul style="list-style-type: none"> - Sangguniang Panglungsod - DAR - City Planning Office (CPDO) - Property owner - Authorized representative - Property owner or City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to the City Assessor's Office for inquiry and submit the necessary documents to the receiving clerk. Receive the order 	<ol style="list-style-type: none"> 1. Provide the client with the list of requirements and explain if necessary. 	None	3 minutes	<i>Christine Amado</i> <i>Admin Assistant I</i> <i>Ester Pascual</i> <i>Admin Aide IV</i> <i>Jobelle Lyn Dela Rosa</i>



of payment from the front liner (proceed to Counter F or G in One-Stop-Shop for payment).	1.1. Get the previous TD from the Record Section	None	5 minutes	<i>Assessment Clerk I</i> <i>Christine Amado Admin Assistant I</i>
	1.2. Define the area and access before the scheduled inspection.	None	5 minutes	<i>Cecil Guila Taxmapper IV</i>
	1.3. Review the documents.	None	10 minutes	<i>Christine Amado Admin Assistant I</i> <i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn Dela Rosa Assessment Clerk I</i> <i>Christine Amado Admin Assistant I</i>
	2. Receive the payment and issue official receipt	Processing fee: P100.00 per property Inspection Fee: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km	Refer to the City Treasury Citizen's Charter	<i>Refer to Treasury Citizen's Charter</i> <i>Wilson Cabusao Taxmapper IV</i> <i>Joudette Marie Samson Engineer I</i>
	2.1 Conduct ocular inspection. Inspection Team determines the	None	1 hour for inspection but to be scheduled on	



	classification of land.		the following week	<p><i>Cecil Guila Taxmapper IV</i></p> <p><i>Dominador Palaypay Jr. Draftsman III</i></p> <p><i>Arvin Velasco Draftsman I</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p> <p><i>Assigned Driver (From GSO)</i></p>
	2.2. City Assessor directs LAOO/Book Binder to compute the Market Value (M.V.) and Assessed Value (A.V.) If not to be reclassified, no revision will be made.	None	5 minutes	<p><i>Melinda Arguelles Local Assessment Operation Officer IV</i></p> <p><i>Christine Amado Admin Asst. I</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p>
	2.3. Compute the Market Value and Assessed Value based on the approved schedule of M.V. and assessment level.	None	10 minutes	<p><i>Melinda Arguelles Local Assessment Operation Officer IV</i></p> <p><i>Christine Amado Admin Asst. I</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p>



	2.4. Encode data and information on the final tax declaration based on the summarized draft TD given by the LAOO or bookbinder.	None	12 minutes	<i>Maricel Banzon Data Entry Machine Operator I</i> <i>Elaine Grace Paguio Data Entry Machine Operator I</i> <i>Ria Tallara Data Encoder</i>
	2.5. Assign TD No. and log it to the control book.	None	2 minutes	<i>Christine Amado Admin Assistant I</i> <i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn De la Rosa Admin Clerk I</i>
	2.6 Review TD; if there is an error, clerk or encoders corrects it; then approves the TD.	None	10 minutes	<i>Melinda Arguelles Local Assessment Operation Officer IV</i> <i>Neil Erwin Dizon City Government Assistant Department Head</i> <i>Marilen Alonzo City Government Department Head</i>
3. Present the Receipt from the Treasury office and receive personal copy of the document.	3. Provide the client with owner's copy.	None	2 minutes	<i>Christine Amado Admin Asst. I</i>
	3.1 File the original copy and fill out the Ownership Record Form for	None	5 minutes	<i>Ester Pascual Admin Aide IV</i>



	the new TD. Record this information in the Record Book for transactions in each barangay.			Jobelle Lyn De la Rosa Assessment Clerk I
	3.2 Record the new TD on the AR	None	3 minutes	Jobelle Lyn De la Rosa Assessment Clerk I
	TOTAL:	INSPECTION FEE: P100.00 PER LOT FOR 4KM FROM THE BALANGA CITY HALL P150.00 PER LOT BEYOND 4 KM PROCESSING FEE: P100.00 PER PROPERTY	2 HOURS AND 16 MINUTES FOR EACH PROPERTY PLUS ONE-WEEK SCHEDULE FOR INSPECTION	

(Processing time may exceed number of hours per document depending on the number of properties/transactions being processed, location of property and schedule of inspection. Documents may be released on the following week due to the schedule of inspection and availability of schedule of property owner. Transaction may become highly technical if properties requested are more than one property or there are improvements or there is a need for property verifications.)



4. SECURING ASSESSMENT FOR A NEW BUILDING OR MACHINERY

New Tax Declarations (TD) has to be prepared for newly constructed buildings and newly installed machinery.

The City Assessor's Office conducts field inspection to assess the value of the real property.

The New TD serves as the City Government's permanent record on the real property unit. It is also used for real property taxation purposes.

Office or Division	City Assessor's Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government	
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A.	BUILDING	
	1. 1 set of blue print of Approved Building Plans	- City Engineering Office
	2. 1 Clear photocopy of TCT for owners and 1 Clear photocopy of contract of lease or notarized consent for non-owners.	- Property owner
	3. 1 Clear photocopy of Bill of Labor and Materials	- Property owner/ City Engineering Office
	4. 1 Clear photocopy of Building Permit or Occupancy Permit	- City Engineering Office
B.	LAND	
	1. 2 copies of blue print or white print of approved surveyed plan.	- DENR
	2. 1 Clear photocopy of Title or 1 Certified True Copy of Title (if Title is 5 years old and above)	- Registry of Deeds
	3. 1 Clear photocopy of Proof of payment of ten years back taxes in RPT if new discovery	- Property owner or City Treasurer's Office
C.	MACHINERY	
	1. 1 original copy of Accomplished form of declaration of machinery and/or sworn statement	- Property owner



2. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing an updated copy of Tax Declaration. (If not the owner of Property)		- Property owner		
3. Photocopy of valid ID of representative		- Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving clerk or secure a copy from City Engineering Office (Bldg. Permit & Approved Plan). Receive the order of payment from the front liner (proceed to Counter F or G in One-Stop-Shop for payment).	1. Submit documents to the concerned Engineer	None	3 minutes	<i>Christine Amado Admin Assistant I</i>
	1.1. Check the validity and completeness of requirements	None	2 minutes	<i>Ester Pascual Admin Aide IV Jobelle Lyn Dela Rosa Assessment Clerk I</i>
	1.2. If complete, assign PIN and Land reference for building and machinery and boundaries for land.	None	5 minutes	<i>Wilson Cabusao Taxmapper IV</i>
2. Present the Receipt from the treasury to the frontliner for recording purposes.	2. Receive the payment and issue official receipt	Processing fee: P100.00 per property Inspection Fee: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km	Please refer to Treasury Citizen's Charter	<i>Treasury Citizen's Charter</i>



	<p>2.1 Conduct ocular inspection. Gather information necessary for the declaration of property.</p>	<p>None</p>	<p>1 day (scheduled based on the availability of property owner which is usually on the following week)</p>	<p><i>Wilson Cabusao Taxmapper IV</i></p> <p><i>Joudette Marie Samson Engineer I</i></p> <p><i>Cecil Guila Taxmapper IV</i></p> <p><i>Dominador Palaypay Jr. Draftsman III</i></p> <p><i>Arvin Velasco Draftsman I</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p> <p><i>Assigned Driver (From GSO)</i></p>
	<p>2.2. Prepare Field Appraisal and Assessment Sheet (FAAS).</p>	<p>None</p>	<p>30 minutes (for simple structure only)</p>	<p><i>Dominador Palaypay Jr. Draftsman III</i></p> <p><i>Arvin Velasco Draftsman I</i></p>
	<p>2.3. Forward FAAS to Taxmapper for assigning PIN and Land reference for building and machinery and boundaries for land.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Wilson Cabusao Taxmapper IV</i></p>
	<p>2.4. Fill-out the portion of FAAS for structural characteristics and</p>	<p>None</p>	<p>30 minutes (for simple structure only)</p>	<p><i>Joudette Marie Samson Engineer I</i></p>



	computes the M.V. of the property.			
	2.5. Verify the records on GIS/Aerial Photograph for verification of assessment and back taxes	None	15 minutes	<i>Wilson Cabusao Taxmapper IV</i> <i>Cecil Guila Taxmapper IV</i>
	2.6 Review/ Check FAAS	None	15 minutes (for simple structure only)	<i>Marilen Alonzo City Government Department Head</i> <i>Maricel Banzon Data Entry Machine Operator I</i>
	2.7. Encode FAAS and Tax Declaration.	None	7 minutes	<i>Elaine Grace Paguio Data Entry Machine Operator I</i> <i>Ria Tallara Data Encoder</i> <i>Adrian Paolo Paguio Data Encoder</i>
	2.8. Assign TD No. and log it to the control book.	None	2 minutes	<i>Ester Pascual Admin Aide IV</i>
	2.9. Update the record of the subject property on TMCR.	None	2 minutes	<i>Alvin Sanchez Data Encoder</i>
	2.10. Check the assigned PIN on the TD and affix his initial.	None	2 minutes	<i>Wilson Cabusao Taxmapper IV</i> <i>Dominador Palaypay Jr</i>



	<p>2.11. Affix their signature in the FAAS</p> <p>2.12. Review TD; if there is an error, clerk or encoders corrects it; then approves the TD</p> <p>2.13. Put all the necessary seal</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>10 minutes</p> <p>3 minutes</p>	<p><i>Draftsman III</i></p> <p><i>Arvin Velasco</i> <i>Draftsman I</i></p> <p><i>Joudette marie Bugay</i> <i>Engineer I</i></p> <p><i>Marilen Alonzo</i> <i>City Government</i> <i>Department Head</i></p> <p><i>Melinda Arguelles</i> <i>Local Assessment</i> <i>Operation Officer</i> <i>IV</i></p> <p><i>Neil Erwin Dizon</i> <i>City Government</i> <i>Assistant</i> <i>Department Head</i></p> <p><i>Marilen Alonzo</i> <i>City Government</i> <i>Department Head</i></p> <p><i>Alvin Sanchez</i> <i>Data Encoder</i></p> <p><i>Michelle Javier</i> <i>Data Encoder</i></p>
<p>3. Acknowledge receipt of his copy from frontliners.</p>	<p>3. Provide the client with owner's copy.</p> <p>3.1. File the original copy and prepares Ownership Record Form for the new TD and records it to the Record Book of transactions for each barangay.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>5 minutes</p>	<p><i>Christine Amado</i> <i>Admin Asst. I</i></p> <p><i>Ester Pascual</i> <i>Admin Aide IV</i></p> <p><i>Jobelle Lyn Dela Rosa</i> <i>Assessment</i> <i>Clerk I</i></p>



	3.2. Record the new TD on the AR.	None	3 minutes	Jobelle Lyn Dela Rosa Assessment Clerk I
	TOTAL:	Inspection fee: P100.00 per lot for 4km from the balanga city hall P150.00 per lot beyond 4 km processing fee: P100.00 per property	1 DAY, 2 HOURS AND 33 MINUTES PER PROPERTY PLUS ONE WEEK SCHEDULE FOR INSPECTION	

(Processing time may exceed number of hours per document depending on the number of properties/transactions being processed, location of property and schedule of inspection. Documents may be released on the following week after inspection due to the schedule of inspection and availability of schedule of property owner. Transaction may become highly technical if property is for lease, not classified as single detached residential structure or belong to special classes and needs verifications.)



5. SECURING CERTIFICATIONS ON TAX DECLARATION, PROPERTY HOLDINGS OR NON-IMPROVEMENT, CERTIFIED TRUE COPY

The Tax Declaration (TD) serves as the City's Permanent record for every real property unit (land, building, machinery or other improvement)

A certified true copy or certifications of various property holdings or non- improvements thereon may be requested from the City Assessor's Office.

Office or Division	City Assessor's Office			
Classification:	Simple for True copy of Tax Declation and Certification Complex or Highly Technical for Maps			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of TCT or RPT or any document that may be used as reference to locate the exact location of property being requested		- Property owner		
2. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing copy of Tax Declaration, certification or maps. (If not the owner of Property)		- Property owner		
3. Photocopy of valid ID of representative		- Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Assessor's Office for inquiry and submit the necessary documents to the receiving clerk. Receive the order of payment from the front liner (proceeds to Counter F or G in One-Stop-Shop for payment).	1. Get details of client's request.	None	3 minutes	<i>Christine Amado Admin Assistant I</i>
	1.1 Check the availability of the requested documents.	None	5 minutes	<i>Ester Pascual Admin Aide IV</i>
	1.2. Get the previous declaration of the said property.	None	3 minutes	<i>Jobelle Lyn De la Rosa Assessment Clerk I</i>



	<p>2. Receive the payment and issue official receipt</p>	<p>P100.00 per document For property holdings – P100.00 per document and additional of P20.00 research fee for every additional property P150.00 – Aerial Photograph (Legal Size) P 200.00 Aerial Photograph (A3 Size) P100.00- AutoCAD Map (Legal Size) P150.00- AutoCAD Map (A3 Size) and additional fee for Plotting Technical Description First 3 points P 50.00 and for every additional points P 5.00 P100.00 – True Copy of Tax Map P50.00 - Certified True Xerox Copy</p>	<p>Please refer to City Treasury Charter</p>	<p><i>Treasury Citizen's Charter</i></p>
--	--	---	---	---



	<p>2.1 Verify and prepare the certified true copy/ certification</p>	<p>of Tax Declaration None</p>	<p>7 minutes</p>	<p><i>Maricel Banzon Data Entry Machine Operator I</i></p> <p><i>Elaine Grace Paguio Data Entry Machine Operator I</i></p> <p><i>Ria Tallara Data Encoder</i></p> <p><i>Alvin Sanchez Data Encoder</i></p> <p><i>Michelle Javier Data Encoder</i></p> <p><i>Bernadeth Manalansan Assessment Clerk I</i></p> <p><i>Marvin Cipriano Data Entry Machine Operator I</i></p> <p><i>Jonard Cañete Engineering Assistant I</i></p>
	<p>2.2. Check and approve document if there's no more correction</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Melinda Arguelles Local Assessment Operation Officer IV</i></p> <p><i>Neil Erwin Dizon City Government Assistant Department Head</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p>



3. Present the Receipt from the Treasury office and receive personal copy of the document	3. Client is given a copy of certification or certified true copy of tax declaration or map	None	2 minutes	<i>Christine Amado Admin Asst. I</i> <i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn Dela Rosa Assessment Clerk I</i>
	TOTAL:	P100.00 per document For property holdings – P100.00 per document and additional of P20.00 research fee for every additional property P150.00 – Aerial Photograph (Legal Size) P 200.00 Aerial Photograph (A3 Size) P100.00- AutoCAD Map (Legal Size) P150.00- AutoCAD Map (A3 Size) and additional fee for Plotting Technical Description	26 MINUTES FOR CERTIFIED TRUE COPY OR CERTIFICATI ON OF ONE PROPERTY ONLY (NOTE: WAITING TIME FOR PAYMENT IN ONE-STOP- SHOP IS NOT INCLUDED)	



		First 3 points P 50.00 and for every additional points P 5.00 P100.00 – True Copy of Tax Map P50.00 - Certified True Xerox Copy of Tax Declaration		
--	--	---	--	--

(Processing time may vary depending on the number of tax declarations/certifications/transactions requested and number of properties per certification. Document may be issued on the following days if certification consists of multiple properties or maps need plotting of technical description first. Transaction may become complex if request consists of more than one property or title to be plotted has more than 4 points/bearings and need researches.)

6. CANCELLING, REVISING OR CORRECTING ASSESSMENTS/RECORDS

Clients who would like to delete, adjust or correct assessments on their real property request this service.

The City Assessor's assessment records are used by the Land Tax Division of the City Treasurer's Office in computing the annual tax to be paid by owners of land and buildings.

Office or Division	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1 original copy of Letter request for cancellation, revision, or correction of assessment/records. Photocopy of current real property tax payment or certification of RPT payment Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to cancellation, revision, 	<ul style="list-style-type: none"> - Property owner - Property owner or City Treasurer's Office - Property Owner



or correction of assessment records (If not the owner of Property)				
4. Photocopy of valid ID of representative		- Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Assessor's Office. Submit the required documents to the frontliners Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment.	1. Define the exact location and access before the scheduled inspection.	None	10 minutes	<i>Christine Amado Admin Asst. I</i> <i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn De la Rosa Assessment Clerk I</i> <i>Cecil Guila Taxmapper IV</i>
2. Receipt to be presented to frontliners for recording.	2. Receive the payment and issue official receipt	Processing Fee: P100.00 per document Inspection Fee: P100.00 per lot-4 km from Balanga City Hall P150.00 per lot - beyond 4 km	Please refer to Treasury Citizen's Charter	<i>Refer to Treasury Citizen's charter</i>
	2.1 The Inspection Team along with the client conduct an inspection of the property to check whether there is a basis for cancellation, revision or correction of assessment. <i>(Site Location is optional)</i>	None	1 hour (scheduled based on the availability of property owner which is usually on the following week)	<i>Wilson Cabusao Taxmapper IV</i> <i>Joudette Marie Samson Engineer I</i> <i>Cecil Guila Taxmapper IV</i> <i>Dominador Playapay Jr. Draftsman III</i>



				<p><i>Arvin Velasco Draftsman I</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p> <p><i>Assigned Driver (From GSO)</i></p>
	2.2 Prepare FAAS (if necessary)	None	13 minutes	<p><i>Joudette Marie Samson Engineer I</i></p>
	2.3. Prepare cancellation, revision or correction of TD.	None	5 minutes	<p><i>Maricel Banzon Data Entry Machine Operator I</i></p> <p><i>Elaine Grace Paguio Data Entry Machine Operator I</i></p> <p><i>Ria Tallara Data Encoder</i></p> <p><i>Adrian Paolo Paguio Data Encoder</i></p>
	2.4. Check and approve document if there's no more correction	None	5 minutes	<p><i>Melinda Arguelles Local Assessment Operation Officer IV</i></p> <p><i>Neil Erwin Dizon City Government Assistant Department Head</i></p> <p><i>Marilen Alonzo City Government Department Head</i></p>



3. Acknowledge receipt of his copy from frontliners.	3. The cancellation, revision or correction is recorded and a copy is issued to the client	None	2 minutes	<i>Christine Amado Admin Asst. I</i> <i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn De la Rosa Assessment Clerk I</i>
	TOTAL:	Inspection Fee P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km Processing Fee: P100.00 per property	1 HOUR AND 39 MINUTES PLUS, ONE WEEK SCHEDULE FOR INSPECTION	

(Processing time may exceed the required processing time per document and may be released on the following week depending on the number of properties/transactions being processed, location of property and schedule of inspection. The transaction may become complex if there is a need to trace back old records or need property verification.)



7. ANNOTATING OR CANCELLING LOANS OR MORTGAGES ON TAX DECLARATIONS

This service is requested to annotate or cancel documents for loan and mortgage purposes.

Office or Division	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Copy of Mortgage/Release of Mortgage 2. Copy of Tax Declaration 3. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to annotating/cancelling loans or mortgages (If not the owner of Property) 4. Photocopy of valid ID of representative			- Bank, Pag-Ibig Fund or any Financial Institution - City Assessor's Office - Property Owner - Authorized representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Give loan and mortgage agreement to Frontliners at the City Assessors Office. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment.	1. Receive the payment and issue official receipt	P50.00 per annotation per document	Refer to Treasury Citizen's charter	<i>Treasury Citizen's Charter</i>
	1.1 Annotate and prepare the tax declaration	None	15 minutes	<i>Christine Amado Admin Asst. I</i> <i>Ester Pascual Admin Aide IV</i> <i>Jobelle Lyn De la Rosa Assessment Clerk I</i>
	1.2 Check and signs TD	None	3 minutes	<i>Melinda Arguelles Local Assessment Operation Officer IV</i>



				Neil Erwin Dizon City Government Assistant Department Head Marilen Alonzo City Government Department Head
2. Receipt to be presented to frontliners for recording and acknowledges receipt of his copy from frontliners	2.The annotated copy of TD is issued to the client	None	2 minutes	Christine Amado Admin Asst. I Ester Pascual Admin Aide IV Jobelle Lyn De la Rosa Assessment Clerk I
	TOTAL:	P50.00 per annotation per Property	24 MINUTES	

(Processing time may exceed 24 minutes/doc depending on the number of annotated properties/transactions being processed and number of annotations requested.)

8. VERIFYING HISTORY OR REAL PROPERTY TAX ASSESSMENTS OR TAX DECLARATIONS

The History of a certain property (e.g. ownerships, improvements, assessments etc.) may be verified at the City Assessor's Office.

Office or Division	City Assessor's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy of Title or any document to trace the record 2. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation),	- Property owner - Registry of Deeds - Property owner



to transact with the Office of the City Assessor pertaining to securing a history of real property tax assessment or tax declaration. (If not the owner of Property)				
3. Photocopy of valid ID of representative		- Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the verification of the real property history. Order of payment to be given to the client	1. Verify and research the history of the real property	None	2 hours	<i>Christine Amado Admin Asst. I</i> <i>Ester Pascual Admin Aide IV</i>
2. Receipt to be presented to frontliners for recording and provide the client with the history of the property.	2. Receive the payment and issue official receipt	P100.00 per research	Please refer to Treasury Citizen's Charter	<i>Treasury Citizen's Charter</i>
	2.1 Present the history of the real property to the client.	None	2 minutes	<i>Christine Amado Admin Asst. I</i> <i>Ester Pascual Admin Aide IV</i>
	TOTAL:	P100.00 PROCESSING FEE PER RESEARCH	2 HOURS AND 2 MINUTES	

(Processing time may vary depending on the number and date of tax declaration being researched/verified. Transaction may become complex if property being traced back were subjected to different transactions in the past years or requesting more than one property to be traced back.)



City Budget Office

Internal Services



1. CERTIFICATE OF AVAILABLE APPROPRIATION

The Certificate of Available Appropriation is issued to verify that there is available appropriation / budget intended for a specific account / expense to which expenditures and obligations may be properly charged

Office or Division	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log their name and purpose in the logbook at the City Budget Office	1. Prepare the certificate upon receiving the fill-out Request Form from the Client	None	10 minutes per Certificate of Available Appropriation	<i>Fe D. Bautista Budget Officer II</i>
2. Fill-out the Request Form	2. Sign on the Certificate of Available Appropriation	None	3 minutes	<i>Joer Grace H. De Mesa City Government Department Head</i>
3. Sign and indicate the time on the Request Form upon receiving the Certificate of Available Appropriation	3. The Focal Person will issue the Certificate of Available Appropriation to the Client	None	2 minutes	<i>Joynalyn G. Paguio Budget Officer III</i>
TOTAL:		NONE	15 MINUTES	



2. CERTIFIED TRUE COPY OF ANNUAL BUDGET

The Certified True Copy of the Annual Budget is issued to attest that the copy is from the initial Annual Budget approved with Appropriation Ordinance and is used as one of the requirements needed for submission to other government agencies

Office or Division	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Officials and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log their name and purpose in the logbook at the City Budget Office	1. Prepare a copy of the Approved Annual Budget upon receiving the fill-out Request Form from the Client	None	6 hours per copy of the Annual Budget	<i>Joynalyn G. Paguio Budget Officer III</i>
2. Fill-out and submit the Request Form	2. Mark all the photocopy of Approved Annual Budget with a Certified True Copy	None	30 minutes	<i>Joynalyn G. Paguio Budget Officer III</i>
	2.1 Sign on all the pages of the copy of Annual Budget	None	30 minutes	<i>Joer Grace H. De Mesa City Government Department Head</i>
3. Sign and indicate the time on the Request Form and receive the Certificate of Available Appropriation	3. Issue the Certified True Copy of Annual Budget to the Client	None	2 minutes	<i>Joynalyn G. Paguio Budget Officer III</i>
	TOTAL:	NONE	7 HOURS AND 2 MINUTES	



City Cooperative and Development Office

External Services



1. COOPERATIVE ORGANIZATION AND REGISTRATION

Existing groups or associations may opt to form into cooperatives because of the benefits enjoyed by cooperative sector. The City Cooperative Development Office will help in the Orientation during the Pre-Registration Seminar and will assist in the preparation of registration documents.

Office or Division	City Cooperative and Development Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business, G2G – Government to Government			
Who may avail:	Associations, groups with 15-25 members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 4 (Original) Notarized Copies Economic Survey 2. 4 (Original) Notarized Copies Articles of Cooperation 3. 4 (Original) Notarized Copies Cooperative By-Laws 4. 4 (Original) Notarized Copies Treasurer's Affidavit 5. 5 (Original) Notarized Copies of Board Resolution for Authorized Bank Signatories		City Cooperative and Development Office, City Hall Annex 3 rd Fl. Dona Dominga Bldg. DFS, Balanga City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Cooperative Dev't Office for Associations or group of individuals with 15 to 25 members for consultation with CCDO regarding Coop Formation	1. Registration to CCDO Logbook	None	10 minutes	<i>Anna Margarita Batungbacal Computer Operator III</i>
	1.1 Consultation and discussion	None	1 hour	<i>Marilyn C. Punsalan Coop Dev't Specialist II</i>
	1.2 Request for Pre-Registration Seminar to CDA	None	10 minutes	<i>Anna Margarita Batungbacal Computer Operator III</i>



2. Attend the Pre-Registration Seminar	2. Prepare Registration Attendance Sheet	None	10 minutes	<i>Anna Margarita Batungbacal Computer Operator III</i>
	2.1 Assist CDA in conducting Pre-Registration Seminar	None	8 hours	<i>Marilyn C. Punsalan Coop Dev't Specialist II</i> <i>Cynthia G. Aranas Senior Bookkeeper</i>
3. Prepare CDA Registration Requirements	3. Assist in the preparation of pertinent documents for registration purposes	None	30 minutes	<i>Marilyn C. Punsalan Coop Dev't Specialist II</i>
*4 Copies of Economic survey		None	4 hours	
*4 Copies of Articles of Cooperation	3.1. Check the documents for revision and completeness	None	4 hours	
*4 Copies of By-Laws		None	30 minutes	
*5 Copies of Board Resolution for Authorized Bank Signatories		None	30 minutes	
4. Submit registration documents to CDA Regional Office	4. Assist Cooperative Officers for the submission of registration documents	None	4 hours	<i>Marilyn C. Punsalan Coop Dev't Specialist II</i>
5. Compliance with the CDA Findings	5. Assist the cooperative officers in compliance of CDA Findings	None	4 hours	<i>Marilyn C. Punsalan Coop Dev't Specialist II</i>
6. Submission of Registration Documents after revision	6. Assist the cooperative officers in submission of registration documents to CDA	None	4 hours	<i>Marilyn C. Punsalan Coop Dev't Specialist II</i>
	TOTAL:	NONE	1 DAY AND 7 HOURS	



City Disaster Risk Reduction and Management Office

External Services



1. REQUEST FOR TRAININGS, SEMINAR AND WORKSHOP

The Training Division under the CDRRMO facilitates Trainings, Seminar and Workshop upon the request of any individuals or establishment with the approval of the City Mayor/City Administrator.

Trainings conducted will equip participants with necessary competencies to perform their skills in conformance with standards set by governing authorities and to establish a standard training program for communities as per mandated by R.A. 10121.

Office or Division	CDRRMO-Training Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter with Tracking Slip (1, Original)		- City Administrator's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to City Mayor's Office	1. The City Mayor's Office shall forward the letter request to the City Administrator for appropriate action	None	2 minutes	<i>City Mayor's Office Staff</i>
	1.1 Receive and evaluate the approved request letter from the City Administrator	None	2 minutes	<i>Robert B. Carreon Local DRRM Officer III Danica Joy D. Reyes Local DRRM Officer II</i>
2. Wait for schedule of training, seminar or workshop	2. Schedule the date of training, seminar or workshop	None	2 minutes	<i>Kristina M. Villafaña DRRM Assistant</i>
3. Get the scheduled date of training, seminar or workshop	3. Inform the requestor of the schedule date of training, seminar or workshop.	None	2 minutes	<i>Kristina M. Villafaña DRRM Assistant</i>
TOTAL:		NONE	8 MINUTES	



2. REQUEST FOR FIRE, SEARCH AND RESCUE OPERATIONS

The Operation and Warning Division under the CDRRMO operates 24/7 to answer all the emergency calls within the City of Balanga in relation to Fire, Drowning Incident, Search and Rescue Operations.

Office or Division	CDRRMO-Operations and Warning Division			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the hotline number 09199117117	1. Receive the call.	None	2 minutes	<i>Command Center City CPSO</i>
2. Give details of the present situation	2. Ask the details about the present situation	None	3 minutes	<i>Command Center City CPSO</i>
3. Wait for the responding team	3. Provide the necessary response and dispatch responding team	None	3 - 5 minutes within the City Proper 10 - 15 minutes in the Upland Barangays	<i>Operation and Warning Division</i>
	TOTAL:	NONE	MAXIMUM OF 12 MINUTES	



3. REQUESTING FOR OFFICIAL DOCUMENTS (LDRRM Plan, LCCAP, Contingency Plan and other related DRRM documents)

The Administrative Section under the CDRRMO issues needed documents upon the request of individuals and other agency to provide accurate, reliable, complete and timely information to government officials necessary for decision making and to the public in general.

Office or Division	CDRRMO-Admin Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen, G2G-Government to Government			
Who may avail:	All residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter with Tracking Slip (1, Original)		- City Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to City Mayor's Office	1. The City Mayor's Office shall forward the letter request to the City Administrator for appropriate action	None	2 minutes	<i>City Mayor's Office</i> <i>Robert B. Carreon</i> <i>Local DRRM Officer III</i>
	1.1 Receive and evaluate approved request letter from the City Administrator	None	3 minutes	<i>Danica Joy D. Reyes</i> <i>Local DRRM Officer II</i>
2. Provide details and purpose of the needed documents	2. Ask the details where to send the needed documents.	None	2 minutes	<i>Robert B. Carreon</i> <i>Local DRRM Officer III</i> <i>Danica Joy D. Reyes</i> <i>Local DRRM Officer II</i>
3. Wait for the call or check the email	3. Send thru email the needed document and will notify the requestor.	None	3 minutes	<i>Robert B. Carreon</i> <i>Local DRRM Officer III</i> <i>Danica Joy D. Reyes</i> <i>Local DRRM Officer II</i>
TOTAL:		NONE	10 MINUTES	



**City Economic Development and Investment
Promotion Office
External Services**



1. APPLICATION AS PARTICIPANT TO INVESTBALANGA SEMINAR

A monthly seminar that offers modules on business-related topics such as understanding financial statements, how to start a small business, etc.

This is in line with the goal of CEDIPO to attract new businesses for job generation and increase the per capita income of our city. CEDIPO strives to be a partner for investor's needs by offering assistance, resources, and other tools to aid in creating, expanding, and retaining businesses in the City of Balanga. We eye to aid all sizes of investors or entrepreneurs be they micro, small, medium, or large enterprises- or those still aspiring to be entrepreneur clients.

Office or Division	City Economic Development and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Balanga or Bataan Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any proof of identification 2. No delinquent record with CEDIPO Seminars (non- attendance/ no show)		- Client - CEDIPO Data Base		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send text message, email, letter, or personally appear at CEDIPO to provide basic information (complete name, address, and contact number)	1. Evaluate and encode basic information at participants' data base or provide logbook; acknowledge communication	None	10 minutes	<i>Ma. Diana Kariza A. Maniti</i> <i>Admin Assistant II</i>
	1.1 Verify non-delinquency in attendance to prior seminars (a delinquency means non- attendance; each occurrence is also 1 seminar forfeiture)	None	5 minutes	<i>Reynaldo P. Guevarra</i> <i>Admin Officer IV</i>
	1.2 Provide notification of inclusion in the list of participants	None	5 minutes as long as the information is complete and valid	



<p>2. In case of non-attendance due valid reasons, provide notice thru text message or a call at least two days before the seminar; or in case of emergency reasons, notify on the day of seminar or after whenever possible</p>	<p>2. Acknowledge receipt of notification.</p> <p>2.1 Record reason for failure to attend at the participants data base</p>	<p>None</p> <p>None</p>	<p>5 minutes (Note: Initiation to completion will be within 3 days from receipt of an email, text message, letter, or gathering data from personal appearance depending on completeness and validity of information and number of applicants.)</p> <p>5 minutes</p>	<p><i>Ma. Diana Kariza A. Maniti Admin Assistant II</i></p> <p><i>Reynaldo P. Guevarra Admin Officer IV</i></p> <p><i>Ma. Diana Kariza A. Maniti Admin Assistant II</i></p> <p><i>Reynaldo P. Guevarra Admin Officer IV</i></p>
<p>3. Attend the whole duration of the seminar.</p>	<p>3. Record attendance or non- attendance</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Ma. Diana Kariza A. Maniti Admin Assistant II</i></p> <p><i>Reynaldo P. Guevarra Admin Officer IV</i></p>
<p>TOTAL:</p>		<p>NONE</p>	<p>35 MINUTES</p>	



2. REQUEST FOR NETWORKING WITH SUBJECT MATTER EXPERT (SME)

A participant or any citizen may also request assistance in networking or connecting to an SME such as a speaker, a private company, another government agency, or other business expert guests in the InvestBalanga Seminar.

A client who would like to be connected to an SME for purposes of replicating the seminar, business consultations, business inquiries, and whatever legal purposes may send communication to CEDIPO for proper coordination.

Office or Division	City Economic Development and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Seminar Attendee, Facilitator/ Speaker, All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any proof of identification (1, Photocopy) 2. No delinquent record with CEDIPO Seminars (non- attendance/ no show)		- Client - CEDIPO Data Base		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request such as a printed letter or email with the complete name, company, or business name, address, and contact number. Clients must also reflect the detailed reason for networking requests such as but not limited to the type of business he or she is planning to put up or the services he or she is inquiring for	1. Evaluate and verify the information. Send a response letter, or email acknowledging the request.	None	15 minutes	<i>Reynaldo P. Guevarra Admin Officer IV</i>
	1.1 Check delinquency in database; encode information at customer relations management platform	None	5 minutes	<i>Edmer C. Fabian Acting City Government Department Head</i>
	1.2 Send coordination notice to the SME or his/ her company through email or	None	15 minutes Note: response may take several days depending on the protocol and	



	printed letter; serve as a conciliator for data and requirements exchange as needed.		speed of reply of the subject matter expert or his/ her company.	
2. Attend the meeting or reply promptly to communication with the subject matter expert.	2. Acknowledge receipt of the reply of SME; then connect the client and SME through printed letters, text messages, email, or face-to-face meetings.	None	15 minutes (Note: Initiation to completion will be within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties.)	<i>Reynaldo P. Guevarra Admin Officer IV</i> <i>Edmer C. Fabian Acting City Government Department Head</i>
	TOTAL:	NONE	50 MINUTES	

3. ACCEPTANCE OF INVESTBALANGA AWARDS

The InvestBalanga Awards is an annual recognition of the Top Businesses in various categories (e.g. Top Employer, Top Gross Sales, etc.) as well as the top Real Property Tax (RPT) payers of the city. These awards are provided by the City Government in appreciation of their economic contribution to the community. The Top 50 Businesses and the Top 50 RPT Payers are also recognized.

CEDIPO coordinates with the City License Permit and Franchise Office, City Treasury Office, City Cooperative Development Office, and Public Employment Services Office for data gathering and identification of the awardees.

Office or Division	City Economic Development and Investment Promotion Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Real Property and Business Owners or Their Representatives
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter from CEDIPO, proof of being selected as recipient of the award		- Client		
2. Any proof of identification (1, Photocopy)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accept the letter and sign the receiving sheet; provide contact information.	1.1 Draft and send a letter notifying the company proprietor or manager of being selected as an awardee.	None	15 minutes (Note: may incur 3 days to 7 days depending on speed of return of letters from inter-office approval & signature as well as delivery of letter due availability of the receiving personnel of the awardee)	<i>Ma. Diana Kariza A. Maniti Admin Assistant II Reynaldo P. Guevarra Admin Officer IV</i>
	1.2 Document acceptance at the list of awardees; encode contact information	None	5 minutes	
2. Finalize and confirm number of and name(s) of person(s) to attend or representative(s) based on allotment provided; send notification thru printed letter, call, text message, or email.	2. Acknowledge receipt of information.	None	5 minutes	<i>Edmer C. Fabian Acting City Government Department Head</i>
	2.1 Encode information at awardees' data base.	None	5 minutes	<i>Reynaldo P. Guevarra Admin Officer IV</i>
	2.2 Do final confirmation of attendance and the names of the attending awardee(s) or representative(s) 2 days' prior event for	None	5 minutes	<i>Ma. Diana Kariza A. Maniti Admin Assistant II</i>



	inclusion to the program.			
3. Attend the awarding event.	3. Facilitate InvestBalanga Awards event	None	4 hours (Note: Awarding program includes Forum with a Business Expert)	<i>Edmer C. Fabian</i> <i>Acting City Government Department Head</i> <i>Reynaldo P. Guevarra</i> <i>Admin Officer IV</i> <i>Ma. Diana Kariza A. Maniti</i> <i>Admin Assistant II</i>
	TOTAL:	NONE	4 HOURS AND 35 MINUTES	

4. INVESTMENT/ BUSINESS INQUIRY: FRANCHISING

One of the services CEDIPO provides for potential investors or budding entrepreneurs is the option of franchising. Franchising offers many advantages both for seasoned entrepreneurs as well as new ones.

This service is in line with CEDIPO's mandate of providing basic information about business potentials of Balanga City including LGU services to prospective investors to attract more investments to flow in the community. We are also tasked to facilitate the establishment of an aggressive, systematic, coordinated, sustained promotion and marketing of the City of Balanga.

Office or Division	City Economic Development and Investment Promotion Office			
Classification:	Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Investors and/or Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any proof of identification (1, Photocopy)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request such as a printed letter or email with a complete name,	1. Evaluate and verify information. Send response letter, text message, or email	None	15 minutes	<i>Reynaldo P. Guevarra</i> <i>Admin Officer IV</i>



<p>address, and contact number.</p> <p>The client must also reflect on the type of business he or she has or is planning to put up.</p>	<p>acknowledging request</p> <p>1.1 Encode information at customer relations management flat form</p> <p>1.2 Coordinate with the franchising company or association through email or printed letter</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>15 minutes (Note: response may take several days depending on the protocol and speed of reply of the company as well as the complexity of the franchising request.)</p>	<p><i>Edmer C. Fabian</i> <i>Acting City Government Department Head</i></p>
<p>2. Attend the meeting or reply promptly to communication with the subject matter expert.</p>	<p>2. Upon receipt of company reply, connect the client and the franchising company through printed letter, text message, email, or face to face meeting.</p>	<p>None</p>	<p>10 minutes (Note: Initiation to completion will be kept within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties.)</p>	<p><i>Reynaldo P. Guevarra</i> <i>Admin Officer IV</i></p> <p><i>Edmer C. Fabian</i> <i>Acting City Government Department Head</i></p>
	<p>TOTAL:</p>	<p>NONE</p>	<p>45 MINUTES</p>	



5. INVESTMENT/ BUSINESS INQUIRY: LOTS OR SPACES, POWER AND WATER RATES, and DATA ON TALENT SUPPLY

CEDIPO is mandated to provide basic information on available business opportunities in the city. In aid of doing so, we are to establish a local economic database containing relevant facts and figures to help entrepreneurs decide and execute strategically their business plans.

These will only be made possible by coordination with other offices in the promotion of economic activities such as the City Planning and Development Office (CPDO), City Treasurer's Office (CTO), City Budget Office (CBO), and the Sangguniang Panlungsod (SP) among others. Coordination also includes external stakeholders such as other government agencies and educational institutions.

Office or Division	City Economic Development and Investment Promotion Office			
Classification:	Technical			
Type of Transaction:	G2C - Government to Client			
Who may avail:	All Investors and/or Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any proof of identification (1, Photocopy)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request such as a printed letter or email with the complete name, company, address, and contact number. The client must also reflect on the type of business he or she has or is planning to put up as well as other info such as the size of the lot or space he or she is requesting.	1.1 Evaluate and verify information. Send response letter, text message, or email acknowledging request	None	15 minutes	<i>Reynaldo P. Guevarra Admin Officer IV</i>
	1.2 Encode information at customer relations management flat form	None	5 minutes (Note: response may take several days depending on the protocol and speed of reply of the concerned institutions as well as the complexity of the request.	<i>Edmer C. Fabian Acting City Government Department Head</i>
	1.3 Coordinate with the Counterpart	None	15 minutes	



	<p>Company or institution such as the owner or manager of the lots or space, other government agencies concerned, or educational institutions, etc. thru email or printed letter.</p>		<p>As long as the data provided were complete, valid, and already usable.</p> <p>(Note: Initiation to completion will be kept within 20 days as long as the client and counterparts have agreed to terms and provided necessary requirements for both parties.)</p>	
	<p>1.4 Upon receipt of reply, verify usability of data; provide the client with the data/information.</p> <p><i>(In the case of lots and spaces; CEDIPO may connect the client with the counterpart through a printed letter, text message, email, or face-to-face meeting/ site visit.)</i></p>	None	5 minutes	<p><i>Reynaldo P. Guevarra Admin Officer IV</i></p> <p><i>Edmer C. Fabian Acting City Government Department Head</i></p>
2. Pick up printed document or acknowledge receipt of email. Sign logbook for pick up.	2. Provide/email the document.	None	2 minutes	<p><i>Reynaldo P. Guevarra Admin Officer IV</i></p> <p><i>Edmer C. Fabian Acting City Government Department Head</i></p>
	TOTAL:	NONE	42 MINUTES	



6. INQUIRY CITY INVESTMENT PROFILE: INVESTMENT KIT

CEDIPO is mandated to provide basic information on available business opportunities in the city. The Investment Kit is a collection of the vital data as well as the most important information regarding the features, statistics, and other relevant data that make Balanga City a haven for businesses and other investments.

The Investment Kit also shows quick facts such as the city’s talents, programs, and other unique features that cement its being the bastion not just of economic development in the province but also as an educational stronghold.

Office or Division	City Economic Development and Investment Promotion Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Investments and/or Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any proof of identification (1, Photocopy)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request such as a printed letter or email with a complete name, address, and contact number. The client must also reflect the type of business he or she has or is planning to put up as well as the purpose of the request.	1. Evaluate and verify information. Send response letter, text message, or email acknowledging request	None	10 minutes	<i>Reynaldo P. Guevara</i> <i>Admin Officer IV</i>
	1.1 Encode information at customer relations management flat form	None	5 minutes	<i>Edmer C. Fabian</i> <i>Acting City Government Department Head</i>
	1.2 Check stock/availability of investment kit.	None	5 minutes (Note: single piece request maybe provided immediately subject to evaluation of purpose)	



	1.4 Secure approval of the department head and or management for the release of kit(s).	None	5 minutes (Note: Initiation to completion will be within 3 days depending on the number of kits requested and as per final evaluation of the purpose of the request.)	
	1.5 Upon approval, notify the client of the pick-up date and time through a printed letter, email, or text message; provide a logbook for receiving.	None	5 minutes	<i>Reynaldo P. Guevara Admin Officer IV</i> <i>Edmer C. Fabian Acting City Government Department Head</i>
2. Pick up the investment Kit(s) and sign the receiving logbook.	2. Provide the kits and logbook	None	5 minutes	<i>Reynaldo P. Guevara Admin Officer IV</i> <i>Edmer C. Fabian Acting City Government Department Head</i>
	TOTAL:	NONE	35 MINUTES	



7. APPLICATION FOR BENEFITS IN THE INVESTMENT CODE

- The investment code contains promulgations in line with the aim of accelerating the sound development of the City of Balanga in accordance with the approved Comprehensive Land and Water Use Plan and the national development plan.

The code is focused on encouraging new investments or expansion/diversifications in services especially but not limited to information technology, business process outsourcing, software development and technology-based businesses, agriculture, eco-tourism involving the establishment or construction of resorts, hotels, health and wellness tourism facilities, adventure and sports tourism, nature and theme parks, food chains and restaurants, infrastructures in line with Balanga City’s vision , green economy, etc. that will provide employment opportunities, raise the standard of living of the people of Balanga City, and provide for an equitable distribution of wealth.

Office or Division	City Economic Development and Investment Promotion Office			
Classification:	Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Investments and/or Entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any documentary proof of being a part of a company; (1, Photocopy) 2. Any proof of identification (1, Photocopy)		-Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request (either thru email or printed letter) reflecting information such as the name of company he or she represents, his or her position, and the specific purpose(s) of the request.	1. Evaluate and verify information. Send response letter, text message or email acknowledging request	None	20 minutes	<i>Reynaldo P. Guevara Admin Officer IV</i>
	1.1 Encode information at customer relations management flat form	None	5 minutes	<i>Edmer C. Fabian Acting City Government Department Head</i>
	1. 2 Coordinate with counterpart offices such as but not limited to the City Mayor’s Office, City Council (Sangguniang Panglungsod), City	None	20 minutes (Note: coordination and response may take several days depending on the complexity)	



	Treasurer's Office, etc. for evaluation (setting of meetings as needed), verification, update of data, and other inputs.		of the request and other office's policies and processes.)	
	1.3 Connect the client and counterparts thru email, printed letter or exploratory meetings as needed.	None	10 minutes (Facilitation of meeting may take hours or days based on common availability of client and counterparts as well as meeting agenda discussion)	<i>Reynaldo P. Guevara Admin Officer IV</i> <i>Edmer C. Fabian Acting City Government Department Head</i>
2. Pick up printed letter or acknowledge receipt of email. Sign logbook for pick up.	2. Upon conclusion of decision, provide information on provision or non-provision of the request thru email or printed letter	None	10 minutes upon receipt of notice (Note: Initiation to completion will be kept within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties*.)	<i>Reynaldo P. Guevara Administrative Officer IV</i> <i>Edmer C. Fabian Acting City Government Department Head</i>
	TOTAL:	NONE	1 HOUR AND 5 MINUTES	

**The City Council may exhort necessary mandates to help maximize services to be provided for the client and thus incur additional days for legislation as needed.*



City Education and Excellence Development Office

External Services



1. PROVISION OF SCHOOL DATA

Data pertaining to schools such as number of enrollees, graduates, courses, teaching and non-teaching personnel, lists of schools, etc. may be requested from the office.

Office or Division	City Education and Excellence Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Researchers, Students, Different Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter at the City Education and Excellence Development Office 2 nd floor Balanga City Hall	1. Evaluate the letter request	None	2 minutes	<i>Tarra Ann M. Pagdanganan Acting City Government Department Head</i>
2. Claim the requested data.	2. For available data	None	3 minutes	<i>Zyrine M. Bautista Education Research Assistant</i>
	2.1 Print out a copy.	None		
	2.2. Release the data needed	None		
TOTAL:		NONE	5 MINUTES	



2. EVALUATION OF SCORE CARDS

Scorecard is a requirement of Balanga City scholars. A scholar may have his/her scorecard evaluated prior to the validation period set by the Iskolar ng Bataan office.

Office or Division	City Education and Excellence Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Balanga City Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Score cards (1, Original)		- ACSBC Presidents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit scorecard for evaluation at the City Education and Excellence Development Office, 2 nd floor Balanga City Hall	1. Check and evaluate the scorecard.	None	1 minute	<i>Theresa Jane B. Mendoza Development Management Officer II</i>
	1.1. If complete, forward the scorecard to the OIC for signing.	None	2 minutes	<i>Reina G. Hernando Clerk I</i>
	1.2 Sign the scorecard	None	1 minute	<i>Tarra Ann M. Pagdanganan Acting City Government Department Head</i>
	1.3. For incomplete scorecard, forward the scorecard to the OIC for interview and further evaluation	None	10 minutes	<i>Tarra Ann M. Pagdanganan Acting City Government Department Head</i>
2. Claim the scorecard	2. Release the scorecard	None	1 minute	<i>Theresa Jane B. Mendoza Development Management Officer II</i> <i>Reina G. Hernando Clerk I</i>
TOTAL:		NONE	15 MINUTES	



City Engineering Office/ Office of the Building Official External Services



1. BUILDING PERMIT

(PD1096 Rule III Section 301)

No person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building/structure is located or to be done.

(PD1096 Rule III Section 305)

The issuance of building permit shall not be construed as an approval or authorization to the permittee to disregard or violate any of the provisions of this code.

Whenever the issuance of a permit is based on approved plans and specifications which are subsequently found defective, the Building Official is not precluded from requiring the permittee to effect the necessary corrections in said plans and specification or from preventing or ordering the stoppage of any or all building operations being carried on there under which are in violation of this code.

A building permit issued under the provision of the code shall expire and become null and void if the building or work authorized therein is not commenced within a period of one (1) year from the date of such permit, or if the building or work so authorized is suspended or abandon at any time after it has been commenced, for a period of one hundred twenty (120) days.

Office or Division	Office of the Building Official (National Building Code)	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Government Agencies, Private Individual, Investors, Business Establishment Owner	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Duly Notarized Unified Building Permit Application Form must be accompanied with Ancillary permit form – Architectural, Civil/Structural, Electrical, Mechanical, Sanitary, etc. as required (all must be duly signed and sealed	Forms are available at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP) and can also be downloaded thru the official website of City of Balanga. https://cityofbalanga.gov.ph/



<p>2. (3) Photocopy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT). In Case the applicant is not the registered owner (aside from submission of Letter A requirements), secure any of the following:</p> <ul style="list-style-type: none"> -Duly Notarized Contract of Lease or Written Consent of the owner/administration -Contact to sell or Deed of Sale (Duly Notarized) -Certificate of Award (in case of GOVERNMENT LOTS) -Extra Judicial Settlement (Duly Notarized) -Special Power of Attorney (Duly Notarized) - Authorization from owner if the application is filed by a representative <p>(3) copies – Tax Declaration (3) copies – Current Real Property Tax Receipt</p>	<p>- Registered Lot Owner</p>
<p>3. Five (5) sets of survey plans, design plans duly signed and sealed and other documents as follows:</p> <ol style="list-style-type: none"> a. Architectural documents b. Civil/Structural documents c. Electrical documents d. Mechanical documents e. Sanitary documents f. Plumbing documents g. Electronics documents h. Geodetic documents i. Fire Protection Plan (if applicable) 	<p>- Applicant</p> <p style="text-align: center;">} Design Professionals</p>
<p>4. Two (2) Photocopies of valid licenses (PRC ID) and latest PTR of all involved</p>	<p>- Design Professional (c/o Applicant)</p>
<p>5. Four (4) Copies-Bill of Materials & Specifications (signed and sealed by engineer/architect)</p>	<p>- Applicant</p>
<p>6. Three (3) copies Barangay Construction Clearance with official receipt</p>	<p>- Barangay Hall (where construction will take place)</p>
<p>7. Construction Safety & Health Plan (CSHP)</p>	<p>- Department of Labor and Employment</p>
<p>8. Two (2) copies Structural Design Computation for 3 storey above</p>	<p>- Design Professional (c/o Applicant)</p>
<p>9. Locational Clearance Form (fully accomplished and notarized)</p>	<p>- Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)</p>
<p>OTHER REGULATORY OFFICES REQUIREMENTS</p>	
<p>▪ Fire Safety Evaluation Certificate (FSEC)</p>	<p>- Bureau of Fire Protection - BFP</p>



<ul style="list-style-type: none"> Right of Way Clearance (RROW) and Easement of all types of building/structure along the national road and (WWC) public creek or river/bodies of water. 		- Department of Public Works and Highway (DPWH 2 nd District)		
Other Agencies such as (If applicable) HLURB DOT DOH DOTC DAR DepEd DENR(ECC) National Grid Corporation (NGCP) - for all types of building along the high-tension transmission lines <i>And other requirements as deemed necessary upon evaluation and as per memorandum forwarded to OBO</i>		Various authorities exercising and enforcing regulatory functions affecting buildings/structures		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE Submit properly fill-out Application Forms and Documentary requirement at the Office of the Building Official One Stop Shop for Construction & Occupancy Permit (OSCP)	1. Initial Verification 1.1 Check submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number 1.3 Segregate application to be transmitted to Fire and CPDO. Prepare transmittal and forward to concerned department	None	15 minutes	<i>Jesusa Villanueva Senior Admin. Assistant II</i>
	1.4 Forward to Inspector/ evaluation section			<i>Rhoanne Estrada Engineering Asst.</i>
	1.5 Line and Grade Verification Ocular Inspection for line and grade verification to establish and	None	1 day	<i>Alyssa Almelor Engineering Asst.</i> <i>Jeasremaica H. Gamayon Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i> <i>Eugene Velasco Engineering Asst.</i>



	determine setbacks and grades in relation to access road, property lines, street or Highways, utility lines and construction of other infrastructure project.			
	<p>1.6 Technical Pre-Evaluation of plans and related documents</p> <ul style="list-style-type: none"> -Line and Grade -Architectural -Civil/Structural -Electrical -Mechanical -Sanitary -Plumbing -Electronics 	<p>LEGEND:</p> <p>CATEGORY 1 – Construction/Renovation up to Two (2) storey building</p> <p>CATEGORY 2 – Construction/Renovation of Three (3) up to Four (4) storey Building with Roof Deck, Attic or Penthouse.</p> <p>CATEGORY 3 – Construction/Renovation of Five (5) storey building or Higher with Deck.</p>	<p>1/2 day for Category 1</p> <p>1 Days for Category 2</p> <p>2 Days for Category 3</p>	<p><i>Eugene Velasco</i> <i>Engineering Asst.</i></p> <p><i>Jerome Tuazon</i> <i>Engineer I</i></p> <p><i>Christoper Nava</i> <i>Architect II</i></p> <p><i>Rommel Valdecanas</i> <i>Building Inspector</i></p> <p><i>Rosemarie Tapia</i> <i>Engineer II</i></p>
	1.7 Return Plans and Documents for Corrections if there are Deficiencies. Client will receive notification via sms if found non-compliant	None	15 minutes	<p><i>Jesusa Villanueva</i> <i>Senior Admin. Assistant II</i></p> <p><i>Rhoanne Estrada</i> <i>Engineering Asst.</i></p>
IF NO DEFICIENCIES, this will proceed to assessment) Once the applied permit is found compliant				



Corrective Step Re-Submit Corrected/Lacking Plan and Pertinent Documents (If applicable) Submit affidavit that the deficiencies will be corrected on given time	1.8 Review re-submitted Plans and Documents. Consolidate final evaluation	None	15 minutes	Jesusa Villanueva Senior Admin. Assistant II Rhoanne Estrada Engineering Asst.
--	---	------	------------	--

1.9 Prepare Assessment of Corresponding Fees	BUILDING PERMIT			15 minutes	Jesusa Villanueva Senior Admin. Assistant II Rhoanne Estrada Engineering Asst.
	Division	AREA (sq.m)	AMOUNT		
	A-1 (Residential)	Original complete construction up to 20.00 sq. meters	2.00		
		Additional/renovation/alteration up to 20 sqm Regardless of floor area of original construction	2.40		
		Above 20-50	3.40		
		Above 50-100	4.80		
		Above 100-150	6.00		
		Above 150	7.20		
	A-2	Original complete construction up to 20.00 sq. meters	P 3.00		
		Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	3.40		
		Above 20.00 - 50.00	5.20		
		Above 50.00 - 100.00	8.00		
		Above 150.00	8.40		
		Up to 5,000	23.00		
	B-1/C-1/E-1,2,3/F-1/G-1,2,3,4,5/H1,2,3,4/I-1/J-! (Commercial, Institutional, Industrial, Recreational, Agricultural)	Above 5,000 to 6,000	22.00		
		Above 6,000 to 7,000	20.50		
		Above 7,000 to 8,000	19.50		
		Above 8,000 to 9,000	18.00		
		Above 9,000 to 10,000	17.00		
		Above 10,000 to 15,000	16.00		
Above 15,000 to 20,000		15.00			
Above 20,000 to 30,000		14.00			
Above 30,000		12.00			
C-2/ D-1,2,3		Up to 5,000	12.00		
	Above 5,000 to 6,000	11.00			
	Above 6,000 to 7,000	10.20			
	Above 7,000 to 8,000	9.60			
	Above 8,000 to 9,000	9.00			



			Above 9,000 to 10,000	8.40		
			Above 10,000 to 15,000	7.20		
			Above 15,000 to 20,000	6.60		
			Above 20,000 to 30,000	6.00		
			Above 30,000	5.00		
		Outside Transaction	Tarpaulin (To be paid at OBO)	150.00		
Once Fire Clearance and Locational has been approved and forwarded to OSCP together with other regulatory office compliances, documents will be forwarded to backroom for processing and approval of the building official						
		1.9 Processing & Approval	None	1 day		<i>Miguel A. Sanchez III Acting City Engineer</i> <i>Jesusa Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engineering Asst.</i>
		2.0 Once approved by the BO, documents will be forwarded to processing section and clients will receive notifications via sms that the approved permit is now ready for payment documents will be available at the OSCP however, you will not be allowed to pay unless other regulatory requirements has been submitted				
	2. Payment Receive the order of Payment (for OBO and CPDO) - Pay dues to Local Treasurer Office	2. Issue Order of Payment to client	Refer to the schedule of permit fees above	20 minutes		<i>Jesusa Villanueva Senior Admin. Asst. II</i> <i>Rhoanne Estrada Engineering Asst.</i> <i>Alyssa Almelor Engineering Asst.</i> <i>Jeremaica Gamayon</i>



				<i>Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i>
3. Release - Submit Order of payment with Official receipt to The Office of the Building Official - Wait for the release of approved permit - Receive approved permit	3. Recieve Official Receipt of Building Permit and Locational Permit 3.1 Record and control paid permit 3.2 Prepare the tarpaulin 3.3 Release the approved Building Permit 3.4 Submit Official Receipt for CPDO	None	30 minutes	<i>Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engineering Asst.</i> <i>Alyssa Almelor Engineering Asst.</i> <i>Jeremaica Gamayon Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i>
	TOTAL:	NONE	Category 1, 2.5 DAYS, 2 HOURS Category 2 3 DAYS, 2 HOURS Category 3 3.5 DAYS, 2 HOURS	

(Processing time- depends on the completeness of documents as to other regulatory office and compliance to the provision of the National Building Code and 3 working days' allowable period for extension due to unusual circumstances) The time provided does not consider the bulk of application and the availability of signing authority.



2. OCCUPANCY PERMIT

A Certificate of Occupancy is required before any building/structure is used or occupied. It is usually secured after the completion of building/structure.

A partial Certificate of Occupancy may be issued for the use or occupancy of a portion or portions of a building or structure prior to the completion of the entire building or structure, through the proper phasing of its major independent portions without posing hazards to its occupants, the adjacent building occupants and public.

A building for which a Certificate of Occupancy due to changes in use, whether partly or wholly, provided, that the new use/s or character/s of occupancy conform to the requirements of the Code and its IRR.

Office or Division	Office of the Building Official (National Building Code)			
Classification:	Simple/Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government Agencies, Private Individual, Investors, Business Establishment Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/Photocopy Three (3) copies of duly notarized Certificate of Completion (signed and sealed by licensed professionals in-charge of construction with photocopy of PRC and latest PTR) Unified Application forms for Occupancy		Forms are available at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP) and can also be downloaded thru the official website of City of Balanga https://cityofbalanga.gov.ph/		
One (1) Original Construction logbook		Professional in charge of construction		
Blueprint/Whiteprint of As-built plans		Professional in charge of construction		
Two (2) Printed Photographs of the completed structure showing front, two sides and rear areas		Applicant		
One (1) Photocopy of Fire Safety Inspection Certificate from Fire Marshall if all fire safety requirements are complied		Bureau of Fire Protection - BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1.FILE Submit properly fill-out Application Forms and Documentary requirement at the Office of the Building Official One Stop Shop for Construction & Occupancy Permit (OSCP)</p>	<p>1. Initial Verification 1.1 Check submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number 1.3 Forward to Inspector/evaluation section 1.4 Prepare transmittal and endorse to BFP</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Jesusa Villanueva Senior Admin. Assistant II</i></p> <p><i>Rhoanne Estrada Engineering Asst.</i></p> <p><i>Alyssa Almelor Engineering Asst.</i></p> <p><i>Jeremaica H. Gamayon Engineering Asst.</i></p> <p><i>Dodi Earl Fernandez Engineering Asst.</i></p>
	<p>Building Inspection and Initial Evaluation 1.5 Inspectorate Team will conduct site/ocular inspection of the completed building/structure in accordance with the approved plans and specifications. 1.6 A consolidated report is prepared and submitted by the technical inspectors. (Optional, if the inspectors found no deviations/violations proceed to processing) 1.6.1 Client will receive notification if found non-compliant</p>	<p>None</p>	<p>1 day</p>	<p><i>Eugene Velasco Engineering Asst.</i></p> <p><i>Jerome Tuazon Engineer I</i></p> <p><i>Christopher Nava Architect II</i></p> <p><i>Rommel Valdecanas Building Inspector</i></p> <p><i>Rosemarie Tapia Engineer II</i></p> <p><i>Jesusa Villanueva Senior Admin. Assistant II</i></p> <p><i>Rhoanne Estrada Engineering Asst.</i></p>



		<p>None LEGEND:</p> <p>CATEGORY 1 – Construction/ Renovation up to Two (2) storey building</p> <p>CATEGORY 2 – Construction/ Renovation of Three (3) up to Four (4) storey building with Roof Deck, Attic or Penthouse.</p> <p>CATEGORY 3 – Construction/ Renovation Of Five (5) storey building or Higher with Deck.</p>	<p>1 day for Category 1</p> <p>2 Days for Category 2</p> <p>3 Days for Category 3</p>	<p><i>Eugene Velasco Engineering Asst.</i></p> <p><i>Jerome Tuazon Engineer I</i></p> <p><i>Christopher Nava Architect II</i></p> <p><i>Rommel Valdecanas Building Inspector</i></p> <p><i>Rosemarie Tapia Engineer II</i></p>
If applicable				
Make the necessary corrections (on site or on plan) and then submit including additional documents listed in the report	1.5.2 Receive the corrected plans and documents	None	20 minutes	<p><i>Jesusa Villanueva Sr. Admin. Asst II</i></p> <p><i>Rhoanne Estrada Engineering Asst.</i></p>
	1.5.3 Technical Inspector conduct re-inspection to check deficiencies stated in report. Final Evaluations, review recommendation	None	1 day	<p><i>Eugene Velasco Engineering Asst.</i></p> <p><i>Jerome Tuazon Engineer I</i></p> <p><i>Christopher Nava Architect II</i></p> <p><i>Rommel Valdecanas Building Inspector</i></p>



					<i>Rosemarie Tapia Engineer II</i>	
	1.6 Once the applied occupancy permit is found compliant Certificate of Occupancy will be prepared and to be signed by Building Official					
	1.7 Process, prepare/ encode Certificate	None	20 minutes		<i>Ma. Fe G. Nisay Senior Admin. Assistant II</i> <i>Jesusa Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engr. Assistant</i>	
	1.5.2 Receive the corrected plans and documents	None	20 minutes		<i>Jesusa Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engineering Asst.</i>	
	Approved Occupancy Permit will be forwarded to OSCP for preparation of assessment/order of payment and wait for the release of Fire Safety Inspection Clearance (FSIC) once released the client will receive notification via sms that the permit applied is ready for payment					
	2.1 Prepare Assessment of Corresponding Fees	OCCUPANCY PERMIT			5 minutes	<i>Jesusa Villanueva Senior Admin. Asst II</i> <i>Rhoanne Estrada Engineering Asst.</i>
		DIVISION	COST OF BUILDING	AMOUNT		
		A-1 AND A-2	150,000.00	100.00		
			Above 150,000.00 – 400,000.00	200.00		
			Above 400,000.00 – 850,000.00	400.00		
			Above 850,000.00 – 1,200,000.00	800.00		
			Every Million or portion thereof in excess of 1,200,000.00	800.00		
		B-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,3/ and I-1	150,000.00	200.00		
			Above 150,000.00 – 400,000.00	400.00		
			Above 400,000.00 – 850,000.00	800.00		
	Above 850,000.00 – 1,200,000.00		1,000.00			



			Every million or portion thereof in excess of 1,200,000.00	1,000.00		
		C-1,2/ D-1,2,3	150,000.00	150.00		
			Above 150,000.00 – 400,000.00	250.00		
			Above 400,000.00 – 850,000.00	600.00		
			Above 850,000.00 – 1,200,000.00	900.00		
			Every million or portion thereof in excess of 1,200,000.00	900.00		
		J-1	With floor area up to 20 sq.m.	50.00		
			Above 20 - 500	240.00		
			Above 500 – 1,000	360.00		
			Above 1,000 – 5,000	480.00		
			Above 5,000 – 10,000	2,000.00		
			Above 10,000	2,400.00		
2. Payment - Receive the order of Payment - Pay dues to Local Treasurer Office	2. Issue of Order of Payment to client	None	20 minutes	<i>Jesusa Villanueva Senior Admin. Asst II</i> <i>Rhoanne Estrada Engineering Asst.</i> <i>Alyssa Almelor Engineering Asst.</i> <i>Jeremaica H. Gamayon Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i>		



<p>3. Release - Submit Order of payment with Official receipt to The Office of the Building Official - Wait for the release of the approved permit</p>	<p>3. Record and controll paid permit. 3.1 Release the approved Occupancy Permit</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Jesusa Villanueva Senior Admin. Asst II</i></p> <p><i>Rhoanne Estrada Engineering Asst.</i></p> <p><i>Alyssa Almelor Engineering Asst.</i></p> <p><i>Jeremaica H. Gamayon Engineering Asst.</i></p> <p><i>Dodi Earl Fernandez Engineering Asst.</i></p>
	<p>TOTAL:</p>	<p>Refers to the schedule of permit fees above</p>	<p>Category 1 2.5 DAYS, 1 HOUR, 45 MINUTES</p> <p>Category 2 3.5 DAYS 1 HOUR, 45 MINUTES</p> <p>Category 3 4.5 DAYS, 1 HOUR, 45 MINUTES</p>	

(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and 3 working days' allowable period for extension due to unusual circumstances) The time provided does not consider the bulk of application and the availability of signing authority



3. ANNUAL INSPECTION

Business Enterprises are required to secure Building Inspection Clearance/Approval from the City Building Official Office before the start of commercial operations and during the annual renewal of business permits.

This is part of the process of securing a Business License/Mayor's Permit.

Office or Division	Office of the Building Official (National Building Code)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government Agencies, Private Individual, Investors, Business Establishment Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business License Application/ Assessment Form		- City Licensing Permit and Franchising Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply renewal via online registration	1. Check pending application via system 1.1 Input data at system 1.2 (Pre-Annual Inspection is conducted) Search the business in data base if included in the negative list (if conforming proceed to assessment) If applicant is in the negative list (violation should be addressed before proceeding to assessment and payment)	None None	10 minutes	<i>Jesusa Villanueva</i> <i>Senior Admin. Assistant II</i> <i>Rhoanne Estrada</i> <i>Engineering Asst.</i> <i>Alyssa Almelor</i> <i>Engineering Asst.</i> <i>Jeremaica H. Gamayon</i> <i>Engineering Asst.</i> <i>Dodi Earl Fernandez</i> <i>Engineering Asst.</i> <i>Rosemarie Tapia</i> <i>Engineer II</i>
		ANNUAL INSPECTION		



Assessment	a. Divisions A-1 and A-2	
	Single detached dwelling units and duplexes	120.00
	b. Division B-1/D-1,2,3 / F-1 / G-1,2,3,4,5/ H-1,2,3,4 / and I-1, commercial, industrial, institutional buildings and appendages shall be assessed area as follows:	
	1.1 Appendage of up to three (3) cu.m./unit	150.00
	1.2 Floor area to one hundred (100) sq.m.	120.00
	1.3 Above 100 up to 200 sq.m.	240.00
	1.4 Above 200 up to 350 sq. m	480.00
	1.5 Above 350 up to 500 sq.m.	720.00
	1.6 Above 500 up to 750 sq.m.	960.00
	1.7 Above 750 up to 1,000 sq.m.	1,200.00
	1.8 Every 1,000 sq.m. or its portion in excess of 1,000 sq.m.	1,200.00
	c. Division C1,2, amusement houses, gymnasias and the like	
	1.1 First Class cinematographs or theaters	1,200.00
	1.2 Second class cinematographs or theaters	720.00
	1.3 Third class cinematographs or theaters	1,200.00
	1.4 Grandstands/Bleachers	480.00
	1.5 Gymnasias and the like	720.00
	d. Annual plumbing inspection fees, each plumbing unit	P 60.00
	e. Electrical Inspection Fees:	
	A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips During construction.	
	Annual Inspection Fees are the same as in Section 4. e.	
	f. Annual Mechanical Inspection Fees:	
	Refrigeration and Ice Plant, per ton:	
(a) Up to 100 tons capacity	25.00	
(b) Above 100 tons up to 150 tons	20.00	
(c) Above 150 tons up to 300 tons	15.00	
(d) Above 300 tons up to 500 tons	10.00	
(e) Every ton or fraction thereof above 500 tons	5.00	
Air Conditioning Systems: Window type air conditioners, per unit	P 40.00	



		Packaged or centralized air conditioning systems:		
		(a) First 100 tons, per ton	25.00	
		(b) Above 100 tons, up to 150 tons per ton	20.00	
		(c) Every ton or fraction thereof above 500 tons	8.00	
		Mechanical Ventilation, per unit, per kW:		
		(a) Up to 1 kW	P 10.00	
		(b) Above 1 kW to 7.5 kW	50.00	
		(c) Every kW above 7.5 kW	20.00	
		Escalators and Moving Walks; Funiculars and the like:		
		(a) Escalator and Moving Walks, per unit	P 120.00	
		(b) Funiculars, per kW or fraction thereof	50.00	
		(c) Per lineal meter or fraction thereof of travel	10.00	
		(d) Cable Car, per KW or fraction thereof	25.00	
		(e) Per lineal meter of travel	2.00	
		Elevators, per unit:		
		(a) Passenger elevators	P 500.00	
		(b) Freight elevators	400.00	
		(c) Motor driven dumbwaiters	50.00	
		(d) Construction elevators for materials	400.00	
		(e) Car elevators	500.00	
		(f) Every landing above first five (5) landings for all the above elevators	50.00	
		Boilers, per unit:		
		(a) Up to 7.5 kW	P 400.00	
		(b) 7.5 kW up to 22 kW	550.00	
		(c) 22 kW up to 37 kW	600.00	
		(d) 37 kW up to 52 kW	650.00	
		(e) 52 kW up to 67 kW	800.00	
		(f) 67 kW up to 74 kW	900.00	
		(g) Every kW or fraction thereof above 74 kW	4.00	
		Pressurized Water Heaters, per unit	P 120.00	
		Automatic Fire Extinguishers, per sprinkler head	P 2.00	
		Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW:		
		(a) Up to 5 kW	P 55.00	
		(b) Above 5 kW to 10 kW	90.00	



	(c) Every kW or fraction thereof above 10 kW	P 2.00	
	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
	(a) Per kW, up to 50 kW	P 15.00	
	(b) Above 50 kW up to 100 kW	10.00	
	(c) Every kW or fraction thereof above 100 kW	2.40	
	Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	P 10.00	
	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher	P 2.00	
	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like		
	(a) Per unit, up to 10 kW	100.00	
	(b) Every kW above 10 kW	3.00	
	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:		
	(a) Up to ½ kW	P 8.00	
	(b) Above ½ kW up to 1 kW	23.00	
	(c) Above 1 kW up to 3 kW	39.00	
	(d) Above 3 kW up to 5 kW	55.00	
	(e) Above 5 kW up to 10 kW	80.00	
	(f) Every kW above 10 kW or fraction thereof	4.00	
	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	P 2.40	
	Weighing Scale Structure, per ton or fraction thereof	P 30.00	
	Testing/Calibration of pressure gauge, per unit	P 24.00	
	(a) Each Gas Meter, tested, proved and sealed, per gas meter	30.00	
	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	P 30.00	
	g. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.		



	Preparation & Printing of Annual Inspection Certificate	None		c/o CLPFO
	TOTAL:	Refer to the chart	10 MINUTES	

(Processing time- depends on the systems availability and online verification)

4. BUILDING RELATED PERMIT (ELECTRICAL, REPAIR, FENCING)

Aside from a building permit, the office of the Building Official/City Engineering's Office, issues ancillary permits for building

- Electrical Permit – This is required before putting-up new or additional or alteration of electrical installations
- Repair Permit – This permit is secured for remedial work or any damaged or deteriorated portion/s of building to restore to its original condition
- Fencing permit- This is secured prior to actual construction of fence

Office or Division	Office of the Building Official (National Building Code)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Government Agencies, Private Individual, Investors, Business Establishment Owner		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"> • Accomplished Prescribe Permit Form Two (2) copies of other requirements • Design Plan/Electrical Plan/ Fencing Plan and Structural Details • Scope of Works • Vicinity Map • Transfer Certificate of Title (TCT) • Notarized Deed of Sale/Lease Contract/Contract to sell/written consent (If the TCT is not in the name of the owner/applicant) • Authorization from owner if the application is filed by a representative 		<p>Forms is available at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)</p> <p>Design Professional</p> <p>Registry of Deeds Law Office Property Owner</p>	



<ul style="list-style-type: none"> • Real Property Tax Declaration • Current Real Property Tax Receipt • Picture of the structure applied for permit (electrical & repair) • Two (2) Barangay Construction Clearance • Two (2) RROW Clearance (DPWH if along National Road) Applicable to fencing 	<p style="text-align: center;">City Assessor's Office City Treasurer's Office Applicant</p> <p style="text-align: center;">Barangay Hall (where work will take place)</p> <p style="text-align: center;">Department of Public Works</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.FILE Submit properly fill-out Application Forms and Documentary requirement at the Office of the Building Official One Stop Shop for Construction & Occupancy Permit (OSCP)	1. Initial Verification 1.1 Check submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number 1.3 Forward to Inspector/evaluation section	None	15 minutes	<i>Jesusa Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engineering Asst.</i> <i>Alyssa Almelor Engineering Asst.</i> <i>Jeremaica H. Gamayon Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i>
	1.3.1 Inspection & Technical Pre-Evaluation of plans and related documents			None



	1.3.2 Return Plans and Documents for Corrections if there are Deficiencies. Client will receive notification if found non-compliant (IF NO DEFICIENCIES, Proceed to assessment)	None	30 minutes	Jesusa Villanueva Senior Admin Asst. II Rhoanne Estrada Engineering Asst.	
Corrective Step Re-Submit Corrected/Lacking Plan and Pertinent Documents	1.3.3 Review re-submitted Plans and Documents. Consolidate final evaluation	None	30 minutes	Jesusa Villanueva Senior Admin. Assistant II Rhoanne Estrada Engineering Asst.	
1.4 Prepare Assessment of Corresponding Fees	ELECTRICAL PERMIT		10 minutes	Jesusa Villanueva Senior Admin. Assistant II Rhoanne Estrada Engineering Asst.	
	a. Total Connected Load (kVA)				Fee
	5 kVA or less				P 200.00
	Over 5 kVA to 50 kVA				P 200.00 + P 20.00/kVA
	Over 50 kVA to 300 kVA				1,100.00 + 10.00/kVA
	Over 300 kVA to 1,500 kVA				3,600.00 + 5.00/kVA
	Over 1,500 kVA to 6,000 kVA				9,600.00 + 2.50/kVA
	Over 6,000 kVA				20,850.00 + 1.25/kVA
	NOTE: Total Connected Load as shown in the load schedule.				
	b. Total Transformer/ Uninterrupted Power Supply (UPS)/Generator Capacity (kVA) Fee				Fee
	5 kVA or less				P 40.00
	Over 5 kVA to 50 kVA				P 40.00 + P 4.00/kVA
Over 50 kVA to 300 kVA		220.00 + 2.00/kVA			



		Over 300 kVA to 1,500 kVA	720.00 + 1.00/kVA		
		Over 1,500 kVA to 6,000 kVA	1,920.00 + 0.50/kVA		
		Over 6,000 kVA	4,170.00 + 0.25/kVA		
		REPAIR PERMIT			
		For all groups	5.00		
		FENCING PERMIT			
		Made of masonry, metal, concrete, up to 1.80 m. in height, per lineal meter or fraction thereof	3.00		
		In excess of 1.80 m in height, per lineal m or fraction thereof	4.00		
		Made of indigenous materials, barbed, chicken or hog wires, per lineal m	2.40		
		Tarpaulin (Outside Transaction)	150.00		
	1.5 Processing & Approval Application to be signed by the Building Official	None		1 day	<i>Miguel A. Sanchez III</i> <i>Acting City Engineer</i> <i>Jesusa Villanueva</i> <i>Senior Admin. Assistant II</i> <i>Rhoanne Estrada</i> <i>Engineering Asst.</i>
1.6 Once approved by the BO, documents will be forwarded to processing section and clients will receive notifications via sms that the approved permit is now ready for payment. Documents is now available at the OSCP					



2. Payment - Receive the order of Payment - Pay dues to Local Treasurer Office	2. Issuance of Order of Payment to client	None	30 minutes	<i>Jesusa Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engineering Asst.</i>
3. Release - Submit Order of payment with Official receipt to The Office of the Building Official - Wait for the release of approved permit	3. Receive the Order of Payment with Official receipt 3.1 Record and controll paid permit 3.2 Prepare the tarpaulin 3.3 Release the approved Permit	None	15 minutes	<i>Alyssa Almelor Engineering Asst.</i> <i>Jeremaica H. Gamayon Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i>
	TOTAL:	Refers to the schedule of permit fees	2 DAYS, 1 HOUR AND 55 MINUTES	

(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and few working days' allowable period for extension due to unusual circumstances) The time provided does not consider the bulk of application and the availability of signing authority



5. BUILDING RELATED PERMIT (OTHER ACCESSORY PERMIT)

Aside from a building permit, the office of the Building Official/City Engineering's Office, issues accessory permits for building/structure activities usually before or during the processing of the building permit. Examples of accessory permits are:

- a. Ground preparation and excavation permit (This permit is secured prior to actual ground preparation and excavation after the building line is established)
- b. Sidewalk construction permit – Secured prior to the construction and repair of sidewalk
- c. Erection of scaffolding permit – Secured whenever the erection of scaffolding occupies street lines
- d. Demolition/Moving Permit- Secured prior to the systematic dismantling or destruction of a building or structure in whole or in part
- e. Sign Permit (Temporary & Permanent)
- f. Other permits:
 - Mechanical permit for Existing building/structure- secured before the installation of new or additional removal or alteration of machinery
 - Sanitary/Plumbing permit for Existing building/structure- secured before the installation of new, additional or alteration of plumbing system, water supply, storm drainage and water purification and sewerage treatment plants
 - Electronic Permit and Work Permit- secured before the installation of electronic equipment
 - Certificate of Operation-secured after the installation of mechanical equipment
 - Certification

Accessory Fees

a. Establishment of Line and Grade, all sides fronting or abutting streets, <i>esteros</i> , rivers and creeks, first 10.00 meters	P 24.00
i. Every meter or fraction thereof in excess of 10.00 meters	2.40
b. Ground Preparation and Excavation Fee	
i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements	
(a) Inspection and Verification Fee	P200.00
(b) Per cu. meters of excavation	3.00
(c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit	50.00
(d) Per cu. meter of excavation for foundation with basement	4.00



	(e) Excavation other than foundation or basement, per cu. meter	3.00
	(f) Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment	250.00

Sidewalk Construction Permit

	Up to 20 sq.m. per calendar month	240.00
	Every sq.m. or fraction thereof in excess of 20 sq.m.	12.00

Erection of Scaffoldings Occupying Public Areas, per calendar month

i.	Up to 10.00 meters in length	P 150.00
ii.	Every lineal meter or fraction thereof in excess of 10.00 meters	12.00

Raising of Building/Structures Fees:

i.	Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.	
ii.	The fees to be charged shall be as prescribed under Sections 3.a. to 3.e. of this Schedule, whichever Group applies.	

Demolition/Moving of Buildings/Structures Fees, per sq. meter of areas or dimensions involved:

i.	Buildings in all Groups per sq. meter floor area	P 3.00
ii.	Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including	4.00
iii.	Structures of up to 10.00 meters in height	800.00
	(a) Every meter or portion thereof in excess of 10.00 meters	50.00
iv.	Appendage of up to 3.00 cu. meter/unit	50.00
v.	Moving Fee, per sq. meter of area of building/structure to be moved	3.00

SignFees:

i.	Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area	P 120.00
	(a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters	24.00
ii.	Installation Fees, per sq. meter or fraction thereof of display surface:	



	Type of Sign Display	Business Signs	Advertising Signs
	Neon	P 36.00	P 52.00
	Illuminated	24.00	36.00
	Others	15.00	24.00
	Painted-on 9.60 18.00	9.60	18.00
iii.	Annual Renewal Fees, per sq. meter of display surface or fraction thereof: Type of Sign Display Business Signs Advertising Signs		
	Type of Sign Display	Business Signs	Advertising Signs
	Neon	P 36.00 m min. fee shall be P124.00	P 46.00, min. fee shall be P200.00
	Illuminated	P 18.00, min. fee shall be P72.00	P 38.00, min. fee shall be P150.00
	Others	P 12.00, min. fee shall be P 40.00	P 20.00, min. fee shall be P110.00
	Painted-on 9.60 18.00	P 8.00, min. fee shall be P 30.00	P 12.00, min. fee shall be P100.00

Mechanical Fees:

a. Refrigeration, Air Conditioning and Mechanical Ventilation:		Fee
i.	Refrigeration (cold storage), per ton or fraction thereof.....	P 40.00
ii.	Ice Plants, per ton or fraction thereof.....	60.00
iii.	Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton	90.00
iv.	Every ton or fraction thereof above 100 tons	40.00
v.	Window type air conditioners, per unit	60.00
vi.	Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent	40.00
vii.	In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.	

For evaluation purposes:

- For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):
- 1.10 kW per ton, for compressors up to 5 tons capacity.
 - 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
 - 0.97 kW per ton, for compressors above 50 tons capacity.
- For Ice making (refer to 5.a.ii.):
- 3.50 kW per ton, for compressors up to 50 tons capacity.
 - 3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
 - 3.00 kW per ton, for compressors above 50 tons capacity.
- For Air conditioning (refer to 5.a.iii.):
- 0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
 - 0.80 kW per ton, for above 5 up to 50 tons capacity.
 - 0.70 kW per ton, for compressors above 50 tons capacity.



b. Escalators and Moving Walks, funiculars and the like:		Fee
i.	Escalator and moving walk, per kW or fraction thereof	P 10.00
ii.	Escalator and moving walks up to 20.00 lineal meters or fraction thereof	20.00
iii.	Every lineal meter or fraction thereof in excess of 20.00 lineal meters	10.00
iv.	Funicular, per kW or fraction thereof	200.00
	(a) Per lineal meter travel	20.00
v.	Cable car, per kW or fraction thereof	40.00
	(a) Per lineal meter travel	5.00
c. Elevators, per unit:		Fee
i.	Motor driven dumbwaiters	P 600.00
ii.	Construction elevators for material	2,000.00
iii.	Passenger elevators	5,000.00
iv.	Freight elevators	5,000.00
v.	Car elevators	5,000.00
d. Boilers, per kW:		Fee
i.	Up to 7.5 kW	P 500.00
ii.	Above 7.5 kW to 22 kW	700.00
iii.	Above 22 kW to 37 kW	900.00
iv.	Above 37 kW to 52 kW	1,200.00
v.	Above 52 kW to 67 kW	1,400.00
vi.	Above 67 kW to 74 kW	1,600.00
vi.	Every kW or fraction thereof above 74 kW	5.00

NOTE:

- (a) Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
- (b) Steam from this boiler used to propel any prime-mover is exempted from fees.
- (c) Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.

		Fee
e. Pressurized water heaters, per unit		P 200.00
f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof		60.00
g. Automatic fire sprinkler system, per sprinkler head		4.00
h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:		
i.	Every kW up to 50 kW	25.00
ii.	Above 50 kW up to 100 kW	20.00
iii.	Every kW above 100 kW	3.00
i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet		P 20.00



j. Gas Meter, per unit	P 100.00
k. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher	P 4.00
l. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:	
i. Up to 50 kW	P 10.00
ii. Above 50 kW to 100 kW	P 12.00
iii. Every above 100 kW or fraction thereof	P 3.00
m. Pressure Vessels, per cu. meter or fraction thereof	P 60.00
n. Other Machinery/Equipment for commercial/Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof	P 60.00
o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal metes or fraction thereof	P 10.00
p. Weighing Scale Structure, per ton or fraction thereof	P 50.00

NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

Plumbing Fees:

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT".	P24.00
b. Every fixture in excess of one unit:	
i. Each water closet	P 7.00
ii. Each floor drain	3.00
iii. Each sink	3.00
iv. Each lavatory	7.00
v. Each faucet	2.00
vi. Each shower head	2.00
c. Special Plumbing Fixtures:	
i. i. Each slop sink.....	P 7.00
ii. ii. Each urinal.....	4.00
iii. iii. Each bath tub.....	7.00
iv. iv. Each grease trap.....	7.00
v. v. Each garage trap.....	7.00
vi. vi. Each bidet.....	4.00
vii. Each dental cuspidor.....	4.00
viii. Each gas-fired water heater.....	4.00
ix. Each drinking fountain.....	2.00
x. x. Each bar or soda fountain sink.....	4.00
xi. xi. Each laundry sink.....	4.00
xii. xii. Each laboratory sink.....	4.00



xiii.	xiii. Each fixed-type sterilizer.....	2.00
d.	Each water meter.....	P 2.00
i.	12 to 25 mm □.....	8.00
ii.	Above 25 mm □.....	10.00
e.	Construction of septic tank, applicable in all Groups	
	i. Up to 5.00 cu. meters of digestion chamber.....	P 24.00
	ii. Every cu. meter or fraction thereof In excess of 5.00 cu. meters	P 7.00

Electronics Fee:

a.	Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications	P 2.40 per port
b.	Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location	P 1, 000.00 per location
c.	Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically controlled apparatus or devices, whether located indoors or outdoors	P 10.00 per unit
d.	Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected	P 2.40 per outlet
e.	Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, etc.), sound-reinforcement/ background, music/paging/conference systems and	P 2.40 per termination



the like, CATV /MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected	
f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities	P 1,000.00 per location
g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception	1,000.00 per structure
h. Electronic or electronically-controlled indoor and outdoor signage's and display systems, including TV monitors, multi-media signs, etc.	P 50.00 per unit
i. Poles and attachment:	
i. Per Pole (to be paid by pole owner)	P20.00
ii. Per attachment (to be paid by any entity who attaches to the pole of others)	P20.00
j. Other types or electronics or electronically controlled device, apparatus, equipment, instrument or units not specifically identified above	P 50.00 per unit

Certifications:

	a. Certified true copy of building permit	P 50.00
	b. Certified true copy of Certificate of Use/Occupancy	50.00
	c. Issuance of Certificate of Damage	50.00
	d. Certified true copy of Certificate of Damage	50.00
	e. Certified true copy of Electrical Certificate	50.00
	f. Issuance of Certificate of Gas Meter Installation	P 50.00
	g. Certified true copy of Certificate of Operation	50.00
	h. Other Certifications	50.00
	NOTE: The specifications of the Gas Meter shall be: Manufacturer..... Serial Number..... Gas Type..... Meter Classification/Model..... Maximum Allowable Operating Pressure – psi (kPa)..... Hub Size - mm (inch)..... Capacity - m3/hr. (ft3/hr.).....	
Outside Transaction	Tarpaulin (To be paid at OBO)	150.00



Office or Division	Office of the Building Official (National Building Code)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Government Agencies, Private Individual, Investors, Business Establishment Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Two (2) Original Accomplished Prescribe Permit Form 		Forms are available at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)		
<ul style="list-style-type: none"> • Two (2) Blueprint/Whiteprint of Design Plan duly signed and sealed (if applicable) • Two (2) Scope of Works – written on the plan • Two (2) Vicinity Map • Transfer Certificate of Title (TCT) - Photocopy • Two (2) Notarized Deed of Sale/Lease Contract/Contract to sell/written consent (If the TCT is not in the name of the applicant) - Photocopy • Two (2) Real Property Tax Declaration- - Photocopy • Two (2) Current Real Property Tax Receipt- - Photocopy • Authorization from owner if the application is filed by a representative 		Applicant c/o Design Professional Applicant City Treasurer's Office City Assessor's Office		
<ul style="list-style-type: none"> • Two (2) Barangay Construction Clearance - Original/Photocopy 		Barangay Hall (where work will take place)		
<ul style="list-style-type: none"> • Two (2) RROW Clearance (DPWH if along National Road) Applicable to Sign Permit Permanent -Original/Photocopy • PEO Clearance – if applicable 		Department of Public Works and Highway (DPWH 2 nd District) Provincial Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.FILE Submit properly fill-out Application Forms and Documentary requirement at the Office of the Building Official One Stop Shop for Construction & Occupancy Permit (OSCP)	1. Initial Verification 1.1 Check submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number -Forward to Inspector/ evaluation section	None	15 minutes	<i>Jesusa Villanueva Senior Admin. Assistant II</i> <i>Rhoanne Estrada Engineering Asst.</i> <i>Alyssa Almelor Engineering Asst.</i> <i>Jeremaica Gamayon Engineering Asst.</i> <i>Dodi Earl Fernandez Engineering Asst.</i>
	1.3 Inspection & Technical Pre-Evaluation of plans and related documents	None	30 minutes	<i>Eugene Velasco Engineering Asst.</i> <i>Jerome Tuazon Engineer I</i> <i>Christoper Nava Architect II</i> <i>Rommel Valdecanas Building Inspector</i> <i>Rosemarie Tapia Engineer II</i>
	1.4 Return Plans and Documents for Corrections if there Are Deficiencies. Client will receive notification if found non-compliant	None	30 minutes	<i>Jesusa Villanueva Senior Admin. Asst II</i> <i>Rhoanne Estrada Engineering Asst.</i>
	(IF NO DEFICIENCIES, Proceed to assessment)			



Corrective Step Re-Submit Corrected/Lacking Plan and Pertinent Documents	1.4.2 Review re-submitted Plans and Documents. Consolidate final evaluation	None	30 minutes	Jesusa Villanueva Senior Admin. Asst. II Rhoanne Estrada Engineering Asst.
	1.5 Prepare Assessment of Corresponding Fees	Refer to the chart	10 minutes	Jesusa Villanueva Senior Admin. Asst II Rhoanne Estrada Engineering Asst.
	Processing & Approval 1.6 Application to be signed by the Building Official	None	1 day	Miguel A. Sanchez III Acting City Engineer Jesusa Villanueva Senior Admin. Asst II Rhoanne Estrada Engineering Asst.
	1.7 Once approved by the BO, documents will be forwarded to processing section and clients will receive notifications via sms that the approved permit is now ready for payment. Documents is now available at the OSCP			
2. Payment -Receive the order of Payment. -Pay dues to Local Treasurer Office	2. Issue Order of Payment to client	None	15 minutes	Jesusa Villanueva Senior Admin. Asst II Rhoanne Estrada Engineering Asst. Alyssa Almelor Engineering Asst.



3. Release - Submit Order of payment with Official receipt to The Office of the Building Official - Wait for the release of approved permit	3. Receive the Order of Payment with official receipt 3.1 Record and controll paid permit 3.2 Prepare the tarpaulin (if applicable) 3.3 Release the approved Permit	None	15 minutes	Jeremaica H. Gamayon <i>Engineering Asst.</i> Dodi Earl Fernandez <i>Engineering Asst.</i>
	TOTAL:	Refers to the schedule of permit fees	2 DAYS AND 55 MINUTES	

(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and few working days' allowable period for extension due to unusual circumstances) The time provided does not consider the bulk of application and the availability of signing authority

6. PREPARATION OF PROGRAM OF WORKS (BARANGAY FUND)

One of the services rendered by the City's Engineer's Office, specifically the Planning and Programming Section, is the preparation of Plans and Programs of Work as requested by of 25 Barangays of City of Balanga

Office or Division	Project Development Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government (End User/ 25 Barangays)			
Who may avail:	25 Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original)		- Barangay where the project will take place		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter at the City Engineering Office	1. Receive and record the request in a logbook and submits the same to the City Engineer.	None	3 minutes	<i>Ma. Fe G. Nisay Senior Admin Assistant II</i>



	Notation of the City Engineer 1.1 City Engineer evaluates the request and endorses it to the Planning and Programming Division.	None	3 minutes	<i>Miguel A. Sanchez III</i> <i>Acting City Engineer</i>
	Pre-Evaluation 1.2 Project Division Head evaluates and assesses the request and forward it to the Engineer in-charge	None	10 minutes	<i>Jesus M. Mangalindan</i> <i>Engineer IV</i>
	For Cluster I 1. Central 2. Cupang Proper 3. Ibayo 4. M. Batangas 5. Cupang North 6. Tortugas 7. Camacho 8. Malabia			<i>Myra Dela Cruz</i> <i>Engineer II</i> <i>Eliene Jaz Mirania</i> <i>Engineering Asst.</i>
	For Cluster II 1. Cataning 2. DFS 3. Pto. Rivas Lote 4. Pto. Rivas Itaas 5. San Jose 6. Sibacan 7. Tanato 8. Tuyoy 9. BagongSilang			<i>Rosalie Delorino</i> <i>Engineer II</i> <i>Johned Fernandez</i> <i>Draftsman</i>
	For Cluster III 1. Cabog 2. Cupang West 3. Pto. Rivas Ibaba 4. Talisay 5. Tenejero 6. Poblacion 7. Dangcol 8. Bagumbayan			<i>Marianne Alpanta</i> <i>Engineering Asst.</i> <i>Jamie Micah</i> <i>Tuazon</i> <i>Engineering Asst.</i>



	<p>Site Inspection and Investigation</p> <p>1.3 Project Engineer talks to persons and barangay officials concerned on –site.</p> <p>1.4 Engineer proceeds to survey work, if a survey is needed.</p>	None	15 minutes	<p>CLUSTER I Myra Dela Cruz Engineer II</p> <p>Eliene Jaz Mirania Engineering Asst.</p> <p>CLUSTER II Rosalie Delorino Engineer II</p> <p>Johned Fernandez Draftsman I</p> <p>CLUSTER III Marianne Alpanta Engineering Asst.</p> <p>Jamie Micah Tuazon Engineering Asst.</p>
	<p>Prepare Program of Work</p> <p>1.5 Project Engineer prepares detailed plans.</p> <p>1.6 Prepare detailed estimate</p>	None	<p>Horizontal 2 days</p> <p>Vertical 4 days</p>	Programmer & Cad Operator in-charge per cluster
	<p>Review Program of Work</p> <p>1.7 Final review of plans and programs</p>	None	10 minutes	Jesus M. Mangalindan Engineer IV
	<p>Recommending Approval</p> <p>1.8 City Engineer evaluates and approves the plans and programs of work</p>	None	5 minutes	Miguel A. Sanchez III Acting City Engineer
	<p>Approval of Program</p> <p>1.9 The Local Chief Executive approved the Program of Work</p>	None	5 minutes	Local Chief Executive.
2. Barangay Official received the Approved Program of Works	2. Release Program of Works	None	2 minutes	Marianne Alpanta Engineering Asst.



	TOTAL:	NONE	HORIZONTAL 3 1/2 DAYS & 38 MINUTES. VERTICAL 5 1/2 DAYS & 38 MINUTES	
--	---------------	-------------	---	--

(Processing time- depends on weather condition and 3 working days' allowable period for extension due to unusual circumstances)

7. PREPARATION OF BUDGETARY ESTIMATES

One of the services rendered by the City Engineering Office, especially the Planning and Programming Section, is the preparation of Budgetary Estimate as requested by Barangay Officials and departments of the City Government.

Office or Division	Project Development Division			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Barangay Officials and Departments of the City Government			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original)		- City Engineering Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request Letter at the City Engineering Office	1. Receive and record the request in a logbook and submits the same to the City Engineer.	None	3 minutes	<i>Ma. Fe G. Nisay Senior Admin. Assistant II</i>
	Notation of the City Engineer 1.1 City Engineer evaluates the request and endorses it to the Planning and Programming Division.	None	3 minutes	<i>Miguel A. Sanchez III Acting City Engineer</i>
	Pre-Evaluation 1.2 Project Division Head evaluates and assesses the request and forward it to the Engineer in-charge	None	10 minutes	<i>Jesus M. Mangalindan Engineer IV</i>



	<p>Site Inspection and Investigation 1.3 Project Engineer talks to persons and barangay officials concerned on – site. Engineer proceeds to survey work, if a survey is needed.</p>	None	1 day	<i>Programmer & Cad Operator in-charge per cluster</i>
	<p>Prepare Budgetary Estimate 1.4 Project Engineer prepares detailed plans. Prepares detailed estimate.</p>	None	Horizontal 1 day Vertical 2 days	<p>CLUSTER I <i>Myra Dela Cruz Engineer II</i></p> <p><i>Eliene Jaz Mirania Engineering Asst.</i></p> <p>CLUSTER II <i>Rosalie Delorino Engineer II</i></p> <p><i>Johned Fernandez Draftsman I</i></p> <p>CLUSTER III <i>Marianne Alpanta Engineering Asst.</i></p> <p><i>Jamie Micah Tuazon Engineering Asst.</i></p>
	<p>Review Program of Work 1.5 Final review of plans and programs</p>	None	10 minutes	<i>Jesus M. Mangalindan Engineer IV</i>



	Recommending Approval 1.6 City Engineer evaluates and approves the plans and programs of work	None	5 minutes	<i>Miguel A. Sanchez III Acting City Engineer</i>
	Approval of Program 1.7 The Local Chief Executive approved the Program of Work	None	5 minutes	<i>Local Chief Executive City Mayor's Office</i>
	TOTAL:	NONE	HORIZONTAL - 2 DAYS AND 36 MINUTES VERTICAL- 3 DAYS AND 36 MINUTES	

(Processing time- depends on weather condition and 3 working days' allowable period for extension due to unusual circumstances)



City Environment and Natural Resources Office

External Services



1. HAULING OF TRIMMED/CUT TREE BRANCHES AND YARD DEBRIS

Cleaning up of after a tree is removed or branches are cut and trimmed or vacant lot has been cleared is not a simple job and it can be a hassle on where it will be disposed.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Establishment, G2G - Government to Government			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter (2, Original) with complete details (volume of yard waste, exact location, contact person, picture of waste)			- From the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the letter request to office staff for assessment and verification	1. Give the logbook to the client and receive the required documents and check for completeness.	None	3 minutes	<i>Raymond Alcain Liaison Assistant</i>
	1.1 Issue the Order of Payment if all required documents were given		2 minutes	
2. Pay the required fees at the City Local Economic Enterprise Office *Make sure to secure official receipt upon payment	2. Receive payment and issue official receipt	P500.00 Hauling Fee per truck load	4 minutes	<i>City Treasury Charter Market Division</i>
	2.1 Accept the Official Receipt based on the order of payment		1 minute	
3. Wait for the hauling of trimmed/cut tree branches	3. Schedule the hauling and delegate to Foreman-in-charge	None	2 minutes	<i>Raymond Alcain Liaison Assistant</i>
	3.1 Hauling process		4 hours	



	TOTAL:	P 500.00 Hauling fee per truck load	4 HOURS AND 12 MINUTES	
--	---------------	--	---	--

2. ANTI-SMOKING ORDINANCE AND ANTI-LITTERING ORDINANCE

Payment of penalty on violating the City Ordinances on Anti-Smoking and Anti-Littering of the City of Balanga

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Establishments			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Citation Ticket issued (1, Original) 2. Affidavit of Loss (for loss citation ticket)		- From the Apprehending Officer - From Attorney-at-law		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the citation ticket to office staff for verification	1. Give the logbook to the client and receive the ticket. 1.1 Receive the affidavit of loss	None	2 minutes	<i>Raymond Alcain</i> <i>Liaison Assistant</i>
1.1 If citation ticket is not presented, provide affidavit of loss	1.2 Issue the Order of Payment if valid	None	1 minute	
2. Pay the required fees at the City Local Economic Enterprise Office by showing the Order of Payment	2. Receive the payment and issue official receipt	Anti-Smoking P1,000.00 – 1 st offense P1,500.00 - 2 nd offense P3,000.00 - 3 rd offense	4 minutes City Treasurer's Charter	<i>City Treasury</i> <i>Charter</i> <i>Market Division</i>



*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	Anti-littering P300.00 - 1 st offense P500.00- 2 nd offense P1,000.00 - 3 rd offense	1 minute	<i>Raymond Alcain Liaison Assistant</i>
3. Wait for the license or any ID that was confiscated to be issued	3. Return the license or ID	None	2 minutes	<i>Raymond Alcain Liaison Assistant</i>
	TOTAL:	ANTI-SMOKING P1,000.00 – 1st offense P1,500.00 - 2nd offense P3,000.00 - 3rd offense ANTI-LITTERING P300.00 - 1st offense P500.00- 2nd offense P1,000.00 - 3rd offense	10 MINUTES	



3. QUARRY STICKER

To closely monitor and regulate the quarry activities in the City of Balanga, quarry permittee and truck haulers must secure stickers.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Quarry Operators and Quarry Truck haulers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter from quarry source (2, Original) with complete details (Type of equipment with plate number and number of equipment)		- From the source of quarry materials *Make sure that the source has permit		
2. Updated OR/CR of each equipment listed in the letter (1, Original, 1 Photocopy)		- From LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the required documents to office staff for assessment and verification	1. Give the logbook to the client and receive the required documents and check for completeness.	None	3 minutes	<i>Raymond Alcain Liaison Assistant</i>
	1.1 Proceed to Licensing office to validate the OR/CR of each equipment		3 minutes	LPFO Charter (Counter C)
	1.2 Issue the Order of Payment if valid		1 minute	
2. Pay the required fees at the City Treasurer's Office by showing the Order of Payment *Make sure to secure official receipt upon payment	2. Receive the payment and issue official receipt	P3,000.00 For 10-wheeler dump truck and heavy equipment	4 minutes City Treasurer's Charter	<i>City Treasury Charter Revenue Collection Clerk III</i>
	2.1 Accept the Official Receipt based on the order of payment	P2,000.00 For mini-dump truck and elf	1 minute	<i>Raymond Alcain Liaison Assistant</i>



3. Proceed to City Peace and Order Office for the issuance of the sticker	3. Coordinate to City Peace and Order Office to issue sticker	None	3 minutes	<i>Raymond Alcain Liaison Assistant</i>
	TOTAL:	P3,000.00 for 10-wheeler dump truck and heavy equipment P2,000.00 for mini-dump truck and elf	15 MINUTES	

4. WASTE DISPOSAL PERMIT

Some institutions and business establishments generate big volume of waste and needed to be disposed as often as needed in order not to affect their operation.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business establishments and institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (2, Original) with complete details (kind of waste to be disposed, type of vehicle and plate number)		- From the client		
2. Business Permit (1, Original, 1, Photocopy)		- City Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the required documents to Environmental Management Specialist for	1. Give the logbook to the client and receive the required documents and check for completeness.	None	2 minutes	<i>Valentine A. Datu Environmental Management Specialist I</i>



assessment and verification	1.1 Seek for City ENRO's approval to grant the request.	None	1 minute	<i>Merliza C. Acosta Acting Department Head</i>
	1.2 Issue the Order of Payment if approved by the head	None	1 minute	<i>Valentine A. Datu Environmental Management Specialist I</i>
2. Pay the required fees at the City Local Economic Enterprise Office by showing the Order of Payment	2. Receive the payment and issue official receipt	P100.00 for the disposal permit P800.00 for the 4-wheel vehicle P900.00 for 6-wheeler	4 minutes City Treasurer's Charter	<i>Treasurer's Charter Market Division</i>
*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	None	1 minutes	<i>Raymond Alcain Liaison Assistant</i>
3. Return to the City ENRO for the processing and release of the permit	3. Issue the disposal permit	None	2 minutes	<i>Valentine A. Datu Environmental Management Specialist I</i>
	TOTAL:	P100.00 for the disposal permit fee P800.00 for the 4-wheel vehicle P900.00 for the 6-wheeler	11 MINUTES	



5. CERTIFICATE OF NO OBJECTION/ENDORSEMENT LETTER FOR CUTTING, TRIMMING OR EARTH-BALLING OF TREES

No tree shall be cut or trim without securing a permit from DENR and one of the requirements is to secure a Certificate of No Objection or Endorsement Letter from the City ENRO.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Establishments, G2G - Government to Government			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (2, Original) 2. One (1) Picture of trees requested 3. Certificate of No Objection (1, Original) 4. Copy of lot title (for individual) (1, Photocopy)		- From the client - From the client - From the Barangay concern - From Registry of Deeds		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the required documents for assessment and verification	1. Give the logbook to the client and receive the required documents and check for completeness.	None	2 minutes	<i>Valentine A. Datu Environmental Management Specialist I</i>
1.1 Seek for the schedule of inspection and assist the inspection team to the exact location	1.1 Schedule and inspect	None	45 minutes	
2. Pay the required fees at the City Local Economic Enterprise Office by showing the Order of Payment	2. Receive the payment and issue official receipt	P100.00 Certification Fee	4 minutes City Treasurer's Charter	<i>Treasurer's Charter Market Division</i>
*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	None	1 minute	<i>Raymond Alcain Liaison Assistant</i>



3. Return to the City ENRO for the processing and release of the certificate/ endorsement	3. Issue the certificate / endorsement	None	2 minutes	<i>Valentine A. Datu Environmental Management Specialist I</i>
	TOTAL:	P100.00 Certification Fee	54 MINUTES	

6. ESWM & GARBAGE HAULING CERTIFICATE

Any establishment need to secure this certificate/clearance as one of the requirements in securing environmental permit from DENR-EMB R3. It is also to closely monitor if the establishment is compliant to waste management.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (2, Original) 2. Copy of ECC or CNC (if any) (1, Photocopy)		- From the client - From DENR-EMB R3		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the requirements to Environmental Management Specialist	1. Give the logbook to the client and receive the requirements for verification	None	2 minutes	<i>Valentine A. Datu Environmental Management Specialist I</i>
1.1 Seek for the schedule of inspection and assist the inspection team to the exact location.	1.1 Schedule and inspect	None	45 minutes	



<p>2. Pay the required fees at the City Local Economic Enterprise Office by showing the Order of Payment</p> <p>*Make sure to secure official receipt upon payment</p>	<p>2. Receive the payment and issue official receipt</p> <p>2.1 Accept the Official Receipt based on the order of payment</p>	<p>P 100.00 for ESWM Certificate P 100.00 for Garbage Hauling Certificate</p> <p>None</p>	<p>4 minutes City Treasurer's Charter</p> <p>1 minutes</p>	<p><i>Treasurer's Charter Market Division</i></p> <p><i>Raymond Alcin Liaison Assistant</i></p>
<p>3. Return to the City ENRO for the processing and release of the permit</p>	<p>3. Issue the certificate</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Valentine A. Datu Environmental Management Specialist I</i></p>
<p style="text-align: right;">TOTAL:</p>		<p>P 100.00 for ESWM Certification Fee</p> <p>P 100.00 for Garbage Hauling Certification Fee</p>	<p>55 MINUTES</p>	



7. GRASS CUTTING & HAULING OF GARBAGE

Type of services where any individual or organization request for grass cutting or hauling of their garbage.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business Establishment, G2G - Government to Government			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (2, Original) with complete details (exact location & contact person)		- From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the request letter for assessment and verification	1. Give the logbook to the client. Receive the request letter to assess and verify.	None	2 minutes	<i>Raymond Alcain Liaison Assistant</i>
	1.1 Seek for approval of City ENRO		1 minute	
2. Ask for the schedule of request	2. Inform the Foreman in charge for the schedule of the request	None	2 minutes	<i>Raymond Alcain Liaison Assistant</i>
	2.1 Schedule the request	None	1 day	
3. Wait for the implementation of the request	3. Implement the request	None	6 hours	<i>Dustine Ambat Labor General Foreman</i>
	TOTAL:	NONE	1 DAY, 6 HOURS AND 5 MINUTES	

(Processing time may exceed depending on the available schedule)



8. INSPECTION ON COMPLAINTS RECEIVED

Any individual, institution, business establishment, organization or government agency can address their concerns/complaints if there is something wrong that needed to be corrected and take necessary actions.

Office or Division	City Environment & Natural Resources			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter (2, Original) with complete details of complaint		- From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Logbook of City ENRO and submit the request letter for assessment and verification	1. Give the logbook to the client and receive the letter and make a short interview about the complaint	None	2 minutes	<i>Raymond Alcain Liaison Assistant</i>
	1.1 Inform the City ENRO about the complaint and seek for approval to inspect		2 minutes	
2. Wait for the feedback	2. Inspection process to validate the complaint	None	1 hour	<i>Valentine A. Datu Environmental Management Specialist I</i>
	2.1 Prepare the inspection report and submit to City ENRO	None	15 minutes	
3. Receive the update/feedback	3. Inform the client on the update of the complaint	None	15 minutes	<i>Valentine A. Datu Environmental Management Specialist I</i>
	TOTAL:	NONE	1 HOUR AND 34 MINUTES	



City General Services Office

External Service



1. REQUEST FOR SERVICE VEHICLE / DRIVER

The City Government of Balanga has its own service vehicle which is properly monitored and maintained by the City General Services Office. The City Government Employees, Public schools and Barangay Officials may request vehicle for official business travel.

Office or Division	City General Services Office			
Classification:	Complex			
Type of Transaction:	G2G - Government To Government			
Who may avail:	City Government Employees, Public Schools, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1, Original) 2. Approved Request thru Email 3. Approved Request to use motor vehicles		- Prepared by requesting office - Human Resource and Management Office - City Mayor/City Administrator		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City General Service Office subject for evaluation and approval if available	1. Receive the letter request, approved requests thru email and tracking slip with complete details (location, date, purpose/nature of travel and number of passengers) from the requesting department at least 5 days before the requested official travel.	None	10 minutes	<i>Liz Beth M. Valencia Administrative Officer IV</i>
	1.1 Prepare and encode the Work Tracking Slip (WTS) and assign transaction tracking number.			
	1.2 Evaluate the request and	None	4 hours	<i>Lilibeth T. Calata City Government Department Head</i>



	<p>instruct the GSO staff to verify/ check the availability of vehicles and driver.</p> <p>1.3 Verify/Check the availability of vehicles and driver</p> <p>1.4 Notify the assigned driver and acknowledge the request</p> <p>1.5 Coordinate with the requestor</p>	None	1 day	<p><i>Liz Beth M. Valencia</i> Administrative Officer IV</p>
<p>2. If approved:</p> <p>Secure Purchase Order for Fuel Consumption, Toll Fee, if applicable and Travel Order and Make a follow-up or reminder call for the finalization of time and meeting place for pick-up</p>	<p>2. Prepare the Application for Authority to Travel (AFAT) of the driver</p> <p>2.1 Sign AFAT</p>	None	1 day	<p><i>Liz Beth M. Valencia</i> Administrative Officer IV</p> <p><i>Drivers/Operators</i> <i>Remeo C. Emata</i> Heavy Equipment Operator II</p> <p><i>Ramil D. Cabrera</i> Heavy Equipment Operator II</p> <p><i>Jose N. Tajonera</i> Heavy Equipment Operator II</p> <p><i>Leo Joseph D. Evangelista</i> Heavy Equipment Operator II</p> <p><i>Nestor M. Gonzales</i></p>



				<p><i>Heavy Equipment Operator II</i></p> <p><i>Moises G. Quiroz Heavy Equipment Operator II</i></p> <p><i>Jose P. De Guzman Driver II</i></p> <p><i>Nicklaus B. Samson Driver II</i></p> <p><i>Ariel S. Bagtas Driver II</i></p> <p><i>Arnold C. Valencia Driver II</i></p> <p><i>Rommel M. Rueda Driver II</i></p> <p><i>Michael Y. Elechosa Driver II</i></p> <p><i>Lilibeth T. Calata City Government Department Head</i></p> <p><i>City Mayor / City Administrator</i></p> <p><i>Liz Beth M. Valencia Administrative Officer IV</i></p>
	<p>2.2 Approve the AFAT of the driver</p> <p>2.3 If not Available: Notify the requesting department</p>			
	<p>Prepare the Travel Order of the driver</p> <p>Approve the Travel Order of the driver</p>	<p>None</p>	<p>1 day</p>	<p><i>Human Resource Management Office</i></p> <p><i>Lilibeth T. Calata City Government</i></p>



				<p><i>Department Head</i></p> <p><i>City Mayor / City Administrator</i></p>
	<p>2.4 Accomplish the Trip Ticket and obtain approval for it</p> <p>2.5 Receive the Purchase Order for Fuel Consumption and Toll Fee, if applicable</p>	None	20 minutes	<p><i>Remeo C. Emata Heavy Equipment Operator II</i></p> <p><i>Ramil D. Cabrera Heavy Equipment Operator II</i></p> <p><i>Jose N. Tajonera Heavy Equipment Operator II</i></p> <p><i>Leo Joseph D. Evangelista Heavy Equipment Operator II</i></p> <p><i>Nestor M. Gonzales Heavy Equipment Operator II</i></p> <p><i>Moises G. Quiroz Heavy Equipment Operator II</i></p> <p><i>Jose P. De Guzman Driver II</i></p> <p><i>Nicklaus B. Samson Driver II</i></p> <p><i>Ariel S. Bagtas Driver II</i></p> <p><i>Arnold C. Valencia Driver II</i></p> <p><i>Rommel M. Rueda</i></p>



	2.6 Conduct inspection of service vehicle and accomplish the vehicle monitoring checklist before use.			<p><i>Driver II Michael Y. Elechosa Driver II</i></p> <p><i>Lilibeth T. Calata City Government Department Head</i></p> <p><i>Drivers/Operators And Mechanic</i></p> <p><i>Rowel A. Oclamentisima Mechanic Shop General Foreman</i></p> <p><i>Alex I. Escudero Jr. Mechanic Shop Foreman</i></p> <p><i>Jaysen A. Estoperez Mechanic I</i></p> <p><i>Mark Joseph D. Siasat Mechanic I</i></p> <p><i>Reynaldo F. Driz Mechanic I</i></p> <p><i>Edelburd E. Barcelona Mechanic</i></p>
3. Proceed to the location for pick up	3. Acknowledge the arrival of the vehicles	None	5 minutes	<p><i>Joel B. Hernando Watchman III</i></p> <p><i>Fernando M. Santos Watchman III</i></p>



				<p><i>Paul Gideon S. Sarmiento Watchman II</i></p> <p><i>Randy T. Martin Watchman II</i></p> <p><i>Manolo G, Manuel Building Security</i></p> <p><i>Rodolfo G. Coronel, Jr. Building Security</i></p> <p><i>Franz Ray D. Villaruz Building Security</i></p> <p><i>Danilo C. Cunanan, Jr. Building Security</i></p> <p><i>Jose Mar Del Carmen Building Security</i></p>
	3.1 Turn over the service vehicle to the garage after completion of official travel and accomplish the vehicle monitoring checklist after use.	None	5 minutes	<p><i>Remeo C. Emata Heavy Equipment Operator II</i></p> <p><i>Ramil D. Cabrera Heavy Equipment Operator II</i></p> <p><i>Jose N. Tajonera Heavy Equipment Operator II</i></p> <p><i>Leo Joseph D. Evangelista Heavy Equipment Operator II</i></p> <p><i>Nestor M. Gonzales</i></p>



				<p><i>Heavy Equipment Operator II</i> <i>Moises G. Quiroz</i> <i>Heavy Equipment Operator II</i></p> <p><i>Jose P. De Guzman</i> <i>Driver II</i></p> <p><i>Nicklaus B. Samson</i> <i>Driver II</i></p> <p><i>Ariel S. Bagtas</i> <i>Driver II</i></p> <p><i>Arnold C. Valencia</i> <i>Driver II</i></p> <p><i>Rommel M. Rueda</i> <i>Driver II</i></p> <p><i>Michael Y. Elechosa</i> <i>Driver II</i></p>
	<p>3.2 Notify the Administration Division Staff if ever the vehicle did not return on time.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Joel B. Hernando</i> <i>Watchman III</i></p> <p><i>Fernando M. Santos</i> <i>Watchman III</i></p> <p><i>Paul Gideon S. Sarmiento</i> <i>Watchman II</i></p> <p><i>Randy T. Martin</i> <i>Watchman II</i></p> <p><i>Manolo G, Manuel</i> <i>Building Security</i></p>



				Rodolfo G. Coronel, Jr. <i>Building Security</i> Franz Ray D. Villaruz <i>Building Security</i> Danilo C. Cunanan, Jr. <i>Building Security</i> Jose Mar Del Carmen <i>Building Security</i>
	TOTAL:	NONE	3 DAYS, 4 HOURS AND 42 MINUTES	

***Request should be at least a week before the date of travel.*

Availability of Vehicles and Drivers:

The approved vehicle bookings by the City Administrator are subject to the availability of vehicles and drivers. The CGSO can deny bookings if the requested vehicle and driver are not available.

2. REQUEST FOR CHAIRS, TENTS, SOUND SYSTEM, STAGE, TABLES AND OTHER LOGISTICAL SUPPORT AVAILABLE IN CGSO

This service intends to provide chairs, tents, sound system, stage, tables and other logistical support available in the City General Services Office for the successful implementation of different activities of the City Government of Balanga.

Office or Division	City General Services Office		
Classification:	Complex		
Type of Transaction:	G2G - Government To Government		
Who may avail:	City Government Employees, Public Schools, Barangay Officials		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter Request (1, Original) 2. Transaction tracking / Admin Slip (1, Original)		- Prepared by the requesting office - City Administrator's Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the City General Services Office subject for evaluation and approval if available	1. Receive and stamp the letter request with complete details from City Administrator's Office. 1.1 Prepare the Work Tracking Slip (WTS) and assign transaction tracking number 1.2 Encode the transaction details into the monitoring tracking files	None	10 minutes	<i>Liz Beth M. Valencia</i> <i>Administrative Officer IV</i>
	1.3 Evaluate the request and instruct GSO staff to verify/ check the availability of requested logistics	None	4 hours	<i>Lilibeth T. Calata</i> <i>City Government Department Head</i>
	1.4 Verify/Check the availability of logistics needed	None	1 day	<i>Rizalino D. Andres</i> <i>Warehouseman IV</i> <i>Editha D. Ortiz</i> <i>Storekeeper I</i> <i>Jenna Linnea M. Quindoy</i> <i>Storekeeper I</i> <i>Danilo M. Dilig</i> <i>Construction and Maintenance General Foreman</i> <i>Nestor D. Cruz</i>



				<i>Electrician General Foreman Louie L. Maglaque Welder Foreman</i>
	<p>1.5 Transmit / Email the requesting department and City Administrator's Office within three (3) days upon receipt of approved letter request</p> <p>1.6 Coordinate with the requestor to notify them the availability of the requested logistic.</p>	None	1 day	<i>Liz Beth M. Valencia Administrative Officer IV</i>
2. Make a follow-up or reminder call, if possible	If available: 2. Prepare the requested logistics	None	1 day (Depending on the kind/types of logistics being requested)	<i>Rizalino D. Andres Warehouseman IV</i> <i>Editha D. Ortiz Storekeeper I</i> <i>Jenna Linnea M. Quindoy Storekeeper I</i> <i>Danilo M. Dilig Construction and Maintenance General Foreman</i> <i>Nestor D. Cruz Electrician General Foreman</i> <i>Louie L. Maglaque Welder Foreman</i>
	2.1 Prepare the Borrower's Slip	None	5 minutes	<i>Liz Beth M. Valencia</i>



				<i>Administrative Officer IV</i>
	2.2 Prepare the Property Gate Pass	None	5 minutes	<i>Rizalino D. Andres Warehouseman IV</i> <i>Editha D. Ortiz Storekeeper I</i> <i>Jenna Linnea M. Quindoy Storekeeper I</i>
	2.3 Submit the Accomplished Property Gate Pass	None	5 minutes	<i>Danilo M. Dilig Construction and Maintenance General Foreman</i> <i>Nestor D. Cruz Electrician General Foreman</i> <i>Louie L. Maglaque Welder Foreman</i> <i>Joel B. Hernando Watchman III</i> <i>Fernando M. Santos Watchman III</i> <i>Paul Gideon S. Sarmiento Watchman II</i> <i>Randy T. Martin Watchman II</i> <i>Manolo G. Manuel Building Security</i> <i>Rodolfo G. Coronel, Jr. Building Security</i>
	2.4 Check the Borrowers slip and only the items listed in the property gate pass will be allowed by the watchman to be brought out of the office.			



				<p><i>Franz Ray D. Villaruz</i> <i>Building Security</i></p> <p><i>Danilo C. Cunanan Jr.</i> <i>Building Security</i></p> <p><i>Jose Mar Del Carmen</i> <i>Building Security</i></p>
2. Wait for the delivery of logistics needed and guide the CGSO personnel	3. Delivery / Arrangement / Set-up	None	2 days	<p><i>Danilo M. Dilig</i> <i>Construction and Maintenance</i> <i>General Foreman</i></p> <p><i>Nestor D. Cruz</i> <i>Electrician</i> <i>General Foreman</i></p> <p><i>Louie L. Maglaque</i> <i>Welder Foreman</i></p>
	TOTAL:	NONE	5 DAYS 4 HOURS AND 25 MINUTES	

****Request should be at least 7 days before the event.**



3. ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) AND INVENTORY CUSTODIAN SLIP (ICS)

Inventory Custodian Slip (ICS) should be prepared to monitor, control, and ensure accountability for supplies and materials that cost P15, 000 or less, have a life of more than one year, and are not considered as PPE.

Property Acknowledgement Receipt (PAR) should be prepared to monitor, control, and ensure accountability for the issuance of PPE to end-users. It should be renewed every three years or whenever there is a change in custodianship or user of the property.

Office or Division	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	City Government Employees, Public Schools, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of the Approved Purchase Order (1, Original) with complete supporting documents		- CGSO Supply Management and Coordination Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the preparation and processing of the document at the City General Services Office	1. Check the status of the delivery of the items in the Approved Purchase Order (P.O.)	None	5 minutes	<i>Marivic T. Delos Nieves</i> <i>Supply Officer III</i> <i>Rizalino D. Andres</i> <i>Warehouseman IV</i> <i>Natalie T. Caparas</i> <i>Supply Officer II</i> <i>Editha D. Ortiz</i> <i>Storekeeper I</i>
	1.1 If the items were already delivered, prepare the PAR and/or ICS and initially approved by the Supply Management and Coordination Division Head	None	10 minutes	<i>Marivic T. Delos Nieves</i> <i>Supply Officer III</i>



	1.2 Sign by the CGSO under "Received from" portion of PAR or ICS	None	5 minutes	<i>Lilibeth T. Calata</i> <i>City Government</i> <i>Department Head</i>
2. Receive and Acknowledge receipt by the Department Head of end-user by signing under "Received by" portion	2. If the PAR or ICS was returned, release the copies of approved PAR or ICS	None	2 minutes	<i>Marivic T. Delos Nieves</i> <i>Supply Officer III</i> <i>Jenna Linnea M. Quindoy</i> <i>Storekeeper I</i>
	TOTAL:	NONE	22 MINUTES PER ITEM	

***End-users acknowledgement by signing is not included in this processing time.

4. ISSUANCE OF DELIVERIES

This service intends for the issuance of delivered procurements to the different requesting offices

Office or Division	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	City Government Employees, Public Schools, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS) (2, Original) with the approved Purchase Order		- Prepared by Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished Requisition and Issue Slip (RIS) at the City General Services Office	1. Verify the presented Requisition and Issue Slip (RIS) with the approved Purchase Order	None	5 minutes	<i>Rizalino D. Andres</i> <i>Warehouseman IV</i> <i>Natalie T. Caparas</i> <i>Supply Officer II</i> <i>Editha D. Ortiz</i> <i>Storekeeper I</i> <i>Jenna Linnea M. Quindoy</i> <i>Storekeeper I</i>



	1.1 Approve the releasing and issuance of supplies and materials	None	5 minutes	<i>Lilibeth T. Calata City Government Department Head</i>
	1.2 Prepare the items to be issued	None	15 minutes	<i>Rizalino D. Andres Warehouseman IV Editha D. Ortiz Storekeeper I Natalie T. Caparas Supply Officer II Emelia B. Banzon Utility Worker II</i>
	1.3 Prepare the Property Gate Pass	None	2 minutes	<i>Rizalino D. Andres Warehouseman IV Natalie T. Caparas Supply Officer II Editha D. Ortiz Storekeeper I Jenna Linnea M. Quindoy Storekeeper I</i>
2. Receive the supplies and materials and sign the RIS	2. Release the items being requested	None	2 minutes	<i>Rizalino D. Andres Warehouseman IV Natalie T. Caparas Supply Officer II Editha D. Ortiz Storekeeper I</i>
3. Submit Accomplished Property Gate Pass	3. Check and only the item(s)/equipment listed in the property gate pass will be allowed by the watchman to be brought out of the office.	None	5 minutes	<i>Joel B. Hernando Watchman III Fernando M. Santos Watchman III</i>



				<i>Paul Gideon S. Sarmiento Watchman II</i>
				<i>Randy T. Martin Watchman II</i>
				<i>Manolo G, Manuel Building Security</i>
				<i>Rodolfo G. Coronel, Jr. Building Security</i>
				<i>Franz Ray D. Villaruz Building Security</i>
				<i>Danilo C. Cunanan, Jr. Building Security</i>
				<i>Jose Mar Del Carmen Building Security</i>
	TOTAL:	NONE	34 MINUTES	

****Processing time may exceed depending on the number of items to be issued.**



5. ISSUANCE OF PROPERTY RETURN SLIP (PRS)

This service intends for all the returned unserviceable properties owned the City Government of Balanga.

Office or Division	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	City Government Employees, Public Schools, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Three (3) copies (Original) of Accomplished Property Return Slip One (1) for the requesting office One (1) for the inspector One (1) for the office file</p> <p>2. Inspection and Evaluation Report (IER), if applicable</p>		<p>-Prepared by requesting Office</p> <p>-If certain items, such as IT equipment, need to be returned, an IER is required from the Management Information Service Office (MISO). In case of air-conditioning unit, an IER is required from the City General Services Office.</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The accountable person or his/her representative must present the items to be returned to the CGSO Supply Management and Coordination Division at the City General Services Office	1. Check the items in the electronic system for verification according to the Items 'Serial Number, Items Property Number and other related information	None	5 minutes	<i>Marivic T. Delos Nieves Supply Officer III</i> <i>Jenna Linnea M. Quindoy Storekeeper I</i>
2. Present the items for return to the CGSO Warehouseman.	2. Check the completeness of the items to be returned. If the item/s conform to the technical descriptions in the return slip, the designated GSO Inspector shall sign the	None	30 minutes per item (processing time may exceed depending on the items to be inspected)	<i>Marivic T. Delos Nieves Supply Officer III</i> <i>Rizalino D. Andres Warehouseman IV</i> <i>Jenna Linnea M. Quindoy Storekeeper I</i>



	Property Return Slip on the inspected and received by portion.			
	2.1 Initially approve by means of countersign in the "Approved by" portion of the PRS by the CGSO Supply Management and Coordination Division Head	None	3 minutes	<i>Marivic T. Delos Nieves Supply Officer III</i>
	2.2 Approve the Property Return Slip	None	2 minutes	<i>Lilibeth T. Calata City Government Department Head</i>
3. Receive the accomplished and approved PRS	3. Release one (1) copy of the approved PRS to the representative of the requesting offices	None	1 minute	<i>Jenna Linnea M. Quindoy Storekeeper I</i>
	TOTAL:	NONE	41 MINUTES	

***Processing time may exceed 1 day depending on the number of the items being returned and if multiple transactions are being requested.*



6. ISSUANCE OF CLEARANCE FOR PROPERTY ACCOUNTABILITY

This service intends for the issuance of clearance for property accountability to the City Government Employees who are retiring, being separated, transferring to other agencies, leaving the Philippines and going on maternity leave of absence

Office or Division	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government To Government			
Who may avail:	City Government Employees, Public Schools, Barangay Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Four (4) Copies (Original) of Accomplished Clearance Form 2. Duly signed Property Acknowledgement Receipt (5, original) for the new custodian of the turned-over government property.		- Human Resource and Management Office - CGSO Supply Management and Coordination Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the City General Services Office	1. Receive the Clearance Form with corresponding signature of the requesting employee and his concerned Department Head	None	5 minutes	<i>Marivic T. Delos Nieves Supply Officer III</i> <i>Jenna Linnea M. Quindoy Storekeeper I</i>
2. Wait until checking and validation is done	2. Check and verify the employee's accountability. The Supply Officer III shall initial under the portion of Supply and Property Procurement and Management Services portion.	None	20 minutes	<i>Marivic T. Delos Nieves Supply Officer III</i>
	2.1 Sign the Clearance for Property Accountability	None	5 minutes	<i>Lilibeth T. Calata City Government Department Head</i>
3. Receive the duly signed Clearance Form	3. Release the duly signed Clearance Form	None	1 minute	<i>Marivic T. Delos Nieves Supply Officer III</i>



				Jenna Linnea M. Quindoy Storekeeper I
	TOTAL:	NONE	31 MINUTES	

***Processing time may exceed 1 hour depending on the multiple transactions are being processed.*

7. REPAIR AND MAINTENANCE

This service covers the repair and maintenance of the following:

1. Roads, drainage and bridges
2. City owned buildings and its facilities
3. City owned service vehicles
4. City owned mechanical equipment and other machineries
5. Steel Grating for canal and other city owned structures
6. Buggy
7. Air-conditioning Unit
8. Streetlights

Office or Division	City General Services Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Government Employees, Public and Private Agencies, Public and Private Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request with complete details (1, Original)		- Prepared by the requestor		
2. Transaction tracking / Admin Slip (1, Original)		- City Administrator's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the City General Services Office	1. Receive and stamp the letter request with complete details from City Administrator's Office. 1.1 Prepare the Work Tracking Slip (WTS) and assign transaction tracking number	None	10 minutes	Liz Beth M. Valencia Administrative Officer IV



	1.2 Encode the transaction details to the monitoring tracking files			
	1.3 Evaluate the request 1.4 Assign a division head and staff to perform the service repair maintenance	None	8 hours	<i>Lilibeth T. Calata City Government Department Head</i>
<p>2. Follow-up request for schedule of repair and on the scheduled date, be at the designated area</p> <p>Note: If materials are not available, procurement procedure will be processed by the requestor.</p>	2. Coordinate with client for scheduling	None	1 day	<p><i>Danilo M. Dilig Construction and Maintenance General Foreman</i></p> <p><i>Reynaldo P. Chiuco Draftsman III</i></p> <p><i>Nestor D. Cruz Electrician General Foreman</i></p> <p><i>Louie L. Maglaque Welder Foreman</i></p> <p><i>Rowel A. Oclamentisima Mechanic Shop General Foreman</i></p>
	2.1 Conduct ocular inspection for possible problem and solution	None	1 day	
	2.2 Prepare the Inspection and Evaluation Report			
	2.3 Prepare the Estimate of Materials			
	2.4 Perform the necessary repairs once the materials and manpower are available.	None	15 days	
3. Sign accomplishment report	3. Prepare the accomplishment report to	None	5 minutes	<i>Liz Beth M. Valencia</i>



	acknowledge the completion of the repair / maintenance			<p><i>Administrative Officer IV</i></p> <p><i>Danilo M. Dilig Construction and Maintenance General Foreman</i></p> <p><i>Reynaldo P. Chiuco Draftsman III</i></p> <p><i>Nestor D. Cruz Electrician General Foreman</i></p> <p><i>Louie L. Maglaque Welder Foreman</i></p> <p><i>Rowel A. Oclementisima Mechanic Shop General Foreman</i></p>
	TOTAL:	NONE	18 DAYS 15 MINUTES	

***Processing time may exceed 30 days depending on the multiple transactions are being repaired.*



City Health Office External Services



1. SECURING SANITARY PERMIT AND HEALTH CARD

The City Health Office issues Sanitary Permit to operate in all business establishments after the completion of the required supporting documents and after the actual inspection of establishments.

Health Card is being issued to Operators and Employees after submission of required laboratory examinations including physical/medical examinations of food handlers by the City Health Officer/Physicians.

Office or Division	City Health Office- MAIN
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	<ul style="list-style-type: none"> Operators of Commercial and Food Establishments Food Handlers Special Establishments are required to secure Health Card (Spa, Clinics & Computer Rentals)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(For Health Cards) 1. Accomplish application form for health card (1, Original) 2. Results of Laboratory Examinations – (1) Present Original copy of documents from DOH Accredited Laboratory 3. Occupational Tax (P 100.00)- – (1) Present Original copy of documents 4. Residence Certificate– (1) Present Original copy of documents 5. 2 pcs 1x 1 picture (For Sanitary Permit) 1. Barangay Business Permit- – (1) Present Original copy of documents 2. Zoning/Locational Clearance (New Stabs) -(1) Present Original copy of documents 3. Occupancy Permit (Newly Constructed)- – (1) Present Original copy of documents 4. Annual Inspection (For Renewal)- – (1) Present Original copy of documents 5. Inspection Report of Sanitary Inspector (Newly Constructed/Renovated)- – (1) Present Original copy of documents	- Engr. William Orozco, Christian De Dios, Constanca Angelica Reyes, Benjamin Andres, Dennis Dela Cruz - Accredited Laboratory - City Public Employment Services Office (City Hall Main) - Barangay Hall/Balanga City Hall - Client - Concerned Barangay - City Planning and Development Office - City Planning and Development Office - City Engineering Office - Engr. William Orozco, Christian De Dios, Constanca Angelica Reyes, Benjamin Andres, Dennis Dela Cruz



6. Result of Water Analysis (Not more than 3 months old)- – (1) Present Original copy of documents	- Provincial Health Office
7. Pest Control Contract of Service- – (1) Present Original copy of documents	- Accredited Pest Controller
8. Photocopy of Health Cards of Employees (Food Establishment)- (1) Present Photocopy of Health card for each employee	- Client

HOW TO AVAIL OF THE SERVICE: HEALTH CARD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client asks for Health Card Application form from Sanitary Inspector on duty. Fill out the application form and submit to Sanitary Inspector on duty at the City Health Office	1. Provide the health card application form	None	20 minutes	<i>William Orozco Sanitary Engineer</i> <i>Christian De Dios Constancia Sanitary Inspector</i> <i>Angelica Reyes Sanitary Inspector</i>
2. Submit the fill-out application together with required documents	2. Receive and review the application form and requirements	None	2 minutes	<i>Benjamin Andres Sanitary Inspector</i>
	2.1 Record the applicant's data	None	1 minute	<i>Dennis Dela Cruz Sanitary Inspector</i>
	2.2 Encode the applicant's data on the system.	None	4 minutes	
	2.3 Review, approve and sign the Health certificate	None	2 minutes	<i>Mariano Antonio T. Banzon City Government Department Head</i>
3. Receive the Health Certificate	3. Issue the Health Certificate	None	1 minute	<i>William Orozco Sanitary Engineer</i> <i>Christian De Dios Constancia Sanitary Inspector</i> <i>Angelica Reyes</i>



				Sanitary Inspector Benjamin Andres Sanitary Inspector Dennis Dela Cruz Sanitary Inspector
	TOTAL:	NONE	30 MINUTES	

HOW TO AVAIL OF THE SERVICE: SANITARY PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the City Health Office	1. Receive and review the documents submitted 1.1 Schedule the ocular inspection of the establishment and advise the client to pay at Treasury Office	None	2 minutes	William Orozco Sanitary Engineer Christian De Dios Constanca Sanitary Inspector
2. Present the site inspection fee receipt.	2. Conduct ocular inspection of the establishment/ piggery/poultry	Site Inspection Fee Piggery/ Poultry - P500	40 minutes	Angelica Reyes Sanitary Inspector Benjamin Andres Sanitary Inspector
	2.1 For food establishment: Collect water sampling and submit sample to PHO.	None		Dennis Dela Cruz Sanitary Inspector
	2.2 Encode the establishment information on the system	None	5 minutes	
	2.3 Review, approve and sign the Sanitary Permit	None	2 minutes	Mariano Antonio T. Banzon City Government Department Head
3. Receive the Sanitary Permit	3. Issue the Sanitary Permit	None	1 minute	William Orozco Sanitary Engineer



				<p><i>Christian De Dios Constancia</i> Sanitary Inspector</p> <p><i>Angelica Reyes</i> Sanitary Inspector</p> <p><i>Benjamin Andres</i> Sanitary Inspector</p> <p><i>Dennis Dela Cruz</i> Sanitary Inspector</p>
	TOTAL:	Site Inspection Fee Piggery/ Poultry - P500 Food Establishment - None	50 MINUTES	

HOW TO AVAIL OF THE SERVICE: WATER SOURCE TREATMENT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For (+) water supply sources – client request for treatment	1. Sanitary engineer will conduct treatment procedure	None	12 hours	<p><i>William Orozco</i> Sanitary Engineer</p> <p><i>Christian De Dios Constancia</i> Sanitary Inspector</p> <p><i>Angelica Reyes</i> Sanitary Inspector</p> <p><i>Benjamin Andres</i> Sanitary Inspector</p> <p><i>Dennis Dela Cruz</i> Sanitary Inspector</p>
	TOTAL:	NONE	12 HOURS	



HOW TO AVAIL OF THE SERVICE: WATER POTABILITY PERMIT

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for water analysis at City Health Office	1. Advise the client to get sterile bottle from PHO,	Bacteriological water analysis P600	1 minute	<i>William Orozco</i> Sanitary Engineer
	1.1 Upon obtaining the sterile bottle, the Staff on Duty will conduct the water sampling	Physical chemical test P 3,000	5 minutes	<i>Christian De Dios Constancia</i> Sanitary Inspector <i>Angelica Reyes</i> Sanitary Inspector
2. Submit the water sample to representative of DOH accredited water testing laboratory with the following payment			2 minutes	<i>Benjamin Andres</i> Sanitary Inspector <i>Dennis Dela Cruz</i> Sanitary Inspector
3. Receive the water potability certificate	3. Issue the certificate of water potability	100.00	2 minutes	
	TOTAL:	Bacteriological water analysis P600 Physical chemical test P 3,000 P 100.00 Water Potability Certificate	10 MINUTES	



2. SECURING A MEDICAL / DEATH / MEDICO LEGAL CERTIFICATE / EXHUMATION PERMIT

Government Agencies, establishments and companies usually require medical/health certificate from their workers; job applicants; school from their enrollees/students.

Medico legal case reporting also usually requires certificate from Barangay/PNP/Court use. CSWD also requires medical certificate from indigent client for financial assistance. Death Certificate for registration of vital events as per requirement by LCR. Health/Medical/Death/Medico legal Certificate and Exhumation Permit are issued by the City Health Office.

Office or Division	City Health Office/ Rural Health Unit	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> • Medico-legal Case • Employees • Job Applicants • Students • Indigents 	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<ul style="list-style-type: none"> - For Medical Certificate for students (TESDA, absence from school, special events e.g. Sports/writing competition) and workers (absence from work) <ol style="list-style-type: none"> 1. Personal appearance of client - For employment (Job applicants / renewal) purpose <ol style="list-style-type: none"> 1. Results of Blood Test (CBC) – (1) Present Original copy of documents 2. Results of Chest X-ray – (1) Present Original copy of documents 3. Results of Urinalysis – (1) Present Original copy of documents 4. Personal Appearance of clients and others - For Medico Legal Certificate <ol style="list-style-type: none"> 1. Personal Appearance of Client - For Death Certificate <ol style="list-style-type: none"> 1. Certificate should be certified by Embalmer – (1) Present Original copy of document 	<ul style="list-style-type: none"> - Front Desk table 5 - Table 6 (Doctor's Office –CHO Main) Front Desk (RHU I, II, III, IV) - Client - Accredited DOH Laboratory - Front desk (Table 5 - CHO Main) - Table 6 (Doctor's Office –CHO Main) Front Desk (RHU I, II, III, IV) 	



2. Accomplished statement (salaysay) form (affidavit) - (1) Present Original copy of documents For Medical Certificate for Financial Assistance 5. Indigence Certificate from Barangay - (1) Present Original copy of documents 6. Personal Appearance of Client 7. If patient is treated by other physician/MD, secure working diagnosis and presumptions. Exhumation Permit 1. Death Certificate - (1) Present Original copy of documents		- Client - Barangay Concerned - Client - Patient History from other Physician - Table 6(Doctor's Office-CHO Main)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Medical/ Death/ Medico legal certificate/ Exhumation Permit at the City Health Office	1. Instruct the patient /client to present the requirements and check for its completion.	None	5 minutes	<i>William Orozco</i> <i>Sanitary Engineer</i> <i>Christian De Dios</i> <i>Constancia</i> <i>Sanitary Inspector</i>
	1.1 Register the client's data on certificate log sheet and refer to the physician on duty.	None	5 minutes	<i>Angelica Reyes</i> <i>Sanitary Inspector</i> <i>Benjamin Andres</i> <i>Sanitary Inspector</i> <i>Dennis Dela Cruz</i> <i>Sanitary Inspector</i> RURAL HEALTH MIDWIFE
2. Present the referral to physician on duty	2. Interview, assess and examine the client / patient.	None	5 minutes	<i>Anthony Constance</i> <i>M. Angeles</i> <i>Rural Health</i> <i>Physician</i>
	2.1 Accomplish the certificate form:	None	3 minutes	<i>Mariano Antonio</i> <i>T. Banzon</i>



				City Government Department Head
	<u>Death</u> Home Death Interview and assess the Statement Form	None	10 minutes	<i>Bhen Anthony P. Bautista Rural Health Physician</i>
	Accomplish the Death Certificate	None	3 minutes	<i>Cesar C. Chua Rural Health Physician</i>
	Hospital Death Review the certificate from the Hospital	None	5 minutes	<i>Jose Christopher D. Custodio Rural Health Physician</i>
	Accomplish the Death Certificate	None	3 minutes	<i>Michael Ernest Z. Dela Rosa Rural Health Physician</i>
	<u>Medico-legal</u> Conduct medical/ physical examination:	None	30 minutes	<i>Harold Vincent D. Go Rural Health Physician</i>
	Ambulatory	None	3 hours	<i>Harold Vincent D. Go Rural Health Physician</i>
	Post Mortem	None	3 hours	<i>Friziel T. Manliclic Rural Health Physician</i>
	Exhumation Review the death certificate	None	2 minutes	<i>Friziel T. Manliclic Rural Health Physician</i>
	Accomplish the permit	None	3 minutes	<i>Kendrick Aldrich James W. Maturino Rural Health Physician</i>
				<i>Karen M. Reyes Rural Health Physician</i>
				<i>Jose Ezra D. Rostrata Rural Health Physician</i>



				<p><i>Benedict Ian B. Trinidad</i> Rural Health Physician</p> <p><i>Kathleen Anne L. Verdadero</i> Rural Health Physician</p> <p><i>William Orozco</i> Sanitary Engineer</p> <p><i>Christian De Dios Constancia</i> Sanitary Inspector</p> <p><i>Angelica Reyes</i> Sanitary Inspector</p> <p><i>Benjamin Andres</i> Sanitary Inspector</p> <p><i>Dennis Dela Cruz</i> Sanitary Inspector</p>
3. Receive certificate and signed the log sheet.	3. Staff on duty issues the certificate to the client	<p>Medical/ Medico legal Certificate – P100.00</p> <p>Exhumation Permit – P200.00</p> <p>Death Certificate - None</p>	2 minutes	<p><i>RHM</i> Administrative Secretary City Health Office</p>
	TOTAL:	Medical/ Medico legal Certificate P100.00	6 HOURS & 14 MINUTES	



		Exhumation Permit P200.00		
		Death Certificate None		

3. AVAILING DENTAL SERVICES

These services are offered to pre-scholars, school age children, pregnant mothers and other adults to prevent and treat dental diseases.

Tooth extraction and dental consultation is available from Monday to Friday. Clients may avail of the services at Rural Health Units I, II, III & IV.

Office or Division	City Health Office -Dental Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • Pre - scholars • School Children • Pregnant • Adults of Other ages 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Stations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for dental services at the Barangay Health Station	1. Conduct interview, take the clients data and vital signs.	None	10 minutes	<i>BHW & Rural health midwife</i>
	1.1. Make proper referral	None	5 minutes	
2. Present the referral form to RHU	2. Review the referral, assign number and fill-out the ITR	None	10 minutes	<i>BHW & Rural health midwife</i>
3. Proceed to dental room for dental treatment	3. Fill-out the client oral health status in the ITR	None	5 minutes	<i>Roy Allan S. Escudero Dentist</i>



	<p>3.1. Take the client's dental history.</p> <p>3.2. Provide dental service</p> <p><i>Tooth Extraction</i></p> <ul style="list-style-type: none"> - Post dental instruction - Prescribe medicines 	<p>None</p> <p>P150.00/ tooth</p> <p>Free for senior citizens 4Ps & PWDs P 120.00</p> <p>None</p>	<p>3 minutes</p> <p>30 minutes</p> <p>10 minutes</p>	<p><i>Erin Rejoice V. Lacsamana Dentist</i></p> <p><i>Kriselda P. Luneta Dentist</i></p> <p><i>Ronaldo G. Sioson Dentist</i></p> <p><i>Allan V. Valdecañas Dentist</i></p> <p><i>Marichu Z. Alarcon Dental Aide</i></p> <p><i>John Mark D. Bacani Dental Aide</i></p> <p><i>Catherine F. Dizon Dental Aide</i></p> <p><i>Jan Audrick M. Mojica Dental Aide</i></p> <p><i>June A. Sangcal Dental Aide</i></p>
	<p><i>Prescribe medicine to clients with dental infection</i></p> <p>1. Advise patient for re appointment for tooth extraction</p> <p><i>Oral Prophylaxis</i></p>	<p>Light calcular deposit – Regular Rate P300.00</p> <p>Senior Citizen/ PWD/4Ps P240.00</p>	<p>40 minutes</p>	<p><i>Roy Allan S. Escudero Dentist</i></p> <p><i>Erin Rejoice V. Lacsamana Dentist</i></p>



		Heavy calcular deposit- Regular Rate P350.00	40 minutes	<i>Kriselda P. Luneta Dentist</i>
		Senior Citizen/ PWD/4Ps P 280.00	30 minutes	<i>Ronaldo G. Sioson Dentist</i>
		Regular rate P300.00 Senior Citizen/ PWD/4Ps P240.00		<i>Allan V. Valdecañas Dentist</i>
	<i>Restoration of carious teeth</i>	None	30 minutes	<i>Marichu Z. Alarcon Dental Aide</i>
	Other Activities (as scheduled) Discuss proper oral health care to pregnant mother/Day care students/Senior citizen			<i>John Mark D. Bacani Dental Aide</i>
	Perform oral examination, Atraumatic Restorative treatment, provide stannous fluoride Application and tooth scaling to children.	None	30 Minutes	<i>Catherine F. Dizon Dental Aide</i>
				<i>Jan Audrick M. Mojica Dental Aide</i>
				<i>June A. Sangcal Dental Aide</i>
4.Client inquires for dental services	4. Staff on duty conducts interview, takes client data and vital signs.	None	10 minutes	<i>Barangay Health Workers</i>
	4.1. Staff on duty make proper referral	None	5 minutes	<i>RHM</i>
	TOTAL:	P150.00/tooth Free for senior citizens	3 HOURS AND 33 MINUTES	



		<p>4Ps & PWDs P 120.00</p> <p>Light calcular deposit – Regular Rate P300.00</p> <p>Senior Citizen/ PWD/4Ps P240.00</p> <p>Heavy calcular deposit- Regular Rate P350.00</p> <p>Senior Citizen/ PWD/4Ps P 280.00</p> <p>Regular rate P300.00 Senior Citizen/ PWD/4Ps P240.00</p>		
--	--	--	--	--



4. AVAILING OF RABIES VACCINE SERVICES

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Stations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR NEW PATIENTS/ BOOSTER	FOR NEW PATIENTS/ BOOSTER			
1. Inquire for vaccination services at the Barangay Health stations	1. Conduct interview on the patient, obtain referral form, encode to the system.	None	30 minutes	<i>Rural Health Midwife and Barangay Health Worker</i>
2. Proceed to treatment room	2. Re-assessment, Doctor's consultation and health education	None	60 minutes	<i>(Animal Bite Nurse and Doctor) Karen Reyes and Bhen Anthony Bautista</i>
FOR FOLLOW UP VACCINATION				
1. Present the anti-rabies vaccine booklet that was given on the first visit	1. Review the anti-rabies booklet and fills out the necessary information and encodes to the system.	None	10 minutes	<i>Animal Bite nurse</i>
	TOTAL:	NONE	1 HOUR AND 40 MINUTES	



5. AVAILING OF MATERNAL SERVICES

This is available at each respective Rural Health Unit / Barangay Health Station which provides comprehensive maternal care for pregnant women.

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Pregnant Mothers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Stations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For New Clients: Inquire about her condition at the City Rural Health Office	1. Assess and register the client and fill out the Home-Based Maternal Record (HBMR) and Individual Treatment Record (ITR)	None	30 minutes	<i>Rural Health Midwife and Barangay Health Worker</i>
For Revisiting Clients: Present the HBMR	1. 1 Assess and conduct the necessary diagnostic procedure/s	None	20 minutes	<i>Rural Health Midwife and Barangay Health Worker</i>
2. Proceed to Pre-natal Room	2. Assess client thru palpation and abdominal auscultation	None	10 minutes	<i>Rural Health Midwife</i>
	2.1. Give health education, provide supplemental nutrients and Tetanus Toxoid vaccine	None	15 minutes	<i>Rural Health Midwife</i>
	2.2. Give instruction/ schedule when the client follows up visit for checkup.	None	1 minute	<i>Rural Health Midwife</i>
	2.3 Encode the data and examination/ procedures done to the client in the system.	None	10 minutes	<i>Rural Health Midwife</i>
	TOTAL:	NONE	1 HOUR AND 26 MINUTES	



6. AVAILING OF NORMAL SPONTANEOUS DELIVERY AND NEWBORN CARE SERVICES

This service is given for those pregnant mothers with regular prenatal check-up without any of the risk factor.

The Rural Health Unit Station aims to provide quality Health Care Service to newborn babies.

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • Pregnant Mothers • Lactating Mothers • Newborn 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Stations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the staff on duty on the progress of her labor pains at the City Rural Health Office	1. Assess the stage of labor, check fetal heart beat and any signs of abnormalities.	None	30 minutes	<i>Rural Health Midwife & BEMONC Staff</i>
2. Wait for the delivery of the baby	2. Prepare the birthing facility	None	5 minutes	<i>Rural Health Midwife & BEMOC Staff</i>
3. Safe delivery of the baby	3. Perform spontaneous delivery of the baby, establish the condition and cord care cutting.	None	20 minutes	<i>Rural Health Midwife & BEMONC Staff</i>
	3.1. Perform spontaneous delivery of the placenta.	None	30 minutes	<i>Rural Health Midwife & BEMONC Staff</i>
	3.2. Give post-natal care, keep clean and give comfort	None	6 hours	<i>Rural Health Midwife & BEMONC Staff</i>
	TOTAL:	NONE	7 HOURS AND 25 MINUTES	



7. AVAILING OF POST PARTUM CARE SERVICES

The City health Office provides a comprehensive post-partum care to Post-Partum / Lactating mother. This service is available at each respective areas of assign Barangay Health Midwife.

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> Postpartum Mothers / Lactating Mothers 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Stations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the schedule of home visit at the City Rural Health Office	Nursing Care 1. Staff on duty makes home visit: post-partum mother's home, take vital signs within 24 hours, within a week after birth.	None	20 minutes	<i>Rural Health Midwife and Barangay Health Worker</i>
	1.1. Instruct and give the schedule of clinic visits between 4-6 weeks to post-partum mother	None	2 minutes	<i>Rural Health Midwife</i>
	1.2 Give information or emphasize the importance of early breastfeeding.	None	5 minutes	<i>Rural Health Midwife</i>
	1.3 Provide vitamin supplementations such as Vitamin A and Iron preparation	None	1 minute	<i>Rural Health Midwife</i>
	1.4 Instruct and give the schedule of clinic visits between 4-6 weeks to post-partum mother	None	1 minute	<i>Rural Health Midwife</i>
	TOTAL:	NONE	29 MINUTES	



8. TUBERCULOSIS PROGRAM

National Tuberculosis Program is implemented in all DOTS facility. The objectives is to improve access to and quality of services, enhancement of patient's health seeking behavior, sustainability of support for TB control activities, and strengthening management of TB control services at all levels.

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any person of all ages with any of the following symptoms: <ul style="list-style-type: none"> • 2 weeks duration of cough • 2 weeks of unexplained fever • 2 weeks of night sweats • Unexplained Weight loss 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Stations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek medical intervention for pulmonary disease at the City Rural Health Office	1. Asses the client by history taking and assessment of clinical signs and symptoms of Pulmonary TB	None	10 minutes	<i>Rural Health Nurse</i> <i>Glenda Joy A. Dimacuha</i> <i>Public Health Nurse</i>
	1.1 Collect 1 sputum specimen for GeneXpert and submit to Microscopy Center	None	3 minutes	<i>Doris Erika N. Dimaculangan</i> <i>Public Health Nurse</i> <i>Thea S. Panerio</i> <i>Public Health Nurse</i> <i>Christian Oliver L. Pecson</i> <i>Public Health Nurse</i> <i>Ana Margarita O. Samson</i>



				<i>Public Health Nurse</i> <i>Melanie H. Alonzo</i> <i>Med Tech</i> <i>Desiree D. Gonzales</i> <i>Med Tech</i> <i>Millete R. Medina</i> <i>Med Tech</i> <i>Niña Vianie E. Sanchez</i> <i>Med Tech</i> <i>Alicia L. Tiangco</i> <i>Med Tech</i>
2. Client presents the NTP Laboratory result form to PHN for Treatment Procedure	2. Clinical diagnosis (DOTS Facility) 2.1. Staff on duty verifies information gathered on case finding (symptoms, result of further examination, source of infection) 2.2. Staff on duty verifies GeneXpert results. Review previous history of treatment with anti-TB drugs and treatment outcome 2.3. Refer client for TBDC for negative smear, for chest x-ray positive.	None	15 minutes	<i>Glenda Joy A. Dimacuha</i> <i>Public Health Nurse</i> <i>Doris Erika N. Dimaculangan</i> <i>Public Health Nurse</i> <i>Thea S. Panerio</i> <i>Public Health Nurse</i> <i>Christian Oliver L. Pecson</i> <i>Public Health Nurse</i> <i>Ana Margarita O. Samson</i> <i>Public Health Nurse</i>
3. DOTS Procedure	3. Initiation of treatment:	None	3 minutes	<i>Anthony</i> <i>Constance M. Angeles</i>



	<p>3.1. Staff on duty prescribes client with appropriate category treatment regimen for TB patient. (according to patient classification and type)</p> <p>3.2. Staff on duty do the following registration:</p> <ul style="list-style-type: none"> - Fill-out NTP treatment Card - Fill-out two NTP ID Cards - Register in the TB register Health Education with complete emphasis on key messages such as <p>TB infectious</p> <ul style="list-style-type: none"> - Importance of regular drug intake - Side Effects - Importance of DSSM examination - Family /Treatment partner support <p>Intake at first dose</p> <ul style="list-style-type: none"> - Record date when treatment started - Record due date for DSSM follow-up in Treatment cards and ID cards <p>3.3. Staff on duty performs DOTS</p> <ul style="list-style-type: none"> - Assign a treatment partner - Conduct weekly consultation meeting 	<p>None</p> <p>None</p>	<p>45 minutes</p> <p>10 minutes</p>	<p><i>Rural Health Physician</i></p> <p><i>Bhen Anthony P. Bautista</i> <i>Rural Health Physician</i></p> <p><i>Cesar C. Chua</i> <i>Rural Health Physician</i></p> <p><i>Jose Christopher D. Custodio</i> <i>Rural Health Physician</i></p> <p><i>Friziel T. Manliclic</i> <i>Rural Health Physician</i></p> <p><i>Karen M. Reyes</i> <i>Rural Health Physician</i></p> <p><i>Kathleen Anne L. Verdadero</i> <i>Rural Health Physician</i></p> <p><i>Glenda Joy A. Dimacuha</i> <i>Public Health Nurse</i></p> <p><i>Doris Erika N. Dimaculangan</i> <i>Public Health Nurse</i></p> <p><i>Thea S. Panerio</i> <i>Public Health Nurse</i></p>
--	--	-------------------------	-------------------------------------	---



	- Instruct where to report for daily intake. - Endorse the whole course of treatment to RHM with proper instructions.			<i>Christian Oliver L. Pecson Public Health Nurse</i> <i>Ana Margarita O. Samson Public Health Nurse</i> <i>Rural Health Midwife</i>
	TOTAL:	NONE	1 HOUR AND 16 MINUTES	

9. FAMILY PLANNING SERVICES

The City Health Office ensures that there is universal access to family planning. Targets are women of reproductive age who wants to practice ideal birth spacing. The program covers the following services:

- Family Planning Counseling
- Assessment of eligible client (treatment taking. Breast exam, Pelvic exam)
- Provision of Family Planning Services (Natural and Artificial)
- Management of common gynecological conditions.

Commodities include:

- DMPA, pills, IUD – purchased by clients with prescription
- Natural Family Planning logistics – SDM (beads)

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Couples of Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Couples of reproductive ages	1. Get the FP form 1 For new acceptors:	None	35 minutes	<i>Rural Health Midwife</i>



expressed their family planning intention at the City Rural Health Office	1.1 Conduct the GATHER Counseling approach	None	5 minutes	<i>Rural Health Midwife</i>
	1.2 Fill-out the TCL and FP1 form	None	20 minutes	<i>Rural Health Midwife</i>
	1.3 Conduct breast & pelvic exam	None	10 minutes	<i>Rural Health Midwife</i>
2. Choose their preferred method	2. Administer the chosen method: a. DMPA b. PILLS c. CONDOM d. LAM e. SDM f. IUD	None	5 minutes 2 minutes 10 minutes 5 minutes 30 minutes	<i>Rural Health Midwife</i>
	2.1 Set the appointment dates.	None	2 minutes	<i>Rural Health Midwife</i>
3. Present their appointment card	For current acceptor	None	5 minutes	<i>Rural Health Midwife</i>
	3.1 Ask for the appointment card and checks and fills up TCL and FP1 form			
	3.2 Conduct GATHER Counseling approach for re supply	None	20 minutes	<i>Rural Health Midwife</i>
	3.3 Administer the chosen method: a. DMPA b. PILLS c. CONDOM d. LAM e. SDM f. IUD	None	10 minutes 5 minutes 2 minutes 10 minutes 5 minutes 30 minutes	<i>Rural Health Midwife</i>
	3.4 Staff on duty sets the appointment dates	None	2 minutes	<i>Rural Health Midwife</i>
	TOTAL:	NONE	3 HOURS AND 55 MINUTES	



10. CONTROL OF DIABETES MELLITUS

Healthy Lifestyle program of the City Health Office focus on the prevention of risk factor that give rise to the incidence of chronic non-communicable disease that affect all the members of the family and the promotion of healthy lifestyle.

It aims to reduce the prevalence of lifestyle diseases particularly in DM. The program covers the following services ages 45 years old and above, and sometimes young adults.

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All ages			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral coming from BHS		- Barangay Health Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires to the respective RHM /BHW at the City Rural Health Office	1. The staff on duty takes the client: <ul style="list-style-type: none"> • Personal Data • Medical History • Vital Signs including height and weight Signs and Symptoms 	None	10 minutes	<i>Rural Health Midwife Barangay Health Worker</i>
	1.1. Staff on duty fills up the ITR and issues a referral to RHP	None	3 minutes	<i>Rural Health Midwife</i>
2. Client presents the referral form	2. Staff on duty assesses and evaluates the client and make laboratory request for Hemoglucotest	None	10 minutes	<i>Anthony Constance M. Angeles Rural Health Physician</i> <i>Bhen Anthony P. Bautista Rural Health Physician</i> <i>Cesar C. Chua Rural Health Physician</i>



				<p><i>Jose Christopher D. Custodio Rural Health Physician</i></p> <p><i>Friziel T. Manliclic Rural Health Physician</i></p> <p><i>Karen M. Reyes Rural Health Physician</i></p> <p><i>Kathleen Anne L. Verdadero</i></p>
3. Client presents the request to the laboratory	3. Staff on duty reviews the request/patient data, performs and release the Hemoglucotest result	P85.00 Senior Citizen/ PWD/ 4Ps 20% Discount	15 minutes	<p><i>Melanie H. Alonzo Med Technologist</i></p> <p><i>Desiree D. Gonzales Med Technologist</i></p> <p><i>Millete R. Medina Med Technologist</i></p> <p><i>Niña Vianie E. Sanchez Med Technologist</i></p> <p><i>Alicia L. Tiangco Med Technologist</i></p>
4. Client presents the FBS result	4. Staff on duty prescribes appropriate medicines, provides medical counseling and health education, and informs about the schedule for follow-up.	None	15 minutes	<p><i>Anthony Constance M. Angeles Rural Health Physician</i></p> <p><i>Bhen Anthony P. Bautista Rural Health Physician</i></p>
	If hospitalization is required, staff on duty fills up referral	None	3 minutes	<p><i>Cesar C. Chua Rural Health Physician</i></p>



	form to the hospital or choice			<i>Jose Christopher D. Custodio Rural Health Physician</i>
	4.1. Staff on duty refers client to assigned personnel for issuance of medicines	None	1 minutes	<i>Friziel T. Manliclic Rural Health Physician</i> <i>Karen M. Reyes Rural Health Physician</i> <i>Kathleen Anne L. Verdadero Rural Health Physician</i>
5. Client claims the medicines	5. Staff on duty dispense the appropriate medicines.	None	3 minutes	<i>Pharmacist City Health Office</i>
TOTAL:		P85.00	1 HOUR	



11. AVAILING OF LABORATORY SERVICES (CBC PLATELET, URINALYSIS, FECALYSIS, BLOOD TYPING, BLOOD SUGAR MONITORING, SPUTUM EXAMINATION, BLOOD CHEMISTRY AND NEW BORN SCREENING)

The City Health Office of Balanga provides laboratory examinations to aid in the diagnosis of diseases such as UTI, URI, and other communicable/non-communicable diseases.

Office or Division	City Health Office- RHU's			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All ages for diagnostic examination.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Laboratory Request form signed by authorized person		- RURAL HEALTH UNIT		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client presents the laboratory request form to the laboratory staff on duty and wait for further advice.	1. The laboratory staff on duty reviews the request and advise client for proper collection of specimens	None	2 minutes	<i>Rural Health Physicians</i> <i>Rural Health Midwives</i> <i>Barangay Health Workers</i>
2. The client collects and submit the specimen (urine/stool) to the laboratory.	2. The laboratory staff on duty receives and checks the specimen/sample condition Or Obtains blood sample following the Standard operational procedure.	None	2 - 5 minutes	<i>Melanie H. Alonzo Med Technologist</i> <i>Desiree D. Gonzales Med Technologist</i> <i>Millete R. Medina Med Technologist</i> <i>Niña Vianie E. Sanchez</i>



3. Pay (if necessary) and wait for the allowable time to claim the laboratory result	3. The laboratory staff on duty directs the client to cashier for payment and advise to come back for the release of results.	None	1 minute	<i>Med Technologist</i> <i>Alicia L. Tiangco</i> <i>Med Technologist</i>
	4. Processing of specimen The laboratory staff on duty performs laboratory examination following the Standard Operational Procedures: - CBC - Platelet - Hemoglobin - Hematocrit - Blood Typing - Blood Sugar - Urinalysis - Fecalalysis - Gram Staining - Newborn Screening (RHU3) RETEST IF NECESSARY	None	45 minutes 15 minutes 15 minutes 15 minutes 10 minutes 5 minutes 15minutes 15 minutes 2 hours 30 minutes	<i>Melanie H. Alonzo</i> <i>Med Technologist</i> <i>Desiree D. Gonzales</i> <i>Med Technologist</i> <i>Millete R. Medina</i> <i>Med Technologist</i> <i>Niña Vianie E. Sanchez</i> <i>Med Technologist</i> <i>Alicia L. Tiangco</i> <i>Med Technologist</i>
	5. The laboratory staff on duty records client data/ results/findings/ comments on the assigned logbook and result forms	None	3 minutes	
	6. The laboratory Staff on duty	None	1 minute	



	release the laboratory result to the client or to requesting unit.			
	TOTAL:	Laboratory Fee CBC - P85.00 Platelet count - P100.00 Hemoglobin - P35.00 Hematocrit - P35.00 Blood Typing - P80.00 Blood Sugar - P20.00 Urinalysis - P50.00 Fecalysis - P50.00 Gram stain - P75.00 Newborn Screening - FREE Senior Citizen/ PWD/ 4Ps 20% Discount	11 MINUTES AND LABORATORY REQUEST PROCEDURE	



City Human Resources Management Office

External Services



1. RECRUITMENT, SELECTION AND PLACEMENT PROCESS

A. JOB ORDER APPLICATION

Employment with the City Government of Balanga is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for. Vacancies are posted in the City PESO website and City Human Resource Management Office FB page for fifteen (15) calendar days.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Job Seekers, Unemployed Residents of Balanga City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Cover letter and Resume (1, Original) Transcript of Record (1, Photocopy) Diploma (1, Photocopy) Voters I.D/ Voters Certification (1, Photocopy) Certificate of Employment (from previous employment) (1, Photocopy) Driver's License (for driver applicant only) (1, Photocopy) Police Clearance (1, Original or Photocopy) Proof of Eligibility (if applicable) Medical Certificate 		<ul style="list-style-type: none"> Personal (from client) Respective School Respective School COMELEC From previous employer/Company Land Transportation Office Respective Police Station Professional Regulation Commission City Health Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms/ documents thru email: balangacityhrmo@gmail.com / Google form link: https://forms.gle/yKoekG1oKRzDSbwc6 City Human Resource Management Office and wait to be called in	1. Evaluate the qualifications and credentials of applicant 1.2 The applicant will advise on the result of the evaluation through text if failed to meet the qualification standards of the position	None	20 minutes	<i>Aina Zelle O. Gando</i> <i>Administrative Officer II (HRMO I)</i>



2. Come back on the scheduled date of assessment/ interview.	2. Schedule the examination/actual performance assessment (if applicable for the position applying for.)	None	2 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>	
	2.1 The city HRMO or concerned department will give examination relevant to the position. Only applicants who passed the examination will be called for initial interview.		Depends on the assessment		
	2.2 Schedule the initial interview.		2 minutes		
	2.3 The concerned City Department Head will conduct initial interview with the applicant. *The City Human Resource Management Officer will interview the applicant. *Only applicants who are able to meet the Minimum Qualification Standards of the position applied for will be called for final interview			Depends on the assessment	<i>Concerned Department Head from various offices</i>
	2.4 Schedule the final interview			2 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>
	2.5 City Human Resource Management Officer will interview the applicant			Depends on the Interview	<i>City Human Resource Management Officer</i>
	2.6 The successful or unsuccessful applicant is advised of the result of the interview.			5 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>



	2.7 Employment papers of successful applicant is prepared by the person-in-charge		10 minutes	
3. Submit the required documents at the city Human resource management Office	3. The new employee is given a list of other requirements that he/she will have to submit within the allowed period for processing of appointment	None	5 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>
	TOTAL:	NONE	46 MINUTES	

(Total response time may vary depends on the rundown of the interview of the Concerned Department Head and City Human Resource Management Officer)

2. RECRUITMENT, SELECTION AND PLACEMENT PROCESS

1. PERMANENT APPLICATION

Appointment in the City Government of Balanga shall be made only according to merit and fitness and is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

This shall be determined, as far as practicable, by competitive examination. The appointees shall be screened and evaluated by the Human Resource Merit Promotion and Selection Board (HRMPSB) or the Placement Committee in case of Reorganization.

The City Government of Balanga recognizes and conforms to the principle of promoting and selecting employees on the basis of their relative fitness and merit. The selection of employees shall be based on their relative qualifications and competence to perform the duties and responsibilities of the position. There shall be no discrimination in the selection of employees on account of gender identity, civil status, disability, religion, ethnicity, or political affiliation.

Vacancies are posted in 3 conspicuous places in the agency and at the Civil Service Commission Field Office bulletin and published in the CSC Bulletin of Vacant Positions for 15 calendar days.

Office or Division	City Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	<ul style="list-style-type: none"> • Organic Personnel • External Clients/Applicants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ol style="list-style-type: none"> 1. Application letter to the City Mayor/Vice Mayor;(1, Original) 2. Duly accomplished Personal Data Sheet (Form 212) ;(2, Original) 3. Certified True Copies of supporting documents such as diploma, transcript of records, eligibility/ies, trainings, etc. (2, Original) 4. Certificate of employment, service record, if any; (2, Photocopy) 5. Clearances from previous employer (2, Photocopy), NBI; (1, Original and 1, Photocopy) 6. Medical Certificate with Laboratory test (1, Original and 1, Photocopy) 	<ul style="list-style-type: none"> - Client - City Human Resource Management Office/Download on the CSC Website - School/Civil Service Commission/Training Facility - Former Employer - Former Employer/NBI - Rural Health Unit Physician and Laboratories
---	--

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or file application letter specifying the position desired and the requirements at the City Human Resource Management Office	1. Receive the application letter	None	5 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	Application verification and skills profiling applicants not meeting qualifications are informed by HR	None	1 hour	<i>Velmen T. Larozo City Government Asst. Department Head</i>
2. Receive notice advise if qualified to the applied position, schedule of Orientation on Selection Criteria, Schedule of Examination and Interview and undergo the screening process	2. Advise applicants through phone call or e-mail if qualified or not to the applied position	None	30 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	Conduct Background Investigation on submitted documents to check authenticity of submitted documents	None	2 days	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	Conduct pre-screening, and assessment of the qualification of applicants based on the standard QS of the Civil Service Commission and	None	30 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>



	prepare comparative assessment			
	Prepare shortlist of qualified applicants	None	10 minutes	<i>Aina Zelle O. Gando HRMPSB Secretariat</i>
	Prepare notice for qualifying examination and schedule	None	30 minutes	<i>Aina Zelle O. Gando HRMPSB Secretariat</i>
	Prepare examination questionnaires for general and skills assessment and behavioral exam	None	1 hour	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	Administer the qualifying examination for general and skills assessment and behavioral exam	None	1 hour and 30 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	Check examination papers and issue notice of examination result	None	1 hour	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	Prepare HRMPSB schedule and issue notice of screening.	None	30 minutes	<i>Aina Zelle O. Gando HRMPSB Secretariat</i>
	Prepare interview forms and comparative assessment of applicants for HRMPSB reference	None	1 hour	<i>Aina Zelle O. Gando HRMPSB Secretariat</i>
	Conduct HRMPSB Interview	None	30 minutes	<i>HRMPSB</i>
	Prepare the result of the deliberation and minutes of meeting.	None	1 day	<i>Aina Zelle O. Gando HRMPSB Secretariat</i>
	Conduct Final Deliberation of the HRMPSB screening result	None	4 hours	<i>HRMPSB</i>
	Prepare ranking of top 5 applicants for	None	30 minutes	<i>Aina Zelle O. Gando</i>



	presentation to the appointing authority			<i>HRMPSB Secretariat</i>
3. Receive Notice of HRMPSB Result	3. Prepare notice of HRMPSB Result if Passed or Failed	None	10 minutes	<i>Aina Zelle O. Gando HRMPSB Secretariat</i>

IF APPLICANT IS APPOINTED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit additional requirements	1. Receive and review documents submitted.	None	10 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	1.1 Prepare and process appointment papers	None	2 hours	<i>Velmen T. Larozo City Government Asst. Department Head</i>
2. Sign and acknowledge appointment papers	2. Furnish copy of appointment to appointee	None	30 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	2.1 Submit copy appointment to the Civil Service Commission Field Office	None	30 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
	2.2 Processing of Appointments	None	Depends on the CSC Charter	<i>Civil Service Commission</i>
	2.3 Prepare and post notice of appointment	None	30 minutes	<i>Velmen T. Larozo City Government Asst. Department Head</i>
3. Attend orientation/onboarding program and Register at the RFID	3. Conduct orientation/onboarding program and assist the appointee in	None	4 hours and 30 minutes	<i>Cristina H. Apostol City Government Department Head</i>



	registering at the RFID			
	TOTAL:	NONE	5 DAYS, 5 HOURS AND 5 MINUTES	

Processing time is for one client being serve at one time. It may exceed depending on the schedule and availability of the HRMPSB



City Human Resources Management Office

Internal Services



1. ADVERTISED NEW REQUESTED POSITIONS (JOB ORDER)

All City Department may request the CHRMO to advertise their requested positions (Job Order) to inform Job Seekers on their vacancy. A notice of vacancy is an announcement regarding a vacant position which includes qualification standards and requirements. Vacancies are posted in three (3) conspicuous places for fifteen (15) calendar days.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All City Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Form A (Request to Hire Job Order) (1, Original) 2. Request letter / Notice of vacancy which includes the following details; (Position Title, Number of positions to be filled and Job Description) (1, Original)		- Respective Department Head		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required forms/ documents and the requirements at the City Human Resource Management Office and wait for further instruction.	1. Receive and rubber stamp the request to hire (FORM A)	None	2 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>
	1.1 Log the transaction to the Record Book	None	1 minute	
	1.2 Forward the FORM A to the City Budget Office for certification of availability of funds	None	3 minutes	
	1.3 Forward the FORM A to the City Mayor's office for approval of the LCE.	None	3 minutes	
	1.4 If approved, prepare Notice of Vacancy which includes the following details: - Position Title - Number of Positions to be filled	None	10 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>



	<ul style="list-style-type: none"> - Qualification standards: Education; Training and Experience; and Eligibility - Deadline of submission of application and where to submit the necessary requirements 			
	1.5 Email the publication and post to websites the notice of vacancy for the information and guidance of all interested applicants.	None	10 minutes	<i>Aina Zelle O. Gando Administrative Officer II (HRMO I)</i>
	TOTAL:	NONE	29 MINUTES	

2. JOB ORDER PAYROLL

Payroll is the process by which employers pay an employee for the work they have completed. An effective and efficient payroll process will ensure that employees are paid accurately and consistently, keeping them satisfied with this aspect of employment.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Job Order Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (2, Original) 2. Accomplishment Report (2, Original)		- Respective Department - Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the distribution of the DTR at their respective offices at the City Human Resource Management Office	1. Prepare of Daily Time Record Print, cut and segregate the Daily Time Record and distribute to the	None	3 hours	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>



	various department			
2. Submit the Daily Time Record and Accomplishment Report of Job Order Employees	2. Check the acquired tardiness, under time and absences based on the submitted daily time record and encode the total number of days of job order employee to the payroll system	None	1 working day	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	2.1 Segregate and alphabetically arrange the Daily Time Record and accomplishment report of Job Order per payroll per sheet number	None	1 hour	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	2.2 Print the Job Order payroll	None	1 hour	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	2.3 Prepare Voucher	None	2 minutes	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	2.4 Process the ePayroll System	None	5 minutes	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	2.5 Sign the voucher and process payroll	None	2 hours	<i>City Mayor</i>



	2.6 Check the job order payroll at the Budget Office and Accounting Office Process voucher at Budget and Accounting Office	None	1 working day	Accounting Staff City Budget and City Accountant
3. Wait for the payroll process that will be credited to their respective ATM	3. Upload the salary of job Order by the City Accounting Office via Online Landbank WeAccess	None	10 minutes	Accounting Staff
	TOTAL:	NONE	2 DAYS, 7 HOURS AND 17 MINUTES	

3. LSB NON-TEACHING PAYROLL

Payroll is the process by which employers pay an employee for the work they have completed. An effective and efficient payroll process will ensure that employees are paid accurately and consistently, keeping them satisfied with this aspect of employment.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Local School Board Non-Teaching Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (2, Original) 2. Accomplishment Report (2, Original)		- Respective Schools - Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Daily Time Record and Accomplishment Report of LSB Non-Teaching at the City Human Resource	1. Check the acquired tardiness, under time and absences based on the submitted Daily Time Record and encode the total number of days of job	None	5 hours	Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)



Management Office	order employee to the payroll system			
	1.1 Segregate and alphabetically arrange the Daily Time Record and accomplishment report of LSB Non-Teaching per payroll sheet number	None	30 minutes	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	1.2 Print the Job Order payroll and LSB Non-Teaching Payroll	None	1 hour	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	1.3 Prepare Voucher	None	5 minutes	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
2. Wait for the payroll process that will be credited to their respective ATM				
	TOTAL	NONE	6 HOURS AND 35 MINUTES	

Note: Payroll and voucher shall be processed by the Division Office



4. LEAVE ADMINISTRATION

The City Human Resource Management Office is also responsible in the administration of leave of City officials and employees. Employees accrue leave credits each month and such credits may be used by the employee when the need to temporarily leave work arises, either due to illnesses or personal circumstances.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Online Application for leave (CSC Form No. 01) – (3, Original) 2. Medical Certificate for sick leave (exceeding 5 days) (1, Original)		- Respective Department /City Human Resource Management Office - Physician		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to your respective department and inform the assigned focal person on HRIS for the application of leave. The copy of approved leave application will be available once approve by the LCE and shall be printed by the focal person.	1. Receive Online Leave Application	None	1 minute	<i>Rhea E. Banzon Admin Assistant II (Audio-Visual Aids Technician II)</i>
	1.1 Check the filing date of the leave application of the officials and employee	None	1 minute	<i>City Human Resource Management Office</i>
	1.2 Approve/ Disapprove leave application	None	1 minute	<i>Concerned Department Heads; City Administrator for rank-and-file employees; City Mayor for Department Heads under Executive and City Vice-Mayor for</i>
	TOTAL:	NONE	3 MINUTES	

Note: The processing may exceed or be shortened depending on the approval of the Department Head and the City Mayor.



5. TRAINING AND DEVELOPMENT (POWERLUNCH)

The City Human Resource Management Office conducts training and development programs to the city employees for their career growth and enhancement that will be able to help improve their services to the public as well as to boost the employees' morale.

Office or Division	City Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training Nomination Form (1, Original) 2. Post Evaluation Form (1, Original)		- City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit training nomination form to the City HRMO	1. Review the completeness of the documents	None	5 minutes	<i>Gladys R. Guinto HRM Officer I</i>
	1.1 Email the participants informing about the details of the seminar	None	10 minutes	<i>City Human Resource Management Office</i>
	1.2 Prepare the materials and certificates of attendance of the participants	None	1 day	
2. Attend and participate in the training/seminar	2. Facilitate the training/seminar <ul style="list-style-type: none"> • Check the venue, sound system, projectors, and the needed materials for the training • Gather attendance of participants • Assist the facilitators/speakers in the distribution of training kits and handouts during the training proper 	None	8 hours	<i>Gladys R. Guinto (HRM Officer I / Training Facilitator)</i>



	<ul style="list-style-type: none"> Ensure that all participants are provided with the needed materials 			
3. Fill out and submit post evaluation forms that will be distributed by the City HRM Staff	3. Distribute and collect post evaluation forms/via email	None	20 minutes	Gladys R. Guinto HRM Officer I City Human Resource Management Office
	3.1 Issue certificate of attendance to the participant after the training/seminar	None	10 minutes	
	3.2 Prepare post training documents and reports	None	1 day	
	TOTAL:	NONE	2 DAYS, 8 HOURS AND 45 MINUTES	

6. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD, LEAVE CREDITS, AUTHORITY TO TRAVEL AND OTHER CERTIFICATIONS

The office is responsible in the issuance of certificates needed by officials, employees and former employees relative to their services as an employee with the City Government of Balanga.

These documents are usually required for loans, credit E-Card application, employment, travel Visa, retirement, terminal leave and other purposes.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Current and Past City Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. For Current Employee - None 2. For Former Employee –Present valid ID 3. For Authority to Travel – <ul style="list-style-type: none"> ➤ Approved AFAT (3, Original) ➤ Communication letter or Invitation (1, Photocopy) 			- Client - Client - Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Register in the logbook, indicates the type of document being requested and its purpose at the City Human Resource Management Office	1. Interview the client regarding their request.	None	2 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
For Authority to Travel Prepare and submit approved AFAT form with attached communication letter/ invitation to the City Administrator's Office for control.	For Authority to Travel 1.1 Review the completeness of the documents.	None	2 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
	1.2 Forward Approved and Controlled AFAT to the City HRMO for the approval on the preparation of travel Order.	None	2 minutes	
	1.3 Approval of the City HRMO	None	15 minutes	<i>Cristina H. Apostol City Government Department Head</i>
	1.4 Encode the data to the HRIS	None	10 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
2. Wait for the issuance of the request	2. Issue the signed document to the client / Print the prepared Travel Order.	None	2 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
	TOTAL:	NONE	Certifications -12 MINUTES Travel Order - 33 MINUTES	

Note: The processing may exceed or be shortened depending on the availability of the signatory.



7. COMMUTATION OF TERMINAL LEAVE

Commutation of leave credits, more commonly known as terminal leave refers to the cash value of an employee’s total accumulated leave credits based on the highest salary rate received. It refers to the commutation of the leave credits intended for old age or separation from the service. It is given to government employees once they leave the government due to either resignation, retirement, or death.

Office or Division	City Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government	
Who may avail:	City Employees (Casual, Permanent, Co-terminous and Elected)	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> Letter for Resignation and Early Retirement (1, Original) Clearance from money, property, and legal accountability (3, Original and 1, Photocopy) CSC Form 6- Approved leave application (3, Original) Complete service record (1, Original) Latest Appointment (1, Photocopy) GSIS Clearance (1, Photocopy) Bank Clearance (1, Original and 1, Photocopy) BALCEMCO Clearance (1, Original and 1, Photocopy) Ombudsman Clearance Statement of Assets, Liabilities and Net Worth (SALN) (3, Original) Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1, Original and 1, Photocopy) Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019) (1, Original and 1, Photocopy) 	<ul style="list-style-type: none"> Client City Human Resource Management Office Respective Department / City Human Resource Management Office City Human Resource Management Office Client Government Service Insurance System Development Bank of the Philippines and Land Bank of the Philippines BALCEMCO Ombudsman Client City Human Resource Management Office City Human Resource Management Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of resignation noted by the Department head and submit to the City Mayor Office	1. Receive and process the resignation letter of the City Employee. Prepare and give the required forms.	None	5 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
1.1 Secure, fill out and submit all forms and requirements at the Office of the HRMO	1.1 Receive and check the completeness of the requirements submitted	None	3 minutes	<i>City Human Resource Management Office</i>
	1.2 Process and prepare voucher and attach necessary documents	None	10 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
	1.3 Sign the Computation of terminal leave benefits.	None	15 minutes	<i>Cristina H. Apostol City Government Department Head</i>
	1.4 Forward the voucher to the City Mayor's Office for signature	None	2 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
	1.5 Mayor's approval/Signature	None	1 day	<i>Francis Anthony S. Garcia City Mayor</i>
	1.6 Receive the voucher and secure copy of terminal leave computation and file to 201 of employee	None	2 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
2. Wait for process the voucher and advise from the City Treasurer's Office	2. Forward the voucher to their respective	None	2 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>



for the availability of the cheque.	departments for processing			
	TOTAL:	NONE	1 DAY AND 39 MINUTES	

Note: The Department concerned shall process the voucher which usually takes 2 to 5 days. Processing time may also exceed or shorten depending on the availability of the signatories.

8. MONETIZATION OF LEAVE CREDITS

Monetization refers to payment in advance under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his request without actually going on leave. Monetization of leave credits aims to provide necessary additional funds to finance the education, health or other emergency expenses of the employee, or any member of his family by allowing him to monetize portion of his accumulated vacation leave credits.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Online Application of Leave 2. Letter request /Justification Letter with supporting documents for those who wished to avail of the special monetization (1, Original and 1, Photocopy)			- Department Concerned - Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to your respective department and inform the assigned focal person on HRIS for the application of leave and prepare letter of request indicating the purpose for monetization addresses to the City Mayor and submit all requirements to the	1. Receive the letter request with document tracking from the City Administrator and approval form the City HRMO	None	2 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
	1.1 Process the request check service record for the Position title and current monthly salary of the employees as reference in the	None	2 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>



City Mayors Office. Wait for the approval of the request and process the voucher.	preparation of the monetization voucher			
	1.2 Prepare and print the monetization voucher.	None	5 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
	1.3 Sign the Computation of monetization leave credits.	None	5 minutes	<i>Cristina H. Apostol City Government Department Head</i>
	1.4 Forward the voucher to the City Mayor's Office	None	2 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
	1.5 Mayor's approval/signature	None	1 hour	<i>Francis Anthony S. Garcia City Mayor</i>
	1.6 Secure a copy of computation, letter and approved leave	None	3 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
2. Receive and process the voucher	2. Forward the voucher to their respective departments for processing	None	3 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
	TOTAL:	NONE	1 DAY AND 22 MINUTES	

Note: The Department concerned shall process the voucher which usually takes 2 to 5 days Processing time may also exceed or shorten depending on the availability of the signatories.



9. APPROVAL OF EMPLOYEES GSIS LOAN

GSIS offers loans to assist members with their financial needs; Consolidated Loan, Policy Loan and Emergency Loan. The Agency Authorized Officer (AAO) is the official representative of a government agency who can approve employee loans. Employees may apply loans using their GSIS eCard through GWAPS kiosks.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Agency Authorized Officer (AAO) in the City CHRMO	1. Receive the information of the city employee's loan	None	1 minutes	<i>Imee T. Santos Supervising Admin. Officer</i>
2. Wait for a text message from GSIS notifying on the status of your loan application. Once approved, you can withdraw anytime your loan proceeds from any Megalink, Bancnet and Expressnet ATM located nationwide.	2. Certify the loan applications of the employees as to the following; <ul style="list-style-type: none"> The net take home pay of the member is sufficient to cover the regular monthly amortization In active service Has no pending administrative and/or criminal charge against him/her; and In case of separation from the service, make the final payment to the member only after clearance is obtained from the GSIS. 	None	9 minutes	<i>City Human Resource Management Office</i>



	2.1 Submit copy of the approved loans to the City Accounting Office.			
	TOTAL:	NONE	10 MINUTES	

10. LOCATOR SLIP PROCESS

Locator Slip is required to be prepared by an employee in case of immediate activity/incident which requires him/her to go out of the office during office hours. This slip must be signed by proper authorities and must be given to the City Human Resource Management Office after the activity/incident.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Locator Slip Form (2, Original and 1, Photocopy)		- Respective Department / City HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit Locator Slip to the City HRMO	1. Check the Locator Slip to guarantee there answered all to be fill-out and if approve their head office the locator slip.	None	1 minute	<i>Jhed Dedicatoria HR Assistant</i>
2. Wait for the receiving copy and attach the locator slip copy to the employees DTR	2. Receive the one copy of the locator slip form.	None	1 minute	<i>Jhed Dedicatoria HR Assistant</i>
	2.1 Encode the locator Slip to the HRIS	None	2 minutes	
	2.2 Compile the all locator slip every month	None	8 minutes	
	TOTAL:	NONE	12 MINUTES	



11. ISSUANCE OF TRAVEL ORDER

The City Human Resource Management Office issues travel orders to the employees with authorized travels like seminars, conventions, meetings, and other official businesses outside Bataan.

Office or Division	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	City Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved AFAT (3, Original) 2. Communication letter or Invitation (1, Photocopy)		- From Respective Department - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit approved AFAT form with attached communication letter/ invitation to the City Administrator's Office for control.	1. Review the completeness of the documents.	None	3 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
	1.1 Forward Approved and Controlled AFAT to the City HRMO for the approval on the preparation of travel order.	None	2 minutes	<i>City Human Resource Management Office</i>
	1.2 Approval of the City HRMO	None	15 minutes	<i>Cristina H. Apostol City Government Department Head</i>
	1.3 Encode the data to the HRIS	None	10 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
	1.4 Print the prepared Travel Order.	None	5 minutes	
2. Receive the Travel Order	2. Issue the travel order to the client.	None	2 minutes	<i>Gladys R. Guinto HRMO Officer I</i>
	TOTAL:	NONE	37 MINUTES	



12. SCHOLARSHIP CONTRACT

The **“TalinongManggagawangBalangueño Program”** or the Institutionalized Scholarship Grant of the City Government of Balanga is an incentive program under PRAISE which is to be awarded to deserving permanent personnel of the City Government who have rendered at least two (2) years of continuous and exemplary service and who have displayed outstanding performance and have contributed in the efficient and effective operation of their respective offices. Their qualification for the grant will be based on their satisfactory performance evaluation for the last rating periods. Candidates will be determined through the nomination of their respective department heads and colleagues.

In this program, recipients will be given an opportunity to pursue further education wherein the City Government will shoulder the full payment of tuition fees of the recipients. The funding source will be derived through the City Human Resource Management Office Maintenance & Other Operating Expenses. Two Hundred Forty Thousand Pesos (P240, 000.00) will be allotted to the scholarship grant of ten (10) deserving City Employees or P24, 000.00 per recipient.

Office or Division	City Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Organic Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Scholarship Nomination Form duly signed by the concerned Department Heads (1, Original) 2. IPCR for 2 rating periods (1, Original or Photocopy) 3. School Registration/Proof of Enrollment (1, Original or Photocopy) 4. Summary of Grades (1, Original or Photocopy)			- City HRMO - Employees - Concerned College/University - College/University Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit nomination form duly signed by the concerned Head	1. Receive nomination form and conduct pre-assessment if qualified	None	15 minutes	<i>Imee T. Santos</i> PRAISE SECRETARIAT City HRMO
2. Receive notice of qualification and schedule of PRAISE Interview and deliberation and attend PRAISE interview	2. Prepare notice of qualification and schedule of interview with PRAISE and list of nominees for presentation to PRAISE Committee	None	15 minutes	<i>Imee T. Santos</i> PRAISE SECRETARIAT City HRMO



	2.2 Conduct interview with the nominated employees and take minutes of the PRAISE interview and deliberation	None	2 hours 30 mins	
	2.3 Prepare deliberation result	None	1 hour	
3. Receive and sign Scholarship Contract and submit proofs of enrollment and summary of grades every end of the academic year	3. Prepare and process Scholarship Contract	None	3 days	<i>Imee T. Santos PRAISE SECRETARIAT City HRMO</i>
	3.1 Check submitted document	None	10 minutes	
	3.2 Prepare and control scholarship voucher	None	3 days	
	3.3 Check submitted document	None	10 minutes	
	TOTAL	NONE	6 DAYS, 4 HOURS AND 20 MINUTES	



City Legal Office Internal Services



1. LEGAL REPRESENTATION

This service is in pursuance of the office's mandate to represent the City Government of Balanga in all civil actions and special proceedings where the agency or any official, in his official capacity, is a party.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Government of Balanga, Officials and Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Copy of Notice, Summons, Order or Resolution		- Received from the court, tribunal, quasi-judicial agency or other government agency or instrumentality		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City Legal Office	1. Receive the document 1.1 Assign transaction control number to the document 1.2 Log the transaction to the record book 1.3 Forward the document to the department head for evaluation	None	5 minutes	<i>Ma. Rowena S. Manlapid</i> <i>Administrative Officer IV</i>
2. Wait for the allowable number of days for the document to be evaluated and acted upon	2. Evaluate the document 2.1 Instruct the Legal Assistant to research on applicable laws, rules and regulations	None	1 – 42 days	<i>Atty. April Lorelei A. Atcheco</i> <i>City Legal Officer</i>



	<p>2.2 Consult with technical advisers</p> <p>2.3 Conduct legal research</p> <p>2.4 Draft comment, answer, motion, memorandum, brief, petition or complaint</p> <p>2.5 Draft affidavit of service for filing by registered service</p> <p>2.6 Attend hearings (if required)</p>			
3. Receive a copy of the pleading of document prepared	<p>3. Submit the affidavit of service to the notary public, if applicable</p> <p>3.1 Submit the pleading or document</p> <p>3.2 Deliver copy of pleading or document</p> <p>3.3 Pay filing fee, if applicable</p>	None	2 hours	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
	TOTAL:	NONE	5 DAYS 3 HOURS 5 MINUTES (Motion to Regional Trial Court, answer/comment to government agencies)	



			15 DAYS 3 HOURS 5 MINUTES (Pleading to Regional Trial Court, and comment/answer to other government agencies)
			30 DAYS 3 HOURS 5 MINUTES (Pleading to the Court of Appeals)
			42 DAYS 3 HOURS 5 MINUTES (Pleading to the Court of Appeals and Supreme Court)

2. ADMINISTRATIVE INVESTIGATION

This service is intended to determine the accountability and liability of any local official or employee for administrative neglect or misconduct in office, and to recommend appropriate action to the City Mayor or Sangguniang Panlungsod, as the case may be.

Office or Division	City Legal Office / City Investigating Committee			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Mayors, Sangguniang Panlungsod, Private Complainants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Notarized affidavit - Complaint with the following: <ol style="list-style-type: none"> 1. Full name and address of complainant 2. Full name and address of the person complained-of as well as his/her position and office 3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed 4. Certified true copies of documentary evidence and affidavits of witness, if any 5. Certification of non-forum shopping • Show cause order (if applicable) 		<ul style="list-style-type: none"> - Prepared by client - Issued by the City Mayor 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Complainant submits affidavit of complaint, or City Mayor orders conduct of investigation	1. Review of complaint submitted for completeness and correctness	None	10 minutes	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
2. Wait for the allowable number of days for the complaint to be acted upon	2. The Report will be submitted to the Investigation Committee for due process and further recommendation and the committee will also inform the Chief Executive Officer of the Findings of the reported incident/s based on the evidence presented and the weight of the felonious act being demonstrated by the accused	None	34 days (Subject to extension if necessary)	City Investigating Committee – Preliminary Investigation Team <i>Ma. Rowena S. Manlapid - Administrative Officer IV</i> <i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
	2.1 Finalize decision or resolution 2.2 Print the required copies of the decision or resolution Furnish the copy of the decision (if dismissed) 2.3 Prepare documents for formal investigation (if not dismissed)	None	1 day	<i>Ma. Rowena S. Manlapid - Administrative Officer IV</i>
	TOTAL:	NONE	35 DAYS 10 MINUTES (subject to extension if necessary pursuant to RACCS)	



3. INVESTIGATION FOR BUSINESSES

This service is for the purpose of determining factual and legal basis concerning non-compliance by any person, firm or corporation holding permit or franchise with any term or condition on such permit or franchise, or non-compliance with applicable laws, rules and regulations, and recommending appropriate action to the City Mayor or Sangguniang Panlungsod, as the case may be

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 Copies of Endorsement letter for closure 2. 2 Copies of Notices of violation issued to business owners		- City Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit endorsement of closure of business establishment with notice of violation at the City Legal Office	1. Review of documents submitted for completeness and correctness 1.1 Receive the document 1.2 Assign transaction control number to the document 1.3 Log the transaction to the record book	None	10 minutes	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
2. Wait for the allowable number of days for the document to be acted upon	2. Evaluate documents submitted 2.1 Coordinate with other concerned departments for additional documents	None	5 days upon receipt of endorsement letter	<i>Ma. Rowena S. Manlapid - Administrative Officer IV</i>



	<p>2.2 Conduct research on applicable laws, rules and regulations</p> <p>2.3 Prepare findings and endorsement on violations committed</p>			
	<p>2.4 Review findings and endorsement</p> <p>2.5 Conduct research on additional laws, rules and regulations, if necessary</p>	None	3 days	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
3. Receive notification on action taken	<p>3. Finalize endorsement</p> <p>3.1 Forward endorsement to the City Administrator's Office for preparation of Executive Order on closure of business</p> <p>3.2 Notify endorsing office on action taken</p>	Notice	2 days	<i>Ma. Rowena S. Manlapid - Administrative Officer IV</i>
	TOTAL:	NONE	10 DAYS AND 10 MINUTES	



4. PROCESS AND RELEASE OF ACTION DOCUMENTS

This service is for the purpose of determining factual and legal basis concerning compliance or non-compliance with any government contract, laws, rules and regulations, by any person, and recommending appropriate action to the City Mayor.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of letter/endorsement 2. Supporting documents, if applicable		- City Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter or endorsement at the City Legal Office	1. Review of documents submitted for completeness and correctness 1.1 Receive the documents 1.2 Assign transaction control number to the document 1.3 Log the transaction to the record book	None	10 minutes	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
2. Wait for the allowable number of days for the document to be acted upon	2. Evaluate documents submitted 2.1 Coordinate with other concerned departments for additional documents 2.2 Conduct research on applicable laws, rules and regulations	None	5 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>



	2.3 Prepare findings on violations committed			
	2.4 Review findings on violations committed 2.5 Conduct research on additional laws, rules and regulations, if necessary	None	3 days	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
	2.6 Draft demand letter, notice or other legal document	None	2 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
	2.7 Review demand letter, notice or other legal document, and sign documents once approved	None	2 days	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
3. Receive notification on action taken	3. Print required copies of documents 3.1 Deliver documents to intended recipients 3.2 Notify endorsing office on action taken	None	2 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
	TOTAL:	NONE	14 DAYS AND 10 MINUTES	



5. LEGAL OPINION AND ADVICE

This service is intended to provide legal basis in the formulation and implementation of policies and measures in the City of Balanga, particularly on matters which entail questions of law.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Government of Balanga, Officials and Department Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Legal Office Client Form 2. Copy of supporting documents, if applicable		- City Departments and Officials, Barangay Officials		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City Legal Office	1. Receive the document 1.1 Assign transaction control number to the document 1.2 Log the transaction to the record book 1.3 Forward the document to the department head for evaluation	None	5 minutes	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
2. Wait for the allowable number of days for the document to be evaluated and acted upon	2. Evaluate the document 2.1 Instruct the legal assistant to research on applicable laws, rules and regulations	None	1 day	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
	2.2 Conduct legal research 2.3 Submit copy of laws, rules, regulations or jurisprudence to the City Legal Officer	None	2 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>



	2.4 Consult with other departments or technical advisers, if necessary 2.5 Conduct legal research 2.6 Draft legal opinion	None	17 days	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
	2.7 Print two (2) copies of legal opinion	None	1 hour	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
3. Receive a copy of legal opinion	3. Furnish a copy of legal opinion to client	None	1 hour	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
	TOTAL:	NONE	20 DAYS, 2 HOURS AND 5 MINUTES	

6. CONTRACT AND DOCUMENT REVIEW

This service is intended to ensure that all contracts, agreements and other documents executed or issued by the City Government of Balanga have proper legal basis.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Officials and Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Legal Office Client Form 2. Copy of supporting documents, if applicable		- City officials and departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City Legal Office	1. Receive the document 1.1 Assign transaction control number to the document	None	5 minutes	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>



	1.2 Log the transaction to the record book			
2.Wait for the allowable number of days for the document to be acted upon	<p>2. Review simple contracts and other documents</p> <p>2.1 Conduct legal research to check details and other information, if necessary</p> <p>2.2 Forward complex or highly confidential documents to the department head for further review and evaluation</p> <p>2.3 Provide comments and observations on the documents</p>	None	5 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
	<p>2.4 Review complex and highly confidential documents</p> <p>2.5 Conduct legal research to check details and other information, if necessary</p> <p>2.6 Coordinate with other departments and technical advisers, if necessary</p> <p>2.7 Provide comments and observations on the documents</p>	None	7 days	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>



3. Receive notification on comments and observations	3. Notify the client on the comments and observations on the documents	None	1 day	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
	TOTAL:	NONE	13 DAYS AND 5 MINUTES	

7. LEGAL AND TECHNICAL WRITING

This service is intended to ensure that all written agreements, communications and other documents executed or issued by the City Government of Balanga have proper legal basis.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Officials and Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request or Legal Office Client Form 2. Copy of supporting documents, if applicable		- City Officials and Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements at the City Legal Office	1. Receive the document 1.1 Assign transaction control number to the documents 1.1 Log the transaction to the record book	None	5 minutes	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>
2. Wait for the allowable number of days for the document to be acted upon	2. Evaluate the request and other documents submitted	None	5 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>



	<p>2.1 Conduct legal research to check details and other information, if necessary</p> <p>2.2 Forward complex or highly technical request to the department head for further evaluation</p> <p>2.3 Draft legal form, communication or other document requested</p>			
	<p>2.4 Review complex and highly technical request</p> <p>2.5 Conduct legal research to check details and other information, if necessary</p> <p>2.6 Coordinate with other departments and technical advisers, if necessary</p> <p>2.7 Draft legal form, communication or other document requested</p>	None	7 days	<i>Atty. April Lorelei A. Atcheco City Legal Officer</i>
3. Receive notification on action taken	<p>4. Print the required copies of document</p> <p>4.1 Deliver the documents to the</p>	None	2 days	<i>Ma. Rowena S. Manlapid Administrative Officer IV</i>



	intended recipients 4.2 Notify the client on action taken			
	TOTAL:	NONE	14 DAYS AND 5 MINUTES	



City Library Office

External Services



1. ACCESS TO LIBRARY

Facilitate convenient and streamlined access of informational resources, including books, magazines, newspapers, academic journals, and other reference materials, available for clients to use within the library premises.

Office or Division	City Library Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D <ul style="list-style-type: none"> • Student ID • Company ID • Government issued ID • Library card 		<ul style="list-style-type: none"> - Schools/College/University - Client's company/organization - GSIS, PAG-IBIG, Post Office, SSS, and other government issuing agency - City Library of Balanga 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deposit bag in the baggage area Fill out "Own Materials Form" for own books and computers to be brought inside the library	1. Respond to client's inquiry if there's any 1.1 Give "Own Materials Form"	None	1 - 3 minutes	<i>Dennis Del Monte</i> <i>Building Security</i> <i>Anthony Lee</i> <i>Building Security</i> <i>II</i> <i>Cesario Penular</i> <i>Building Security</i> <i>III</i> <i>Rolan Cabana</i> <i>Building Security</i> <i>III</i>
2. Fill out online attendance form of library users	2. Respond to client's reference inquiry if there's any	None	1 – 3 minutes	<i>Lorenza D. Oliveros</i> <i>Librarian III</i> <i>Nancy Cayanan</i> <i>Clerk I</i>
TOTAL:		NONE	6 MINUTES	



2. ACCESS TO BOOKS AND OTHER READING MATERIALS

Facilitate convenient and streamlined access of informational resources, including books, magazines, newspapers, academic journals, and other reference materials, available for clients to use within the library premises.

Office or Division	City Library Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D <ul style="list-style-type: none"> Student ID Company ID Government issued ID Library card 		<ul style="list-style-type: none"> - Schools/College/University - Client's company/organization - GSIS, PAG-IBIG, Post Office, SSS, and other government issuing agency - City Library of Balanga 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search the library database / the online public access catalog / the printed list or ask assistance from the library staff about the information sources needed	1. Respond to client's reference inquiry or databases search assistance	None	3 - 5 minutes	<i>Lorenza D. Oliveros Librarian III</i> <i>Nancy Cayanan Clerk I</i>
2. Get the book to read, fill out a "Book Borrowed Slip" at the counter before or after reading for the materials located on the Open Shelves Section	2. Check the completeness of fill-out form then attached in returned reading materials.	None	1 - 3 minutes	<i>Lorenza D. Oliveros Librarian III</i> <i>Nancy Cayanan Clerk I</i>
2.1 Fill out "Book Borrowed Slip" for materials located	2.1 Determine the location of the fill-out form	None	3 - 10 minutes	



on the Closed Shelves Section	2.2 Get the Requested materials if available.			
	TOTAL:	NONE	18 MINUTES	

3. LIBRARY CARD APPLICATION

Issuance of a library card to clients is exclusive to qualified individuals.

Office or Division	City Library Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Issuance of a library card to clients is exclusive to people who <ul style="list-style-type: none"> • Resides in Balanga City • Studies in Balanga City • Works in Balanga City • Are property owners of Balanga City 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following valid I.D <ul style="list-style-type: none"> • ID indicating proof of residence (voter's ID, Certificate of Residency) • School ID • Company ID • Proof of property ownership 2. Attendance to library orientation		- Barangay or Comelec - Student's ID - Client's company/organization - City Government of Balanga - City Library of Balanga		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend a library orientation	1. Conduct library orientation	None	60 minutes	<i>Lorenza D. Oliveros Librarian III</i>
2. Present a valid ID bearing Balanga City address or a recent barangay clearance.	2. Validate the ID /documents presented	None	1 - 5 minutes	<i>Lorenza D. Oliveros Librarian III</i>
3. Fill-out online Library Card Application Form	3. Issues a library card	None	3 - 5 minutes	<i>Lorenza D. Oliveros Librarian III</i>
	TOTAL:	NONE	1 HOUR AND 10 MINUTES	



4. CHARGING OF DEVICES

Granting of free charging of devices like cell phones, laptops and other gadgets for academic and information-related uses. However, clients must bring their own chargers.

Office or Division	City Library Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Balanga City Library Card Holder			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Card 2. Cellphone, Laptop or other gadget		- City Library of Balanga - Client's personal belonging		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present City Library card	1. Check library card	None	1 - 3 minutes	<i>Lorenza D. Oliveros Librarian III</i> <i>Nancy Cayanan, Clerk I</i>
2. Fill out online form for charging services	2. Grant charging	None	1 - 3 minutes	<i>Lorenza D. Oliveros Librarian III</i> <i>Nancy Cayanan, Clerk I</i>
TOTAL:		NONE	6 MINUTES	



City License Permit and Franchising Office External Services



1. ISSUANCE OF BUSINESS PERMIT (NEW)

Before starting a business in the Philippines, a business permit must be secured from City Licensing Permit and Franchising Office. Business permit is renewable annually.

Significance of the online application;

1. Accessible through web
2. Payment are available on different online portal like gcash and banktransfer
3. Reduce processing time
4. Issuance of e-business permit

☑FEE: *(Subject to change without prior notice)*

<u>Characteristics</u>	<u>Number of Employees</u>	
Micro	1 – 10	₱1M. and below
Small	11 – 50	Over ₱1M - ₱5M
Medium	51 – 100	Over ₱5M - ₱20M
Large	101 and above	Over ₱20M

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

1. On Manufacturers/ Importers/Producers	Mayors Permit	Sanitary	Garbage
Micro	500	200	500
Small	1,000	300	1,000
Medium	1,500	500	2,500
Large	2,500	1,000	5,000
2. On Banks			
Rural, Thrift and Savings Banks	15,000	500	5,000
Commercial, Industrial and Dev't. Banks	30,000	750	10,000
Universal Banks	40,000	1,000	12,000
On ATM's (off site only)	5,000	500	800
3. On Other Financial Institutions			
Micro	3,600		1,000
Small	6,000	300	1,200
Medium	9,600	500	1,500
Large	12,000	1,000	2,000
4. On Contractors/Service Establishments			
Small	2,000	500	500
Medium	4,000	1,500	1,500
Large	8,000	2,000	15,000



On Hospitals and Clinics

Small	2,000	1,000	Clinic and Laboratories - 5,000 Hospitals – 15,000
Medium	8,000	2,000	
Large	10,000	3,000	

5. On Wholesalers Dealers or Distributors

Micro	500	150	500
Small	1,500	200	1,500
Medium	3,500	300	5,000
Large	6,000	500	12,000

6. Retailers (sari-sari store)	200	150	500
---------------------------------------	-----	-----	-----

7. On Restaurant/ Eatery/ Fast Food Chain

	MP	Sanitary	Garbage
Micro	700	150	1,000
Small	1,500	200	3,000
Medium	8,000	3,000	20,000
Large	15,000	4,000	50,000

8. On Telecommunications	40,000	2,000	20,000
---------------------------------	--------	-------	--------

On Telecommunication Tower	30,000	2,000	10,000
-----------------------------------	--------	-------	--------

9. Other Utilities	40,000	2,000	20,000
---------------------------	--------	-------	--------

10. On Trans loading / Hauling

Small (5 units below)	3,000	200	2,000
Medium (6-10 units)	6,000	300	3,000
Large (11 units above)	9,000	500	5,000

11. On Ambulant Vendors	300	120	5,000
--------------------------------	-----	-----	-------

12. Other Business

Micro	1,000	150	500
Small	3,000	200	1,000
Medium	10,000	300	10,000
Large	13,000	500	20,000

13. On sin goods

	Tobacco	liquors
Micro	5,000	2,000
Small	10,000	8,000
Medium	15,000	13,000
Large	20,000	20,000



ON WHOLESALERS, DISTRIBUTORS, OR DEALERS IN ANY ARTICLE OF COMMERCE

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
1	49,999	1,000
50,000	75,000	1,550
75,000	100,000	2,000
100,000	150,000	3,000
150,000	200,000	4,000
200,000	300,000	5,500
300,000	500,000	7,350
500,000	750,000	11,000
750,000	1,000,000	14,500
1,000,000	2,000,000	16,500
2,000,000	and above	80% of 1%

ON MANUFACTURERS, ASSEMBLERS, REPACKERS, PROCESSORS

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
1	49,999	1,350.00
50,000	75,000	2,200.00
75,000	100,000	2,750.00
100,000	150,000	3,650.00
150,000	200,000	4,550.00
200,000	300,000	6,350.00
300,000	500,000	9,100.00
500,000	750,000	12,600.00
750,000	1,000,000	16,550.00
1,000,000	2,000,000	22,750.00
2,000,000	3,000,000	27,250.00
3,000,000	4,000,000	32,750.00
4,000,000	5,000,000	38,200.00
5,000,000	6,500,000	40,300.00



6,500,000	and above	65% of 1%
-----------	-----------	-----------

ON EXPORTERS AND ON MANUFACTURERS, MILLERS, PRODUCERS, WHOLESALERS

The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraphs a, b, and d of this Article.

ON BANKS AND OTHER FINANCIAL INSTITUTIONS

At a rate not exceeding 82.5% of 1%

ON RETAILERS

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Business Tax
400,000 or less	2%
More than 400,000	1%

ON OTHER BUSINESS NOT INCLUDED IN THE UPPER CATEGORY

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
1	49,999	900
50,000	75,000	1,400
75,000	100,000	2,100
150,000	200,000	4,150
200,000	250,000	5,700
250,000	300,000	7,300
300,000	400,000	10,000
400,000	500,000	13,350
500,000	750,000	15,300
750,000	1,000,000	17,000
1,000,000	2,000,000	19,000
2,000,000	And above	80% of 1%



ON CONTRACTORS AND OTHER INDEPENDENT CONTRACTORS

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
	50,000	850.00
50,000	75,000	1,400.00
75,000	100,000	2,100.00
100,000	150,000	3,100.00
150,000	200,000	4,150.00
200,000	250,000	5,425.00
250,000	300,000	7,300.00
300,000	400,000	10,200.00
400,000	500,000	13,650.00
500,000	750,000	15,300.00
750,000	1,000,000	17,000.00
1,000,000	2,000,000	19,000.00
2,000,000	and above	85% of 1%

Penalty of 25% on business tax and 2% per month on business tax paid after January 31 of each year

Office or Division	City License, Permit & Franchising Office (Online Application)	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Business Owners (except Poultry, Piggery & Quarry)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Business Registration (1 uploaded copy) <ul style="list-style-type: none"> • Single Proprietor • Partnership/Corporation • Cooperative 2. Occupancy Permit (1 uploaded copy) 3. Barangay Business Clearance (1 uploaded copy) 4. Market Clearance (1 uploaded copy, if located in Public Market)		- DTI - SEC Manila - CDA San Fernando - Barangay Hall or City Hall of Balanga - Barangay Hall - City Local Economic Enterprise Office



5. Zoning Clearance (1 uploaded copy) 6. Occupancy Permit (1 uploaded copy) 7. Sanitary Permit (1 uploaded copy) 8. Lease of Contract (Optional 1 uploaded copy)		- City Planning and Development Office - City Engineering Office - City Health Office - Lessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at sys.cityofbalanga.gov.ph/ebpls/register.asp and fill-out the needed information and upload the business registration from national government agencies. (DTI/SEC/ CDA) and other requirements from regulatory offices.	1. Evaluate the application form and requirements;	None	2 minutes	<i>Mary Ann T. Tumbaga</i> <i>Computer Operator III</i> <i>Rinalyn Castro</i> <i>Licensing Officer I</i> <i>John Paolo Gonzales</i> <i>License Inspector II</i> <i>Luisito Guanzon</i> <i>Licensing Officer III</i>
	1.1 Evaluate the uploaded documents and approve/ disapprove the application through their respective information system. (City Health Office, City Engineering Offices & City Planning & Development Office)	None	30 minutes per regulatory office	<i>Frontline officers from regulatory offices</i>
One-Time payment of fees and charges. (Present QR Code) Payment Thru Over the counter/ Gcash/Maya/Bank Transfer	1.2 Issue Official Receipt to customer/Verify through online payment portal.	Refer to chart	4 minutes	<i>Jesus Mangayao</i> <i>Revenue Collection Clerk III</i> <i>Paterno De Jesus</i> <i>Revenue Collection Clerk III</i>



Claim business permit and other regulatory permits and clearances either thru courier service or at the LPFO	1.3 Issue e-business permit and/or hardcopy of business permit and other permits, official receipt and clearances/deliver through courier services	None	3 minutes (for E Business Permit) For Delivery thru courier services, permits & clearances will be received upon delivery	<i>John Paolo Gonzales</i> <i>License Inspector II</i> <i>Triexzza Ranielle Rivera</i> <i>Data Encoder</i>
	TOTAL:	REFER TO CHART ABOVE	39 MINUTES	

Office or Division	City License, Permit & Franchising Office (Onsite Application)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Owners (except Poultry, Piggery & Quarry)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Business Registration (1 Original & 1 Photocopy) <ul style="list-style-type: none"> ● Single Proprietor ● Partnership/Corporation ● Cooperative 		- DTI - SEC Manila - CDA San Fernando		
2. Cedula (1 photocopy)		- Barangay Hall or City Hall of Balanga		
3. Barangay Business Clearance (1 photocopy)		- Barangay Hall		
4. Market Clearance (1 Original & 1 photocopy, if located in Public Market)		- City Local Economic Enterprise Office		
5. Zoning Clearance (1 Original & 1 photocopy)		- City Planning Office		
6. Occupancy Permit (1 Original & 1 Photocopy)		- City Engineering Office		
7. Sanitary Permit (1 Original & 1 Photocopy)		- City Health Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-out and submit the Application Form to the evaluator at the One Stop Shop, City License, Permit & Franchising Office	1. Evaluate the application form and requirements; encode the data in the eBPLS. Assess the fees and charges.	None	6 minutes	<i>Mary Ann T. Tumbaga Computer Operator III</i> <i>Rinalyn Castro Licensing Officer I</i> <i>John Paolo Gonzales License Inspector II</i> <i>Luisito Guanzon Licensing Officer III</i>
	1.1 Evaluate the application form and approve/ disapprove the application through the eBPLS. (City Health Office, City Engineering Offices & City Planning & Development Office)	None	30 minutes per regulatory office	<i>Frontline officers from regulatory offices</i>
2. One-Time payment of fees and charges.	2. Issue Official Receipt to customer.	Refer to chart	3 minutes	<i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Paterno De Jesus Revenue Collection Clerk III</i>
3. Claim business permit and other regulatory permits and clearances	3. Issue business permit and other permits and clearances	None	4 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Triexzza Ranielle Rivera Data Encoder</i>
	TOTAL:	REFER TO CHART ABOVE	43 MINUTES	

(Note: Poultry, Piggery & Quarry Business are under complex classification)



2. ISSUANCE OF BUSINESS PERMIT (RENEW)

All Business Tax and Mayor's Permit expires every 31st of December and is renewable every January.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Owners (except poultry, piggery & quarry)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Gross Sales 2. Cedula		- Business Owner/s - Barangay/City hall		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to sys.cityofbalanga.gov.ph/ebpls Provide the necessary data and submit.	1. View the application online; Assess fees and regulatory charges, assessment and QR code will be sent thru client's email.	None	1 minute	<i>Luisito Guanzon</i> <i>Licensing Officer III</i> <i>Rinalyn Castro</i> <i>Licensing Officer I</i> <i>Mary Gracious Ibarra</i> <i>Licensing Officer IV</i> <i>Noriel Dacion</i> <i>City Government Department Head</i>
2. Customers may option to pay via online or through the City Treasurer's Office. (Present QR Code) Payment Thru Over the counter/ Gcash/Maya/Bank Transfer	2. Issue Official Receipt to customer/Verify through online payment portal	Refer to Business Permit chart	1 minute	<i>Jesus Mangayao</i> <i>Revenue Collection Clerk III</i> <i>Paterno De Jesus</i> <i>Revenue Collection Clerk III</i>
3. Claim business permit and other regulatory permits and clearances /	3. Issue business permit and other permits, official receipt and clearances	None	3 minutes (for E Business Permit) For Delivery thru courier	<i>Rinalyn Castro</i> <i>Licensing Officer I</i> <i>Triexzza Ranielle Rivera</i>



Receive from courier services	/deliver through courier services		services, permits & clearances will be receive the following day	<i>Data Encoder</i>
	TOTAL:	REFER TO BUSINESS PERMIT CHART	5 MINUTES	

(Note: Poultry, Piggery & Quarry Business are under complex classification)

3. PAYMENT OF SEMI-ANNUAL AND QUARTERLY OF BUSINESS TAX

As stated in Sec. 2M.03 of the Revenue Code of the City, Business Tax payment may be paid in quarterly installments within the first 20 days of January, April, July and October of each year. For Semi Annual within the first 20 days of January and July only.

For quarterly: Business tax divided by 4

For semiannual: Business Tax divided by 2

For Payable Amount of Business Tax, please refer to the table of fees stated on Securing Mayor's Permit. (Renewal)

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		- City LPFO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Counter E to secure Order of Payment at the One Stop Shop, City License, Permit & Franchising Office	1. Issue Order of Payment.	None	12 minutes	<i>Mary Anne Tumbaga Computer Operator III</i>



2. Payment of semi-annually / quarterly payment of business tax	2. Receive payment and issue Official Receipt. Payment details will be automatically posted in the MPLIS once issued an OR.	S.A. - 50% of business tax; Quarterly - 25% of business tax	14 minutes	<i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Paterno De Jesus Revenue Collection Clerk III</i>
	TOTAL:	REFER TO BUSINESS PERMIT CHART	26 MINUTES	

4. RENEWAL FOR MOTORIZED TRICYCLE OPERATOR'S PERMIT

Motorized Tricycle Operator's Permit is a document granting tricycle franchise to citizen of Balanga, natural or juridical, allowing him to operate tricycles-for-hire over specified zone.

FEE: *(Subject to change without prior notice)*

Motorized Tricycle Operator's Permit for new tricycle unit owner P 500.00

Motorized Tricycle Operator's Permit for renewal/change unit P 225.00

Annual Franchise – P 100.00

Confirmation – P 40.00

(Penalty is 25% for expired MTOP plus 2% interest each month).

Office or Division:	City License, Permit & Franchising Office
Classification:	Simple
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Tricycle Operators plying the route of Balanga
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Barangay Tricycle Clearance (1, Original Copy) 2. Community Tax Certificate (Cedula) (1, Photocopy) 3. BaCFETODAI Certificate – (1, Original) 4. Tricycle Operator I.D. – (1, Original and 1, Photocopy) 5. Voters ID/ Certificate (1, Photocopy) 6. Certificate of Registration (1, Original and 1, Photocopy) 7. Updated Official receipt from LTO (1, Original and 1, Photocopy) 8. Barangay Clearance for Non-Resident of the Barangay body no.) (1, Photocopy) 9. Dropping of Franchise (New Franchise) (1, Photocopy) 10. One (1) Long Envelope 	<ul style="list-style-type: none"> ● Concerned Barangay Hall ● Barangay Hall or City Hall ● BaCFETODAI Chairman in Barangay ● Client ● COMELEC Office ● Client ● LTO ● Concerned Barangay ● LPFO
---	---

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the One Stop Shop, City License, Permit & Franchising Office	1. Issue application form and give short briefing about the form and requirements.	None	3 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
2. Submit the notarized application and the technical inspection report by the PNP with the requirements to Counter C.	2. Verify the expiration of the Franchise and assess the amount to be paid	None	10 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon</i>



				<i>Licensing Officer III</i>
3. Proceed to Counter F/G for payment	3. Receive payment & Issue Official Receipt	New- P365.00 Renewal - P640.00	14 minutes	<i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Paterno De Jesus Revenue Collection Clerk III</i>
4. Proceed to Counter C and present OR and requirements and all documents.	4. Record payment and other data, Prepare MTOP, annual Franchise, and confirmation.	None	5 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
5. Sign the MTOP	5. Instruct the operator to sign the documents for franchise.	None	5 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
6. Wait while the document is being processed.	6. Approve MTOP, Annual Franchise and Confirmation.	None	5 minutes	<i>Mary Gracious Ibarra Licensing Officer IV</i> <i>Noriel Dacion City Government Department Head</i>



7. Receive MTOP, Annual Franchise and Confirmation	7. Issue MTOP, Annual Franchise and Confirmation, operator will be given 2 copies of each document.	None	10 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
	TOTAL:	NEW- P365.00 RENEWAL - P640.00 Operator's Permit	52 MINUTES	

5. APPLICATION FOR DROPPING OF FRANCHISE (CHANGE OWNER AND CHANGE OF TRICYCLE UNIT)

Application for Dropping of Franchise is a petition from Tricycle Franchise owner who request to amend the issued Franchise either by Change of ownership or Change of tricycle unit

Office or Division:	City License, Permit & Franchising Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Tricycle Operators plying the route of Balanga
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration (1, Original and 1, Photocopy) 2. Updated Official receipt from LTO (1, Original and 1, Photocopy) 3. Tricycle Operator I.D. – (1, Original and (1, Photocopy) 4. Voters ID/ Certificate (1, Original Photocopy) 5. Deed of Sale (1, Original Photocopy) 6. Sales Invoice (1, Original Photocopy) 7. Community Tax Certificate (1, Original Photocopy)	<ul style="list-style-type: none"> • LTO/Client • LTO/Client • MISO/Client • Comelec/Client • Notary Public/Client • Motorcycle Dealer/Client • Barangay Hall/City Government



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form for Dropping at the One Stop Shop, City License, Permit & Franchising Office	1. Issue application form and give short briefing about the form and requirements. Advise the Petitioner/Applicant to sign the application witness by the Licensing Officer	None	10 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
2. Submit the notarized application form for dropping together with the requirements to Counter C.	2. Verify and examine the requirements and issue order of payment	None	5 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
3. Proceed to Counter F/G for payment	3. Receive payment & Issue Official Receipt	Change Owner (1,500.00) Change Unit 500.00	14 minutes	<i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Paterno De Jesus Revenue Collection Clerk III</i>
4. Proceed to Counter C and present OR and requirements and all documents	4. Receive the application and the requirements, record payment and other data, advise the petitioner/applicant that application filed will be forwarded to Sangguniang Panglungsod for approval.	None	10 minutes (19 days)	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>



	Notification will be sent upon approval of the application.			Mary Gracious Ibarra Licensing Officer IV Noriel Dacion City Government Department Head
	TOTAL:	NEW OWNER P1,500.00 NEW UNIT P500.00	19 DAYS AND 39 MINUTES	

6. CONFISCATED LICENSE

With respect to City Ordinance No. 28 S 2008 Section 37 in particular states that all confiscated driver's license subject for violation of traffic rules and regulation shall be claimed from the City License, Permit, and franchising Office within 72 hours by paying/ rendering the corresponding penalty

FEE: (Subject to change without prior notice)

A. Operating without franchise Motorized Tricycle Operator's Permit (MTO), no Body Number, No Plate Number and violating the Number Code.

FOR THE OPERATOR

1st Offense: impoundment for 7 days or fine amounting to P 1,000.00

2nd Offense: impoundment for 14 days and penalty or fine amounting P2, 000.00

3rd Offense: impoundment for 28 days and penalty or fine amounting to P 4,000.00

FOR THE DRIVER:

1st Offense: a fine amounting to one thousand pesos P 1,000.00

2nd Offense: a fine amounting to two thousand pesos P 2,000.00

3rd Offense: a fine amounting to four thousand pesos P 4,000.00

B. Colorum or operating with forged sticker and forged plate number, the unit shall be impounded until such time that the corresponding penalty is paid.

1st Offense: impoundment for 7 days and fine amounting to P 2,000.00

2nd Offense: impoundment for 14 days and fine amounting P3, 000.00



3rd Offense: impoundment for 28 days and fine amounting to P 5,000.00

C. Driving with or without/expired: LTO Registration, Driver's License, Balangueño ID:

1st Offense: P1, 000.00

2nd Offense: P2, 000.00

3rd Offense and succeeding offense: P4, 000.00

D. Over charging of fare/refusal to transport passengers

1st Offense: fine amounting to 500.00 plus three (3) months suspension of Balangueño ID.

2nd offense: fine amounting to 1,000.00 plus six (6) months suspension of Balangueño ID.

3rd Offense: fine amounting to 2,000.00 plus one (1) year suspension of Balangueño ID.

E. No tariff fare is posted inside the tricycle

No trash can

No interior Light

Not in proper attire or wearing Sandi, shorts step-in

1st Offense: a fine amounting to one thousand pesos P 500.00

2nd Offense: a fine amounting to two thousand pesos P1, 000.00

3rd Offense: a fine amounting to four thousand pesos P 3,000.00

F. Other Traffic Violations

P 100.00

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Business			
Who may avail:	Business Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Traffic Violation Receipt / Impounding (Original)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to counter C at the One Stop Shop, Present the Traffic Violation Receipt /	1. Check violation and issue order of payment.	None	8 minutes	<i>John Paolo Gonzales License Inspector II</i>



Impounding Receipt				<i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
2. Proceed to Counter F and G. Pay the amount Fee corresponding to the violation	2. Receive payment and issue official receipt	Depend on the violation	8 minutes	<i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Paterno De Jesus Revenue Collection Clerk III</i>
3. Present the Official receipt at Counter C	3. Payment will be recorded and confiscated Driver's License will be returned or Release order will be issued for impounded tricycle/ motorcycle	None	10 minutes	<i>John Paolo Gonzales License Inspector II</i> <i>Carlito Alcoreza License Inspector I</i> <i>Luisito Guanzon Licensing Officer III</i>
	TOTAL:	DEPEND ON THE VIOLATION	26 MINUTES	

7. APPLICATION OF BUSINESS CLOSURE

Pursuant to the tax ordinance of the City of Balanga, the business that retire from operation must apply for business closure and settle the applicable fees and charges.

Office or Division	City License, Permit & Franchising Office	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Business Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Application for Business Closure		<ul style="list-style-type: none"> CLPFO



<p>2. Affidavit of Business Closure (Sole Proprietorship) (1, Original & 1, Photocopy)</p> <p>3. Board Resolution (Partnership or Corporation) (1, Original)</p> <p>4. One (1) Original Copy of Recent Business Permit</p>	<ul style="list-style-type: none"> • Law Office • Business Establishment • Business Establishment 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the Application Form with complete requirements to the evaluator at the One Stop Shop, City License, and Permit & Franchising Office.</p>	<p>1. Evaluate the application form and requirements; assess the fees and charges.</p>	<p>None</p>	<p>8 minutes</p>	<p><i>Mary Anne Tumbaga</i> Computer Operator III</p> <p><i>Luisito Guanzon</i> Licensing Officer III</p> <p><i>Mary Gracious Ibarra</i> Licensing Officer IV</p>
	<p>1.1 Issue Order of Payment</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Tumbaga</i> Computer Operator III</p> <p><i>Luisito Guanzon</i> Licensing Officer III</p> <p><i>Mary Gracious Ibarra</i> Licensing Officer IV</p>
<p>2. One-Time payment of fees and charges.</p>	<p>2. Issue Official Receipt to customer.</p>	<p>Refer to chart of Business Permit</p>	<p>8 minutes</p>	<p><i>Jesus Mangayao</i> Revenue Collection Clerk III</p> <p><i>Paterno De Jesus</i> Revenue Collection Clerk III</p>
	<p>2.1 Encode payment details to the MPLIS</p>	<p>None</p>	<p>3 minutes</p>	<p><i>Mary Anne Tumbaga</i> Computer Operator III</p> <p><i>Veronica Alvarez</i> Clerk IV</p>



3. Claim Certificate of Closure	3. Issue business permit and other permits and clearances	None	3 minutes	Mary Anne Tumbaga Computer Operator III Veronica Alvarez Clerk IV
	TOTAL:	REFER TO BUSINESS PERMIT CHART	24 MINUTES	

8. ISSUANCE OF CERTIFICATION (Overpayment)

In some instances, where businesses made overpayment of taxes, fees and charges, this certification is being secured to acquire a tax credit which will be deducted to tax due of the following year.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Owner/Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest Application Form (Original Copy) 2. Latest Official Receipt (Original Copy)		- Business Establishment - Business Establishment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the evaluator at the One Stop Shop, City License, and Permit & Franchising Office.	1. Check the requirements and evaluate based on records on file.	None	2 minutes	Mary Anne Tumbaga Computer Operator III Veronica Alvarez Clerk IV
	1.1 Update the records from eBPLS	None	3 minutes	Mary Anne Tumbaga Computer Operator III Veronica Alvarez Clerk IV



2. Claim the certification.	2. Prepare and issue certification.	None	2 minutes	Mary Anne Tumbaga Computer Operator III Veronica Alvarez Clerk IV Mary Gracious Ibarra Licensing Officer IV
	TOTAL:	NONE	7 MINUTES	

9. BUSINESS INFORMATION EDITING (CHANGE BUSINESS OWNER/ CHANGE BUSINESS NAME/ CHANGE BUSINESS LOCATION)

All registered businesses that convert owner/s must inform the CLPFO to amend the information on their records on file.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Owner/Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<u>Change Business Owner & Name</u>			<ul style="list-style-type: none"> - Law Office - DTI, SEC or CDA - Business Establishment 	
<ol style="list-style-type: none"> 1. Affidavit of Change of Business Owner (1, Original Copy) 2. New DTI/SEC/CDA Registration (1, Original & 1, Photocopy) 3. Current Business Permit (Original) 				
<u>Change Business Location</u>				
<ol style="list-style-type: none"> 1. Locational Clearance (1, Original & 1, Photocopy) 2. Occupancy Permit (1, Original & 1, Photocopy) 3. Barangay Business Clearance (1, Original & 1, Photocopy) 			<ul style="list-style-type: none"> - City Planning and Development Office - City Engineering Office - Barangay Hall (New Location) 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the evaluator at the One Stop Shop, City	1. Check the requirements and evaluate based on records on file.	None	2 minutes	Mary Anne Tumbaga Computer Operator III



License, and Permit & Franchising Office.				<i>Veronica Alvarez Clerk IV</i>
	1.1 Update the records from Business Permit and Licensing Information System.	None	3 minutes	<i>Mary Anne Tumbaga Computer Operator III Veronica Alvarez Clerk IV</i>
	1.2 Issue order of payment for reprinting of business permit	None	2 minutes	<i>Mary Gracious Ibarra Licensing Officer IV Noriel Dacion City Government Department Head</i>
2. One-Time payment of fees and charges.	2. Issue Official Receipt to customer.	P200.00	8 minutes	<i>Jesus Mangayao Revenue Collection Clerk III Paterno De Jesus Revenue Collection Clerk III</i>
3. Claim business permit	3. Prepare and issue business permit	None	3 minutes	<i>Mary Gracious Ibarra Licensing Officer IV Noriel Dacion City Government Department Head</i>
	TOTAL:	P200.00 PERMIT FEE	18 MINUTES	



10. ISSUANCE OF CERTIFICATIONS (CLOSURE, NO BUSINESS, NO RECORD, NO PAYMENT, RENEWED)

All certifications relative to business are issued at the CLPFO.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		- LPFO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the evaluator and request the needed certification at the One Stop Shop, City License Permit & Franchising Office.	1. Verify the eligibility of request based on records on file.	None	3 minutes	<i>Mary Anne Tumbaga Computer Operator III</i> <i>Veronica Alvarez Clerk IV</i>
	1.1 Issue Order of Payment	None	2 minutes	<i>Mary Gracious Ibarra Licensing Officer IV</i> <i>Noriel Dacion City Government Department Head</i>
2. One-Time payment of fees and charges.	2. Issue Official Receipt to customer.	P100.00	8 minutes	<i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Paterno De Jesus Revenue Collection Clerk III</i>
	2.1 Encode payment details.	None	2 minutes	<i>Mary Anne Tumbaga Computer Operator III</i> <i>Veronica Alvarez Clerk IV</i>
3. Claim Certification	3. Print and issue certification.	None	3 minutes	<i>Mary Gracious Ibarra</i>



				Licensing Officer IV Noriel Dacion City Government Department Head
	TOTAL:	P 100.00 SERVICE FEE	18 MINUTES	

11. ISSUANCE OF OTHER PERMITS (USE OF PLAZA, STAGE, LIGHTS, ELECTRICITY AND LED SCREEN, MOTORCADE, FOOT PARADE, RECORIDA, AND OTHER GROUP ACTIVITIES)

Permit is being issued by the CLPFO for the use of facilities owned by the city government for business promotion and other purposes.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter with tracking slip (1, Original)		- City Administrator's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with tracking slip from City Administrator's Office.	1. Evaluate the application form and tracking slip.	None	2 minutes	Mary Anne Tumbaga Computer Operator III Veronica Alvarez Clerk IV
	1.1 Issue Order of Payment	None	2 minutes	Mary Gracious Ibarra Licensing Officer IV
2. One-Time payment of fees and charges.	2. Issue Official Receipt to customer.	Refer to chart	8 minutes	Jesus Mangayao Revenue Collection Clerk III Paterno De Jesus



				<i>Revenue Collection Clerk III</i>
	2.1 Encode payment details and prepare the permit	None	5 minutes	<i>Veronica Alvarez Clerk IV</i> <i>Mary Gracious Ibarra Licensing Officer IV</i>
3. Claim the permit.	3. Issue permit to the requestor	None	3 minutes	<i>Veronica Alvarez Clerk IV</i> <i>Mary Gracious Ibarra Licensing Officer IV</i> <i>Noriel Dacion City Government Department Head</i>
	TOTAL:	PERMIT FEES	20 MINUTES	

FEE: (Subject to change without prior notice)

Use of Plaza - P 2,000.00 per day and P2, 000.00 per day for outside the City Plaza
 Parade/Motorcade - P500.00 per activity /Patrol Assistance 2,000 (4-wheels) 500 (2-wheels)
 Group Activity - P2, 000.00 per day

	<u>First three (3) hours</u>	<u>Succeeding hours</u>
Sound System	P 1,000.00	P 300.00
Lights	P 1,000.00	P 300.00
Use of LED Screen	P 5,000.00	P 1,000.00
Use of Stage	P 2,000.00	P 500.00



12. ISSUANCE OF OCCUPATIONAL PERMIT

This permit is being issued as a pre-employment requirement to all citizens who wish to work in the City of Balanga.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1, Original) 2. CTC (1, Original Copy) 3. Official Receipt (1, Original Copy)		- PESO - CTO or Barangay Hall - CTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the record book and submit the requirements at the One-Stop-Shop, City License Permit & Franchising Office.	1. Check the requirements.	None	7 minutes	<i>Carlito Alcoreza License Inspector I Triexzza Ranielle Rivera Data Encoder</i>
	1.1 Search and print occupational permit through COB Jobs Online	None	3 minutes	<i>Carlito Alcoreza License Inspector I Triexzza Ranielle Rivera Data Encoder</i>
2. Claim occupational permit.	2. Issue occupational permit.	None	7 minutes	<i>Carlito Alcoreza License Inspector I Triexzza Ranielle Rivera Data Encoder</i>
TOTAL:		NONE	17 MINUTES	



Local City Civil Registry Office External Services



1. REGISTRATION OF BIRTH AND MARRIAGE CERTIFICATES

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 person shall be recorded.

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

For ordinary marriage, the time for submission of the Certificate of Marriage is fifteen (15) days following the solemnization of marriage while the marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

Office or Division	Local City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • Parents/Guardian of the Newborn Child • Secretary/Messenger of the Hospital • Secretary/Messenger of the Church/RTC • Pastor 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For COLB: <ul style="list-style-type: none"> • Municipal Form No. 102 (Certificate of Live Birth – 4 Original) Additional for COLB with AUSF: <ul style="list-style-type: none"> • Affidavit to Use the Surname of the Father (3 Original) • Sworn Attestation of Mother (if the mother of the child is a minor / if child being registered is 7 years old and above) • Valid ID of Father (1 Photocopy) • Valid ID of Mother (1 Photocopy) For COM: <ul style="list-style-type: none"> • Municipal Form No. 97 (Certificate of Marriage – 4 Original) 		<ul style="list-style-type: none"> - Hospital where the child was born - Notary Public - Client - Client - Client - Church or RTC where the marriage was officiated 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit document to the receiving staff at the Local City Civil Registry Office.</p>	<p>1. Review/verify the contents and completeness of the civil registry document. If there is an error, return the document to the client for proper correction.</p> <p>If document is correct, process and submit civil registry documents to the City Civil Registrar or authorized signatory for approval.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Ma. Theresa M. Vigayan Admin Assistant IV</i></p> <p><i>Adrian F. Pangan Registration Officer I</i></p>
<p>2. Wait for the document to be processed.</p>	<p>2. Approve and sign the document then orders it to be registered.</p> <p>2.1. Register the document.</p> <p><i>Two copies of the registered document are retained as file copy of the office and the other one for PSA, Quezon City.</i></p> <p><u>For newly registered births with AUSF:</u></p> <p>2.2. Register the AUSF in the Register of Legal Instrument.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>2 minutes</p> <p>1 minute</p> <p>10 minutes</p>	<p><i>Marilyn C. Cruz City Government Department Head</i></p> <p><i>Ma. Theresa M. Vigayan Admin Assistant IV</i></p> <p><i>Adrian F. Pangan Registration Officer I</i></p>



	2.3. Prepare and print the certification of AUSF. 2.4. Review, approve and sign the AUSF documents.			<i>Marilyn C. Cruz</i> City Government Department Head
3. Receive copy of registered document and signs in the log sheet.	3. Release the registered document.	None	1 minute	<i>Ma. Theresa M. Vigayan</i> Admin Assistant IV <i>Adrian F. Pangan</i> Registration Officer I
	TOTAL:	NONE	6 MINUTES (FOR REGULAR COLB) 16 MINUTES (FOR COLB WITH AUSF)	

(Processing time may exceed 6 minutes (for regular COLB) 16 minutes (for COLB with AUSF) depending on the number of clients to be served on that day)

2. REQUESTING CERTIFIED TRUE COPIES OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage, and Death Certificates) and OTHER CERTIFICATIONS

A certified true copy of civil registry documents such as birth, marriage and death certificates may be secured at the Local City Civil Registry Office.

Office or Division	Local City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> The requestor himself (with valid ID as proof of his identity) Parents/Guardian of the requestor (with valid ID as proof of his identity and relationship to the owner of the document)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip for Certified CRD (BA, MA, DA and Other Certifications - 1 Original or photocopy)	- Request Slip can be secured at the Local City Civil Registry Office



2. Valid ID (1 original, for verification only) 3. Authorization Letter (1 Original), ID of the document owner (1 photocopy) and ID of the person being authorized (1 photocopy), (in case the requestor is not the document owner)		- Client - Document owner and authorized person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request of certified true copy of civil registry document to the receiving staff at the Local City Civil Registry Office.	1. Verify the availability of record.	None	2 minutes	<i>Nerissa M. Anilao</i> <i>Sr. Admin. Assisitant II</i>
	1.1. Conduct manual search of the record if it is not available in the computer.	None		<i>Adrian F. Pangan</i> <i>Registration Officer I</i>
	1.2. Endorse client to the personnel who issues requirements for late registration of document if record is not registered.	None		
	1.3. Advise client to pay the amount due at the City Treasurer's Office if record is registered.	<ul style="list-style-type: none"> • Birth Available is P100.00/ Copy • Marriage Available is P100.00/ Copy • Death Available is P100.00/ Copy • Other Certification is P100.00/ Copy 	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III</i> <i>City Treasurer's Office</i>



<p>2. Wait until LCCRO staff prepares the request.</p>	<p>2. Print certified true copy of requested civil registry document.</p> <p>2.1. Review the correctness of entries in the civil registry documents and countersigns it.</p> <p>2.2. Approve and sign the document.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>1 minute</p>	<p><i>Nerissa M. Anilao Sr. Admin. Assisitant II</i></p> <p><i>Adrian F. Pangan Registration Officer I</i></p> <p><i>Marilyn C. Cruz City Government Department Head</i></p>
<p>3. Claim the requested document at the releasing desk and signs in the log sheet.</p>	<p>3. Release the requested document.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Nerissa M. Anilao Sr. Admin. Assisitant II</i></p> <p><i>Adrian F. Pangan Registration Officer I</i></p>
	<p>TOTAL:</p>	<p>Service Fee</p> <ul style="list-style-type: none"> • ₱100 for BA, MA, DA • ₱100 for other certifications 	<p>11 MINUTES</p>	

(Processing time may exceed 11 minutes depending on the cashier/ clients at CTO where to settle the payment and the number of clients to be served on that day)



3. REGISTRATION OF DEATH CERTIFICATES

The responsibility of the nearest relative or spouse has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance at the City Health Office and ask them to make the Certificate of Death.

The City Health Officer shall examine and sign the death certificate and direct the registration of the death certificate to the Local City Civil Registry Office within reglementary period of thirty (30) days.

Office or Division	Local City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • Immediate Family/Relative of the Deceased Person • Messenger of the Hospital 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Municipal Form No. 103 (Certificate of Death – 4 original) 2. Municipal Form No. 103A (Certificate of Fetal Death – 4 original)		- Hospital where the deceased person died		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit document to the receiving staff at the Local City Civil Registry Office.	1. Examine the document presented if it is submitted timely or delayed.	None	2 minutes	<i>Nerissa M. Anilao</i> <i>Sr. Admin. Assisitant II</i> <i>Adrian F. Pangan</i> <i>Registration Officer I</i> <i>Ma. Theresa M. Vigayan</i> <i>Admin Assistant I</i> <i>Analyn D. De Guzman</i> <i>Registration Officer III</i>
	1.1. Check if the form is properly fill-out.			
	1.2. Advise client to go to the City Health Office and proceed to CTO	<ul style="list-style-type: none"> • Burial Permit is P100.00 (If the corpse will be buried 	20 minutes	<i>City Health Officer</i>



	for payment of burial / transfer or cremation permit. After payment, go back at LCCRO for registration	in Balanga City Cemetery) • Transfer Permit is ₱100.00 (If the corpse will be buried in cemetery outside Balanga City). Cremation Fee is ₱200.00.	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III City Treasurer's Office</i>
2. Wait while the document is being registered.	2. Approve and sign the document then orders the document to be registered.	None	2 minutes	<i>Marilyn C. Cruz City Government Department Head</i>
	2.1 Register the document. *Two copies of the registered document are retained as file copy of the office and the other one for PSA, Quezon City.	None	1 minute	<i>Nerissa M. Anilao Sr. Admin. Assistant II Adrian F. Pangan Registration Officer I Ma. Theresa M. Vigayan Admin Assistant IV Analyn D. De Guzman Registration Officer III</i>
3. Receive copy of registered document and signs in the log sheet.	3. Release the registered document.	None	1 minute	<i>Nerissa M. Anilao Sr. Adm. Asst. II Adrian F. Pangan Registration Officer I</i>



				Ma. Theresa M. Vigayan Admin Assistant IV Analyn D. De Guzman Registration Officer III
	TOTAL:	• P100 FOR BURIAL AND TRANSFER PERMIT • P200 FOR CREMATION SERVICE FEE	30 MINUTES	

(Processing time exceed 30 minutes depending on the cashier/clients at CTO where to settle the payment for burial permit/transfer permit/cremation permit; the number of clients to be served on that day and the travel time to proceed to the City Health Office and comes back at CCRO)

4. REGISTRATION OF COURT ORDERS / DECREES and REQUESTS OF ANNOTATED RECORD

Like all other civil registry documents, court orders/decrees concerning the status of a person shall be registered in the Local City Civil Registry Office where the court is functioning, within ten (10) days after the decree/order has become final.

The following are registrable court decrees:

- Decree of Legal Separation
- Declaration of Nullity of Marriage
- Declaration of Marriage as Null and Void
- Court Orders in Adoption
- Court Decisions or orders to correct or change entries in any certificate of birth, marriage or death certificate.
- Declaration of Presumptive Death
- Repatriation or voluntary Renunciation of Citizenship
- Court Decision recognizing or acknowledging of natural children impugning or denying such recognition or acknowledgement.
- Judicial determination of maternity affiliation
- Aliases



Office or Division	Local City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Immediate family / relative of owner of the document • The person who filed the petition at court 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Original and certified copy of the court order (1 set original, 5 set certified photocopy) 2. Certificate of Finality (1 original, 5 photocopy) 3. Certificate of court registration issued by the concerned Municipal/City Civil Registrar where the court order was issued (5 original, 2 photocopy) 4. Certificate of Authenticity of the Finality and Court Decision issued by RTC (1 original, 5 photocopy) 5. Civil registry documents such as birth, marriage, and death certificate (1 original – unannotated, 5 photocopy – unannotated, 6 photocopy with annotation) 			<p>- All these requirements must be submitted by the client, which they may secure from the RTC where the court order / decision was rendered.</p> <p>- CRD/s will be retrieved from the Local City Civil Registry Office</p>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents on court order to the Assistant City Civil Registrar at the Local City Civil Registry Office.	1. Check the validity and completeness of the documents.	None	10 minutes	<i>Edwin R. Banzon City Government Asst. Department Head</i>
	1.1 Inform the client that he will be contacted once the verification of authenticity of the court order decision was received by LCCRO.	None	2 minutes	
			(It may take 3 weeks before the Certificate of Finality is issued by RTC where the court order decision was rendered)	<i>Regional Trial Court</i>



	<p>1.2 Prepare the letter of verification and send it through mail via the Phil Post.</p> <p>1.3 Client is informed that he'll be conducted once RTC has send the certification for the authenticity of the finality issued</p>	None	1 minute	<i>Marilyn C. Cruz City Government Department Head</i>
2. Pay the corresponding fees at the City Treasurer's Office.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> • Registration of Court Order is ₱500.00 • Certified Photo Copy of Court Order is ₱50.00/page • Endorsement is ₱150.00 • Certified true copy of annotated civil registry document is ₱100.00 • Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client (not to be paid at CTO) 	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III City Treasurer's Office</i>
3. Wait while the court order is being registered in the Register of Books of	3. Process court order registration.	None	1 hour and 45 minutes	<i>Edwin R. Banzon City Government Asst. Department Head</i>



Court Decree Order and processed by the Asst. City Civil Registrar	3.1 Retrieve original civil registry document.	None	2 minutes	<i>Maria Teresa C. Siton Admin. Assistant IV</i>
	3.2 Prepare and encode proper annotation of the original civil registry document.	None	15 minutes	<i>Mary Ann L. Escudero Admin Aide II</i> <i>Adrian F. Pangan Registration Officer I</i>
	3.3. Prepare and print certification of registration of court order, certified true copy of civil registry documents with annotated court order and endorsement letter to PSA, Quezon City.			
	3.4. Review, approve and sign the original documents with annotation of Court order, as well as its supporting documents.	None	20 minutes	<i>Marilyn C. Cruz City Government Department Head</i>
	3.5 Release Registered document.			
	TOTAL:	• P750 SERVICE FEE	2 HOURS AND 39 MINUTES	

(Processing time may exceed 2 hrs. and 39 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his documents; and the number of clients to be served on that day and the client will be contacted after 3 weeks once the Certificate of Finality is issued by RTC before proceeding to registration)



5. REGISTRATION OF LEGAL INSTRUMENTS / LEGITIMATION OF NATURAL CHILD

As a general rule, all legal instruments shall be registered in the civil registry of the place where they were executed except the following:

- Affidavit of Reappearance – where the parties to the subsequent marriage are residing;
- Marriage Settlement – where the marriage was recorded;
- Admission of Paternity; and
- Acknowledgement, Legitimation, Voluntary Emancipation of Minor, Parental Authorization or Ratification of Artificial Insemination – where the birth of the child was recorded.

Not falling under the aforementioned exceptions are the following registrable instruments:

- Acknowledgment;
- Acquisition of citizenship;
- Certificate of Legal Capacity of Contract Marriage;
- Option to elect Philippine citizenship;
- Partition and distribution of properties of spouses and delivery of the children's legitimate; and
- Waiver of rights interests of absolute community.

All legal instruments executed abroad shall be registered in the Civil Registry Office of Manila.

Office or Division	Local City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Parents/Guardian of the Child
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<u>Acknowledgment</u> 1. Birth Certificate of the Child (1 original, 3 photocopy) 2. Affidavit of Acknowledgment/Paternity (3 original) 3. Valid ID and Community Tax Certificate of the Father (3 photocopy) 4. Baptismal Certificate or any document proving that the father acknowledges his child (3 photocopy)	<ul style="list-style-type: none"> - Client - Affidavit from Notary Public - Client - Baptismal certificate from church where the child was baptized
<u>Legitimation</u> 1. Birth Certificate of the Child (1 original, 3 photocopy)	<ul style="list-style-type: none"> - Client



<p>2. Joint Affidavit of Legitimation executed by Parents (3 original)</p> <p>3. Marriage Contract of Parents (3 certified photocopy)</p> <p>4. Certificate of No Marriage (CENOMAR) of Parents (1 original, 3 photocopy) with attached official receipt and should still be 6 months valid</p>	<ul style="list-style-type: none"> - Affidavit from Notary Public - Marriage certificate of parents where they got married - CENOMAR from PSA 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit necessary requirements for legal instruments to the receiving staff at the Local City Civil Registry Office.</p>	<p>1. Check the validity and completeness of required documents.</p> <p>1.1. Process the legal instrument if documents are complete.</p> <p>1.2. Return documents to the client if incomplete.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Adrian F. Pangan</i> Registration Officer I</p> <p><i>Maria Teresa C. Siton</i> Admin. Assistant IV</p>
<p>2. Pay the corresponding fees at the City Treasurer's Office.</p>	<p>2. Receive the OR of the payment made.</p>	<ul style="list-style-type: none"> • Acknowledgment fee is ₱100.00 • Legitimation Fee is ₱300.00 • Birth Available with Annotation is ₱100.00 • Endorsement Fee is ₱150.00 • Incidental expenses like photocopying of documents and mailing expenses will be 	<p>4 minutes City Treasurer's Charter</p>	<p>Revenue Collection Clerk III City Treasurer's Office</p>



		shouldered by the client. (Not to be paid at CTO)		
3. Wait while the legal instrument is being registered in the Registry Book of Legal Instruments and processed by LCCRO staff.	3. Retrieve original civil registry document.	None	10 minutes	<i>Adrian F. Pangan Registration Officer I</i>
	3.1. Prepare and encode proper annotation of the original civil registry document.			<i>Maria Teresa C. Siton Admin. Assistant IV</i>
	3.2. Prepare and print certification of legal instrument, certified true copy of civil registry documents with annotated legal instrument and endorsement letter to PSA Quezon City.	None	30 minutes	
	3.3. Review, approve and sign the original documents with annotation of legal instrument, as well as its supporting documents.	None	10 minutes	<i>Marilyn C. Cruz City Government Department Head</i> <i>Adrian F. Pangan Registration Officer I</i>
	3.4. Segregate and release signed documents to the client.			<i>Maria Teresa C. Siton Admin. Assistant IV</i>
	TOTAL:	P650 Service Fee	1 HOUR AND 4 MINUTES	

(Processing time may exceed 1 hour and 4 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his documents; the number of clients to be served on that day)



6. LATE REGISTRATION OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage and Death Certificates)

Delayed registration of birth – like ordinary registration made at the time of the event – shall be filed at the Local Civil Registry Office of the place where the event took place, following the lapse of the 30-day reglementary period to register.

Late registration is made when the Certificate of Marriage of a couple whose marriage was solemnized in City of Balanga but was not registered in Balanga City Civil Registry Office within the following prescribed period upon the date of marriage, to wit:

- Thirty (30) calendar days for those with Marriage License;
- Fifteen (15) days for those who were qualified to use Article 34 of Executive Order No. 209;
- Thirty (30) calendar days for those whose marriage was solemnized in accordance with the provisions of Presidential Decree No. 1083 (Muslim Rites).

Delayed registration of Certificate of Death of a person who died in City of Balanga was not registered in Balanga City Civil Registry Office within the thirty (30) calendar days prescribed period of registration.

Office or Division	Local City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Parents/Guardian of the document owner 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Certificate of Live Birth <ul style="list-style-type: none"> • Certificate of Live Birth (4 original) • PSA Negative Result Certification (1 original) • Joint Affidavit of Two (2) Disinterested Persons (3 original) • Valid ID of Father (if not married – 1 photocopy) • Valid ID of Mother (1 photocopy) <p>At least two (2) of the following:</p> <ul style="list-style-type: none"> • Medical Record (1 original) / Certification from the Hospital (1 original) / Health Card or Baby book (1 photocopy) • Baptismal Certificate (1 photocopy) 		<ul style="list-style-type: none"> - Hospital or Attendant at birth (if the child was not delivered in the hospital) - Philippine Statistics Authority - Affidavit from Notary Public - Client - Client - Medical Certification from hospital / Pediatrician - Baptismal Certificate from church where the child was baptized



<ul style="list-style-type: none"> • School Records (Form 137 / Transcript of Records – 1 photocopy) • Barangay Certification (1 original) • Voter’s Certification from COMELEC (1 photocopy) 		<ul style="list-style-type: none"> - Form 137 / TOR from school - Barangay certification from Brgy. Chairman - COMELEC 		
<p><u>For Certificate of Marriage</u></p> <ul style="list-style-type: none"> • Certificate of Marriage (4 original) • PSA Negative Result Certification (1 original) (if late for 6 months and above) • Affidavit of contacting parties indicating the cause of delay of registration; Valid IDs of Contracting Parties (1 photocopy) 		<ul style="list-style-type: none"> - Church or Solemnizing Officer - Philippine Statistics Authority - Affidavit from Notary Public - Client 		
<p><u>For Certificate of Death / Fetal Death</u></p> <ul style="list-style-type: none"> • Certificate of Death / Fetal Death (4 original) • PSA Negative Result Certification (1 original) (if late for 6 months and above) • Notarized affidavit of the nearest relative of the deceased or any person having legal charge of the deceased when he/she was still alive, stating the exact date and place of death, facts and circumstances surrounding the death and the reason/cause of the delay; • Valid IDs of Contracting Parties (1 photocopy) 		<ul style="list-style-type: none"> - Hospital or City Health Office - Philippine Statistics Authority - Affidavit from Notary Public - Client 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PSA Negative Result Certification to the receiving staff at the Local City Civil Registry Office.	1. Verify from the archive whether the record for late registration is not really registered. 1.1 Search in the database and in the archive.	None	5 minutes	<i>Adrian F. Pangan Registration Officer I</i> <i>Ma. Theresa M. Vigayan Admin. Assistant IV</i>
2. Submit all supporting documents.	2. Review the requirements. 2.1. Interview and instruct the client to see a notary public to administer their oath	None	10 minutes	<i>Adrian F. Pangan Registration Officer I</i>



	in the affidavit of delayed registration. 2.2. Record document in the record book and advise the client to return after 10-day reglementary posting period.	None	10 days posting period	<i>Ma. Theresa M. Vigayan Admin. Assistant IV</i>
3. Receive copy of registered document and signs in the receiving logbook.	3. After the approval of the CCR, the document is being released to the client.	None	5 minutes	<i>Marilyn C. Cruz City Government Department Head</i> <i>Adrian F. Pangan Registration Officer I</i> <i>Ma. Theresa M. Vigayan Admin. Assistant IV</i>
	TOTAL:	NONE	10 DAYS POSTING PERIOD AND 20 MINUTES	

(Processing time may exceed 20 minutes depending on the number of clients to be served on that day and the client will come back after 10 days posting period)



7. APPLYING FOR A MARRIAGE LICENSE

The local civil registrar of the city or municipality shall issue a marriage license where either contracting party habitually resides, except in accordance with Chapter 2 of this Code (Article 9, Family Code of the Philippines).

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

The license shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall be deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

Office or Division	Local City Civil Registry Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<ul style="list-style-type: none"> • Contracting parties • Parents of the applicants (if applicants are ages 18-24 years old) 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> • 1 Certified True / Photocopy Copy of Birth Certificate of both contacting parties • Valid IDs of the applicants (1 photocopy) • Pre-Marriage Counseling (Family Planning) Certificate from POPCOM (1 original) • Pre-Marriage Counseling Certificate from CSWD (1 original) • Parental consent if applicant is 18 yrs. old but below 21 yrs. Old (2 original) • Parental advice if applicant is 21 yrs. old but below 25 yrs. Old (2 original) • At least one of the contracting parties must be a resident of the place where the local civil registry office is located. • Certificate of No Marriage (CENOMAR), with official receipt) from PSA if applicant is 25 yrs. old and above (1 original and 2 photocopy); should still be valid for 6 months • Legal Capacity to Marry (If one of the contracting parties is a foreigner) 		<ul style="list-style-type: none"> - Birth certificate can be either from PSA or LCR Office - Contracting parties - POPCOM - CSWD - Father of the applicant/s - Father and mother of applicant/s - CENOMAR from PSA - Legal capacity from Embassy



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the receiving staff of the Local City Civil Registry Office and subject for interview.	1. Examine/verify the submitted pertinent requirements for the application.	None	5 minutes	<i>Mylene C. Tapan Admin. Assistant VI</i>
	1.1 Make sure that the applicants have attended the Family Planning Seminar in POPCOM and Pre-Marriage Counseling in CSWD before accepting the application.			
	a. Interview the applicants.	None	30 minutes	<i>Mylene C. Tapan Admin. Assistant VI</i>
	1.2 Encode application for marriage license.			
	1.3 Instruct clients to review and check the information on the prepared application.			
	1.4 Advise applicants and their parents to sign in the application and consent/advise after checking the information.			
	1.5 Instruct the applicant to pay the corresponding marriage license application fee at CTO.	<ul style="list-style-type: none"> Application for Marriage License is ₱200.00 	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III City Treasurer's Office</i>



		<ul style="list-style-type: none"> • Seminar Fee is ₱150.00 License Fee is ₱2.00 		
2. Return at LCCRO office to give the OR.	2. Record the document in the record book, as well as its OR Number and advise the applicants to return after 10-day posting period.	None	2 minutes	<i>Mylene C. Tapan Admin. Assistant VI</i>
3. Come back at LCCRO for the release of their license on the 11 th day after the 10-day posting period.	3. Review the requirements of the applicant and prepare the license if documents are complete.	None	10 minutes	<i>Mylene C. Tapan Admin. Assistant VI</i>
	3.1. Verify, approve and sign the marriage license.			<i>Marilyn C. Cruz City Government Department Head</i>
	3.2. Segregate and release the marriage license to the applicant.	None	2 minutes	<i>Mylene C. Tapan Admin. Assistant VI</i>
	TOTAL:	₱352.00 Service Fee	10 DAYS POSTING PERIOD AND 53 MINUTES	

(Processing time may exceed 53 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his/her requirements; the number of clients to be served on that day; and the applicants will come back after the 10-day posting period and, on the 11th, day is the release).



8. REGISTRATION OF AN ACT ALLOWING THE ILLEGITIMATE CHILD TO USE THE SURNAME OF THE FATHER (AUSF) through R.A. 9255

Republic Act No. 9255 (An Act Allowing the Illegitimate Child to Use the Surname of their Father, amending for the Purpose Article 176 of Executive Order 209, Otherwise known as the Family Code of the Philippines) was signed by President Gloria Macapagal-Arroyo on 24 February 2004 and took effect on 04 March 2004.

Article 176 of the said act was amended stating that “illegitimate children shall use the surname, and shall be under the parental authority of their mother, and shall be entitled to support in conformity with the said code. However, illegitimate children may use the surname of their father if their filiation has been expressly recognized by the father through the record of birth appearing in the Civil Register or when an admission in a public document is made by the father.

The revised IRR shall apply to all illegitimate children born on or after March 19, 2004, which includes all unregistered births and registered births under the surname of the mother.

Illegitimate children born on August 3, 1988 to March 18, 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity or private handwritten instrument but cannot use the surname of the father under RA 9255. However, a petition in court may be filed in order the child can use the surname of his father.

The revised IRR of RA 9255 states that 1.) An illegitimate child not acknowledged by the father shall use the surname of the mother, 2.) And illegitimate child not acknowledged by the father shall use the surname of the mother if no Affidavit of Use the Surname of the Father (AUSF) is executed, 3.) An illegitimate child aged six years and below acknowledged by the father shall use the surname of the father, if the mother or the guardian, in the absence of the mother executes the AUSF, 4.) an illegitimate child seven to 17 years old acknowledged by the father shall use the surname of the father, if the child executes an AUSF fully aware of its consequence as attested by the mother or guardian, and 5.) Upon reaching the age of majority, an illegitimate child acknowledged by the father shall use the surname of his father provided that he executes an AUSF without need of attestation.

The revised IRR took effect on April 7, 2016, fifteen days after its publication in major newspapers in the country

Office or Division	Local City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Parents/Guardian of the child
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<ol style="list-style-type: none"> 1. Certificate of Live Birth (1 original, 3 photocopy) 2. Affidavit to Use the Surname of the Father (AUSF) (3 original) 3. ID/cedula of Father (3 photocopy) 4. ID/cedula of Mother (3 photocopy) 5. Document indicating that child is acknowledge by father (baptismal certificate, Philhealth Membership Data Record, Social Security System Membership Form – 3 photocopy) 	<ul style="list-style-type: none"> - Client - Affidavit from Notary Public - Client - Client - Baptismal certificate from church where the child was baptized; PhilHealth; SSS 			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit necessary requirements for AUSF to the receiving staff at the Local City Civil Registry Office. 	<ol style="list-style-type: none"> 1. Check the validity and completeness of required documents. 1.1. Process the AUSF if the documents are complete. 1.2. Return documents to the client if requirements are incomplete. 1.3 Instruct the client to pay the corresponding processing fee at CTO. 	None	7 minutes	<p><i>Adrian F. Pangan Registration Officer I</i></p> <p><i>Maria Teresa C. Siton Admin Assistant IV</i></p>
<ol style="list-style-type: none"> 2. Pay the corresponding fees at the City Treasurer's Office. 	<ol style="list-style-type: none"> 2. Receive the OR of the payment made. 	<ul style="list-style-type: none"> • AUSF Fee is ₱300.00 • Certified True Copy of Civil Registry Document with Annotation is ₱100.00/copy 	4 minutes City Treasurer's Charter	<p><i>Revenue Collection Clerk III City Treasurer's Office</i></p>



		<ul style="list-style-type: none"> • Endorsement Fee is ₱150.00 Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client (not to be paid at CTO)		
3. Wait while the AUSF is being registered in the Registry Book of Legal Instruments and processed by LCCRO staff.	3. Prepare and type proper annotation to the original civil registry document.	None	30 minutes	<i>Adrian F. Pangan</i> <i>Registration Officer I</i> <i>Maria Teresa C. Siton</i> <i>Admin Assistant IV</i>
	3.1. Prepare and print certification of AUSF, certified true copy of civil registry documents with annotation and endorsement letter to PSA, Manila.	None	10 minutes	<i>Marilyn C. Cruz</i> <i>City Government Department Head</i>
	3.2. Review, approve, and sign the original documents with annotation of AUSF, as well as its supporting documents.	None	10 minutes	<i>Adrian F. Pangan</i> <i>Registration Officer I</i> <i>Maria Teresa C. Siton</i> <i>Admin Assistant IV</i>
	3.3. Segregate the signed documents.	None	10 minutes	
	3.4. The annotated document is			



	released to the client.			
	TOTAL:	• ₱550.00 Service Fee	1 HOUR AND 1 MINUTE	

(Processing time may exceed 1 hour and 1 minute depending on the time that the person photocopied / completed the requirements needed; the cashier/clients at CTO where to settle the payment of fee; and the number of clients to be served on that day)

9. REGISTRATION OF FOUNDLING / ABANDONED CHILD

Foundling is a deserted or abandoned infant or a child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

Period of Registration of Foundling

If the registering person is the finder, the report by him to the local civil registrar must be made within 30 days from the date of finding. If the registering person is the DSWD or the orphanage, the report to the local civil registrar must be made within 30 days from the date when the child was taken into custody. Any report made after the 30-day period shall be considered delayed, and the registrant shall be required to state in a sworn statement the reason or reasons of the delay.

Duties of the Finder in case of Foundling

Immediately after finding a foundling, the finder shall report the case to the Barangay Captain of the place where the foundling is found, or to the police headquarters, whichever is nearer or convenient to the finder. When the report is duly noted either by the Barangay Captain or by the police authority, the finder may keep the child under his care or may commit the child to the care of the DSWD, or to a duly licensed orphanage or charitable or similar institution.

In case the finder is awarded the custody of the foundling, he shall give name to the child and shall report the same to the local civil registrar of the city or municipality where the child is found, otherwise, the giving of name to the child and its registration as foundling shall be the responsibility of DSWD or of the orphanage or similar institution where the child is committed.

Office or Division	Local City Civil Registry Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	• The finder of the child	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. OCRG Form No. 101 (Certificate of Foundling – 4 original)		- City Civil Registry Office
2. CSWD Certification (1 original)		- City Social Welfare and Development Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff at the Local City Civil Registry Office.	1. Review/verify the presented documents. 1.2. Process the registration if documents are correct and complete.	None	10 minutes	<i>Marilyn C. Cruz</i> <i>City Government</i> <i>Department Head</i> <i>Edwin R. Banzon</i> <i>City Government</i> <i>Asst. Department</i> <i>Head</i>
2. Wait while papers are being processed.	2. Process all the submitted documents. 2.1. Prepare the certificate of foundling as per data supplemented by the finder.	None	45 minutes	<i>Edwin R. Banzon</i> <i>City Government</i> <i>Asst. Department</i> <i>Head</i>
	2.2. Evaluate/review the attachments and approve / sign the document.	None	5 minutes	<i>Marilyn C. Cruz</i> <i>City Government</i> <i>Department Head</i>
	2.3. Register the document to the Registry Book of Foundling.	None	5 minutes	<i>Edwin R. Banzon</i> <i>City Government</i> <i>Asst. Department</i> <i>Head</i>
3. Receive personal copy and sign in the receiving logbook.	3. Issue the personal copy of the client.	None	1 minute	<i>Edwin R. Banzon</i> <i>City Government</i> <i>Asst. Department</i> <i>Head</i>
	TOTAL:	NONE	1 HOUR AND 6 MINUTES	

(Processing time may exceed 1hour and 6 minutes depending on the number of clients to be served on that day)



10. REQUESTING ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage and Death Certificates) TO THE OFFICE OF THE CIVIL REGISTRAR-GENERAL

As a rule, all civil registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective PSA Provincial Statistics Offices.

There are instances when the PSA cannot issue copy/copies to the interested party because their Office have no available record in its archive, or the current document is still with the Provincial Statistics Office being processed.

To facilitate the issuance of requested documents, the concerned Provincial Statistics Office (PSO) or Civil Registrar is required to submit or endorse the needed document on a piecemeal basis to the PSA.

Office or Division	Local City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Parents/Guardian of the document owner 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Negative Result Certification (1 original, 4 photocopy) 2. Civil registry document such as birth, marriage, and death certificate (1 original, 4 photocopy)		- Philippine Statistics Authority - File copy of LCR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PSA Negative Result Certification to the receiving staff and ask for an endorsement letter at the Local City Civil Registry Office	1. Verify from the archive whether the record for endorsement is available.	None	10 minutes	<i>Ma. Theresa M. Vigayan</i> <i>Admin Assistant IV</i> <i>Adrian F. Pangan</i> <i>Registration Officer I</i>
	1.1. Search is made in the data base and in the archive. 1.2. Receive the certification and advise the client to pay at CTO.	None	2 minutes	<i>Analyn D. De Guzman</i> <i>Registration Officer III</i>



2. Pay the required fees at the CTO.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> - Endorsement Fee is ₱150.00 - Certified True Copy of Civil Registry Document is ₱100.00/copy - Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client. (Not to be paid at CTO) 	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III City Treasurer's Office</i>
3. Wait while the papers are being processed.	3. Prepare and print the certified true copy of the civil registry document to be endorsed to PSA together with the endorsement letter.	None	10 minutes	<i>Ma. Theresa M. Vigayan Admin Assistant IV</i> <i>Adrian F. Pangan Registration Officer I</i> <i>Analyn D. De Guzman Registration Officer III</i>
	3.1. Review, approve and sign the document.	None	3 minutes	<i>Marilyn C. Cruz City Government Department Head</i>
	3.2 Segregate and release the signed document.	None	2 minutes	<i>Ma. Theresa M. Vigayan Admin Asst. IV</i> <i>Adrian F. Pangan Registration Officer I</i>



	3.3. Instruct client to mail all the documents to PSA, Quezon City through LBC Express or any courier and make a follow up after 3 days upon mailing or at PSA San Fernando City, Pampanga and make a follow up after 20 working days.	None	5 minutes	<i>Analyn D. De Guzman Registration Officer III</i>
	PSA approval on the endorsement	None	20 working days PSA Approval	<i>PSA San Fernando City Pampanga /</i>
	TOTAL:	P250 Service Fee	20 WORKING DAYS PSA APPROVAL & 36 MINUTES	

(Processing time may exceed 36 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his documents; and the number of clients to be served on that day; client may follow up for PSA's approval after 20 days)

11. FILING PETITION FOR CORRECTION OF CLERICAL ERROR (CCE) AND CHANGE OF FIRST NAME (CFN) THROUGH R.A. 9048 AND CORRECTION IN THE ENTRY IN THE DATE AND/OR MONTH IN THE DATE OF BIRTH AND SEX/GENDER OF THE CILD THROUGH R.A. 10172

Republic Act 9048 is an act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in any entry and/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Article 376 and 412 of the Civil Code of the Philippines. It took effect on 22 April 2001.

Implementation of Republic Act No. 10172 (An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight – R.A. 9048) was signed and approved by NSO Civil Registrar General Carmelita N. Ericta on the 24th of October 2012 and took effect after its fifteen days publication in the Official Gazette and two newspapers of general publication.



Office or Division	Local City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Government
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Parents/Guardian of the document owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><u>For Correction of Clerical Errors (CCE)</u></p> <ul style="list-style-type: none"> • PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries • Birth Certificate of father/mother/brother/ sister/son and daughter. (1 original and 2 photocopy) • Marriage Contract of petitioner (if married - 1 original and 2 photocopy) • Marriage Contract of parents (1 original and 2 photocopy) • Baptismal Certificate (1 original and 2 photocopy) • School Records (Form 137, 138 or Transcript of Record) (1 original and 2 photocopy) • Driver License, PRC ID, SSS ID, Postal ID, Senior Citizen ID (1 original and 2 photocopy) • Insurance Record (1 original and 2 photocopy) • Passport (1 original and 2 photocopy) • Community Tax Certificate (1 original and 2 photocopy) • Voter's Affidavit (1 original and 2 photocopy) <p><u>For Change of First Name (CFN)</u></p> <ul style="list-style-type: none"> • PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries • NBI Clearance (not older than 1-year-old - Purpose: For Change of First Name – 1 original and 2 photocopy) • Latest Police Clearance (Purpose: For Change of First Name – 1 original and 2 photocopy) • Certificate of employment (if employed – 1 original and 2 photocopy) 	<ul style="list-style-type: none"> • Philippine Statistics Authority • C/MCR Office where the vital event is registered • C/MCR Office where the vital event is registered • C/MCR Office where the vital event is registered • Baptismal certificate from church where the petitioner was baptized • School where the petitioner graduated / studied • Petitioner • Petitioner • Petitioner • Barangay/City Hall • COMELEC • Philippine Statistics Authority • NBI • PNP Office • Employer



<ul style="list-style-type: none"> • Affidavit of non-employment (if not employed – 2 original) • Copy of business permit (if engaged in business – 1 original and 2 photocopy) • Baptismal Certificate (1 original and 2 photocopy) • Marriage Contract (if married – 1 original and 2 photocopy) • Voter's Affidavit (if 18 years old and above – 1 original and 2 photocopy) • Publication in local newspaper (2 consecutive weeks – 2 original) • School Record (Form 137, 138 or Transcript of Record – 1 original and 2 photocopy) • Driver's License (1 original and 2 photocopy) • Community Tax Certificate (1 original and 2 photocopy) 	<ul style="list-style-type: none"> • Notary Public • LPFO • Baptismal certificate from church where the petitioner was baptized • C/MCR Office where the vital event is registered • COMELEC • Local Newspaper Publisher • School where the petitioner graduated / studied • Petitioner/LTO • Petitioner/Barangay
<p><u>For Correction in the Entry in the Day and/or Month in the Date of Birth (RA 10172)</u></p>	
<ul style="list-style-type: none"> • PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries • Earliest school record or earliest school documents (Form 137, 138 or Transcript of Record – 1 original and 2 photocopy) • Baptismal certificate and other documents issued by religious authorities (1 original and 2 photocopy) • Marriage certificate (if married – 1 original and 2 photocopy) • Voter certification (1 original and 2 photocopy) • IDs with correct birth date (1 original and 2 photocopy) • Latest police clearance (Purpose: For Correction of Birth Date – 1 original and 2 photocopy) • Latest NBI Clearance (Purpose: For Use in Correction of Birth Date – 1 original and 2 photocopy) • Latest Certificate of Employment (Purpose: For Use in Correction of Birth Date – 1 original and 2 photocopy) or • Affidavit of Non-Employment (For Use in Correction of Birth Date – 2 original) 	<ul style="list-style-type: none"> • Philippine Statistics Authority • School where the petitioner graduated / studied • Baptismal certificate from church where the petitioner was baptized • C/MCR Office where the vital event is registered • COMELEC • Petitioner • PNP Office • NBI • Employer • Notary Public



<ul style="list-style-type: none"> • Community Tax Certificate (1 original and 2 photocopy) • Publication in local newspaper (2 consecutive weeks – 2 original) <p><u>For Correction in the Entry in the Sex/Gender of the Child (RA 10172)</u></p> <ul style="list-style-type: none"> • PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries • Earliest school record or earliest school documents (Form 137, 138 or Transcript of Record – 1 original and 2 photocopy) • Baptismal certificate and other documents issued by religious authorities (1 original and 2 photocopy) • Voter certification (1 original and 2 photocopy) • IDs with correct sex/gender (1 original and 2 photocopy) • Medical Records (Old or New – Urinalysis, Blood typing or Chest X-ray – 1 original and 2 photocopy) • Latest police clearance (Purpose: For Correction of Sex/Gender – 1 original and 2 photocopy) • Latest NBI Clearance (Purpose: For Use in Correction of Sex/Gender – 1 original and 2 photocopy) • Latest Certificate of Employment (Purpose: For Use in Correction of Sex/Gender – 1 original and 2 photocopy) or • Affidavit of Non-Employment (For Use in Correction of Sex/Gender – 2 original) • Medical Certification issued by an accredited government physician (1 original and 2 photocopy) • Certificate of Authenticity of C/MCR (1 original • Publication in local newspaper (2 consecutive week) 2 original <p>***** Requirements to be submitted depend on the nature of petition to be filed. The more documents provided that support the petition, the more possibility of OCRG's affirmation.</p>	<ul style="list-style-type: none"> • Petitioner • Local Newspaper Publisher • Philippine Statistics Authority • School where the petitioner graduated / studied • Baptismal certificate from church where the petitioner was baptized • COMELEC • Petitioner • Petitioner • PNP Office • NBI • Employer • Notary Public • Rural Health Unit • C/MCR • Local Newspaper Publisher
---	--



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problem about registry record to the CCR.	1. Carefully examine the problem. Inform the petitioner whether the problem falls into CCE / CFN (RA 9048) or RA 10172.	None	10 minutes	<i>Marilyn C. Cruz City Government Department Head</i>
1.1. Submit the necessary documents for filing a petition for CCE or CFN under R.A. 9048 and Correction of the Day and/or Month in the Date of Birth and Sex of the Child under RA 10172 to the City Civil Registrar.	1.1. Check and verify if the documents presented are authentic, complete, and duly certified. 1.2. CCR process the petition if documents are complete, if not, return it to the client for completion.	None	10 minutes	<i>Marilyn C. Cruz City Government Department Head</i>
	1.3. Retrieve original civil registry document.	None	4 minutes	<i>Maria Teresa C. Siton Admin Assistant IV</i> <i>Mary Ann L. Leaño Admin Aide II</i>
2. Petitioner pays the filing fee at the CTO and waits at LCCRO while petition papers are being prepared.	2. Receive the OR of the payment made. 2.1. Advise the petitioner to wait while his petition paper is being prepare	• Filing Fee for Correction of Clerical Error is ₱1,000.00 (Note: This does not include incidental expenses like mailing expenses and notarial fee which may range more or less ₱300)	4 minutes 10 minutes	<i>Revenue Collection Clerk III City Treasurer's Office</i> <i>Edwin R. Banzon City Government Asst. Department Head</i>



		<ul style="list-style-type: none">• Filing Fee for Change of First Name is ₱3,000.00 (Note: This does not include incidental expenses like mailing expenses and notarial fee which may range more or less ₱300 and ₱2000 or more for publication fee in a local newspaper and client may go directly to the publisher of their choice)• Filing Fee for Correction of Day and/or Month in the Date of Birth and Sex/Gender of the Child is ₱3,000.00 (Note: This does not include incidental expenses like mailing expenses and notarial fee which may range more or less ₱300 and ₱2000 or more for publication		<i>Local City Civil Registry Office</i>
--	--	--	--	---



		<p>fee in a local newspaper and client may go directly to the publisher of their choice)</p> <ul style="list-style-type: none"> • Migrant Petition Fee is P500.00 • Incidental expenses like photocopying of documents 		
	<p>2.3 Advise the petitioner to go to a notary public to administer his oath.</p> <p>*Petition will be posted for 10 days.</p>	None	30 minutes	<i>Marilyn C. Cruz City Government Department Head</i>
	<p>2.4. Prepare and print Record Sheet, Notice for Posting and Certificate of Posting. Type the CCRO's decision on the petition papers.</p>	None	20 minutes	<i>Analyn D. De Guzman Registration Officer III</i>
	<p>2.5. Approve the petition and sign the Record Sheet, Notice for Posting and Certificate of Posting after the 10-day posting period.</p>	None	5 days after the posting period	<i>Marilyn C. Cruz City Government Department Head</i>
	<p>2.6. Submit the approved petition to PSA, Quezon City for affirmation.</p>			



<p>3. Follow up petition after two (2) months.</p> <p>3.1 If already affirmed by CRG, wait while the Certificate of Finality is being processed.</p>	<p>3. Once affirmed by CRG, the CCR will prepare the Certificate of Finality.</p> <p>This includes retrieval and photocopy of documents and typing Marginal Annotation on affected document.</p> <p>3.1. Segregate papers and release approved petition to the client.</p>	<p>- Finality Fee of ₱200 after the CRG has affirmed the filed petition.</p> <p>None</p>	<p>1 hour</p> <p>1 hour and 45 minutes (For multiple filed petitions in one document)</p> <p>3 minutes</p>	<p><i>Edwin R. Banzon City Government Asst. Department Head</i></p> <p><i>Edwin R. Banzon City Government Asst. Department Head</i></p>
	<p>TOTAL:</p>	<ul style="list-style-type: none"> • ₱1500 for CCE (RA 9048) • ₱5500 for CFN • ₱5500 for CCE (RA 10172) • ₱200 for Finality Service Fee 	<p>10 DAYS POSTING PERIOD, 3 HOURS AND 16 MINUTES</p>	

For correction of clerical error, there will be a 10-day posting period before the CCRO approve the petition

For change of first name, correction of the Day and/or Month in the Date of Birth and Sex of the Child, There will be a 10-day posting period, local newspaper publication of the said petition for 2 consecutive weeks before the CCRO approve the petition

Approved petition may last up to 3-4 months, depending on the affirmation of PSA

(Processing time may exceed 2 hrs. and 31 minutes (for simple petition) / 3 hrs. and 16 minutes (for multiple petition filed in one document) depending on the time that the person photocopied / completed the requirements needed; the cashier/clients at CTO where to settle the payment of fee; and the number of clients to be served on that day.)



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

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

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

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

Local City Civil Registry Office of Balanga is one of the offices that cater this service.

Office or Division	Local City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government-to-Government			
Who may avail:	<ul style="list-style-type: none"> • The requestor himself • Parent/Guardian of requestor 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PSA Application Form for authentication (Birth, Marriage, Death, CENOMAR) (1 original or photocopy)		- Local City Civil Registry Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Fill-out the appropriate Application Form at the receiving staff at the Local City Civil Registry Office.	1. Review completeness and correctness of entries of the accomplished forms.	None	7 minutes	<i>Maria Teresa C. Siton Admin Assistant IV</i>



<p>2. When the information in the Application Form has passed the review, client pays the amount due.</p>	<p>2. Receive the payment.</p>	<ul style="list-style-type: none"> - PSA Birth Certificate is ₱330.00 as approved by City Ordinance (₱175 – service charge paid at CTO / ₱155 PSA Fee) - PSA Marriage Certificate is ₱330.00 as approved by City Ordinance (₱175 – service charge paid at CTO / ₱155 PSA Fee) - PSA Death Certificate is ₱330.00 as approved by City Ordinance (₱175 – service charge paid at CTO / ₱155 PSA Fee) - PSA CENOMAR is ₱330.00 as approved by City Ordinance (₱120 – service charge paid at CTO / ₱210 PSA Fee) <p>Note: Acknowledgment slip is being issued to the client as temporary receipt and the machine validated OR from PSA is attached to the document once released.</p>	<p>4 minutes City Treasurer's Charter</p>	<p><i>Revenue Collection Clerk III City Treasurer's Office</i></p>
	<p>2.1. Record the name of the requested</p>	<p>None</p>	<p>1 minute</p>	<p><i>Maria Teresa C. Siton Admin Assistant IV</i></p>



	<p>documents and O.R. Number in the logbook.</p> <p>2.2. Prepare two (2) copies of the AS for each Application Form.</p> <p>2.3 Indicate in the form the date and time when the client can return to claim the results.</p> <p>2.4. Issue one copy of the AS to the client and keep the other copy for reference.</p> <p>2.5. Advise the client to return on the document release date(s) indicated in the AS and to bring the AS on his return.</p> <p>2.6. Inform the client that the AS shall be used to claim the document requested.</p> <p>2.7. Inform the requester that the OR shall be issued upon the release of the document requested.</p> <p>2.8. Remind the client that, in the</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 minutes</p> <p>10 days processing</p> <p>5 minutes</p>	<p><i>Maria Teresa C. Siton Admin Assistant IV</i></p> <p><i>Maria Teresa C. Siton Admin Assistant IV</i></p>
--	---	-------------------------------------	---	---



	case of requests for copies of birth certificate, authorization and identification, documents must be presented in claiming the document when the claimant is not the owner.			
3. Return on the date of release.	3. Prepare the document and advise the client to sign in the receiving copy.	None	3 minutes	<i>Maria Teresa C. Siton Admin Assistant IV</i>
	TOTAL:	<ul style="list-style-type: none"> • P330.00 Service Fee 	10 DAYS RELEASE DATE AND 25 MINUTES	

(Processing time may exceed 25 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the number of clients to be served on that day and how long the client fills up the form; client will come back after 10 days for the release of requested authenticated copy of CRD).

13. REGISTRATION OF OUT-OF-TOWN REPORT OF BIRTH CERTIFICATE

Out-of-town reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality, which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

Office or Division	Local City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Government
Who may avail:	<ul style="list-style-type: none"> • Owner of the document to be processed if the person is of legal age • Parents/Guardian of the document's owner
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Client is advised to contact the C/MCRs where the vital event happened and ask	- Contact number of C/MCR will be issued by LCCRO staff



the requirements that applicant needs to comply, as well as the required payment.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving staff at the Local City Civil Registry Office 1.1. Wait while papers are being processed.	1. Review/Verify the contents and completeness of the civil registry documents, as well as its attachments.	None	10 minutes	<i>Adrian F. Pangan</i> <i>Registration Officer I</i> <i>Mary Ann L. Escudero</i> <i>Admin Aide II</i>
	1.1. Process submitted documents if they are complete and correct. 1.2. Accomplish an out-of-town registration letter. 1.3. Submit civil registry documents to the City Civil Registrar or authorized signatory for approval.	None	45 minutes	<i>Adrian F. Pangan</i> <i>Registration Officer I</i> <i>Mary Ann L. Escudero</i> <i>Admin Aide II</i>
2. Pay the amount due at the City Treasurer's Office.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> ● Out-of-Town Registration Fee is ₱100.00 ● Incidental expenses like photocopying of documents, mailing expenses and filing fee which may range from 	4 minutes City Treasurer's Charter	<i>Revenue Collection Clerk III</i> <i>City Treasurer's Office</i>



		P300-P500 will be shouldered by the client. (not to be paid at CTO)		
	2.1. Review the attachments and approve/sign in the Affidavit for Delayed Registration of Birth (back of the birth form) and out-of-town registration letter.	None	5 minutes	<i>Marilyn C. Cruz</i> <i>City Government</i> <i>Department</i> <i>Head</i>
	2.2. Segregate signed documents. Advise client to mail the processed documents at LBC Express or any other courier and get his contact number.	None	5 minutes	<i>Adrian F. Pangan</i> <i>Registration</i> <i>Officer I</i> <i>Mary Ann L. Escudero</i> <i>Admin Aide II</i>
	2.3. Inform the client that once his paper was approved and has been registered, he'll be contacted by LCCRO staff.		15 working days	<i>Local City Civil</i> <i>Registry Office</i> <i>Concerned</i> <i>MCR</i>
3. Receive a notice that his document has been registered.	3. Advise the client to sign in the receiving copy and in the visitor's log sheet.	None	2 minutes	<i>Adrian F. Pangan</i> <i>Registration</i> <i>Officer I</i> <i>Mary Ann L. Escudero</i> <i>Admin Aide II</i>
	TOTAL:	P100.00 Service Fee	15 days on Agency to Act promptly on letters and requests (Republic Act (RA) 6713),	



			1 HOUR AND 11 MINUTES
--	--	--	------------------------------

(Processing time may exceed 1 hour and 11 minutes depending on the cashier/clients at CTO where to settle the payment of fee and the number of clients to be served on that day)

This Office strictly implements **RA 10173**, otherwise known as **DATA PRIVACY ACT OF 2012**.

- Hence, this Office cannot issue documents from which the identity of an individual is apparent or can be reasonably and directly ascertained without the consent of the individual whose personal information is processed.
- Such **CONSENT** must be evidenced by written, electronic or recorded means.
- Can only be issued to:
 - The owner himself or through a duly authorized representative (bring valid ID);
 - His/her spouse, parent, direct descendants, guardian or institution legally in-charge of him/her, if minor (bring valid ID);
 - The court of proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person;
 - In case of the person's death, the nearest kin (bring valid ID).



City Management Information Service Office External Services



1. PRINTING & RELEASING OF PVC ID FOR SENIOR CITIZEN, TRICYCLE OPERATOR AND OTHER ID'S

To provide an identification or ID which may be used to prove a person's identity. Issued to all employees of the City Government of Balanga and extending to all Senior Citizens, City Tricycle Operators and Barangay Officials and Personnel the opportunity to acquire a government-recognized ID card.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	Employees, Senior Citizens, City Tricycle Operators and Barangay Officials and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Senior Citizen Fill – out Application Form (1, Original) For City Tricycle Operators and Barangay Officials and Personnel Official Receipt from City Treasury Office For employees Completely filled out HR Form (1, Original)		- City Social Welfare and Development Office - City Treasury Office - City HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Senior Citizen Fill-out senior citizen form with picture & submit to CSWD. The CSWD personnel will collect the form and submit to the person in charge (MIS). For Tricycle Operator Present Official Receipt for Tricycle Operator's ID to the person in charge	1.1 Encode the data of the client	The initial issue of identification card for City Employees and Senior Citizens are free of charge.	4 minutes	<i>Reynaldo C. Artuz</i> <i>Computer File Librarian II</i>
	1.2 Capture, Crop and edit picture/ Electronic signature of the client.		8 minutes	
	1.3 Print the I.D.	For Barangay Officials and Personnel- P100.00 For tricycle operators P150.00 To be paid at the City	3 minutes	<i>Reynaldo C. Artuz</i> <i>Computer File Librarian II</i>



<p>For Barangay Officials and Personnel</p> <p>Present Official Receipt and request letter to the person in charge</p> <p>For City Employees</p> <p>Present HR Slip & present contract of employee to MIS Personnel</p> <p>2. For replacement: for senior citizen -Show the receipt of payment.</p> <p>For tricycle operators and others</p> <p>-Show the receipt of payment and the copy of affidavit of loss.</p>	<p>2.1 Verify the receipt and affidavit of loss.</p> <p>2.2 Print the ID.</p>	<p>Treasurer's Office</p> <p>None</p> <p>None</p> <p>None</p> <p>P100.00 To be paid at the City One –stop-shop</p> <p>For Tricycle Operator/ City Employees P150.00 To be paid at the City One –stop-shop</p>	<p>2 minutes</p> <p>3 minutes</p>	<p><i>Reynaldo C. Artuz Computer File Librarian II</i></p>
	<p>TOTAL:</p>	<p>P100.00 Service fee P150.00 for City Employees</p>	<p>NEW – 15 MINUTES REPLACEMENT – 5 MINUTES</p>	



2. ACKNOWLEDGING ONLINE INQUIRIES

This pertains only to acknowledging receipt of inquiries and not necessarily providing information about the subject of the inquiry.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client post inquiry on any of the three prescribed platforms at the City Management Information Service Office	1. Acknowledge receipt of inquiry. 1.1 Answer the inquiry if the information sought is owned by the department. Or, 1.2 Direct client to the proper department that owns the information sought	None	1 day	<i>Nenette B. Santos</i> <i>City Government</i> <i>Department Head</i> <i>Princess Bianca</i> <i>Isabel Guese</i> <i>Information Officer</i> <i>I</i>
	TOTAL:	NONE	1 DAY	



3. GIVING OUT COPY OF PICTURES AND VIDEOS

Providing clients, the opportunity to acquire copies of photographs and videos of special and/or big events.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G – Government to Government			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Request Slip (1, Original)		- City MISO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form for Information Materials at the City Management Information Service Office and submit the request to the PAD Staff	1. Provide the client with service request slip	None	5 minutes	<i>Myris Love M. Dagupanpan Computer Operator IV</i>
	1.1. Accept and process the request. Search and sort the requested file.	None	8 hours	<i>Loise Marion C. Hernandez Audio Visual Equipment Operator II</i>
2. Sign the MISO logbook and wait for the request to be processed	2. Copy the requested files to flash drive or send through email	None	30 minutes	<i>Myris Love M. Dagupanpan Computer Operator IV</i> <i>Loise Marion C. Hernandez Audio Visual Equipment Operator II</i>
3. Receive the request	3. Inform and release the availability of the clients' request	None	3 minutes	<i>Myris Love M. Dagupanpan Computer Operator IV</i> <i>Loise Marion C. Hernandez Audio Visual Equipment Operator II</i>
	TOTAL:	NONE	8 HOURS AND 38 MINUTES	



4. ISSUING INSPECTION, REPAIR AND EVALUATION REPORTS

Conducting diagnostics to assess equipment damage and performing repair works on computers diagnosed as defective or malfunctioning and making appropriate recommendations.

Office or Division	City Management Information Service Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Departments, Barangays and Department of Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter or Service Request Slip/ Logbook on Repairs or Inspection and 2. Evaluation Report		- Client - City Miso		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the City Management Information Service Office that contains the specific type of service being requested. 2. Receive Inspection and Evaluation Report	1. Accept and processes the request	None	5 minutes	<i>Noilan Mark Chingcuanco Communication Equipment Inspector I</i>
	2. Inspect and repair damaged equipment	None	1 hour to 8 hours	<i>Ian Peñalosa Communication Equipment Inspector I</i>
	2.1 Prepare recommendation depending on the diagnostics	None	15 minutes	<i>Michael Sam Payumo Electronics & Communication Equipment Technician I</i> <i>Jefferson Jose Computer Operator I</i>
	TOTAL:	NONE	8 HOURS AND 20 MINUTES	

(Processing time may exceed depending on the evaluation of the request)



5. NETWORK TROUBLESHOOTING / COMPUTER REPAIR

Resolving problems and restoring normal network operations within the network.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Departments, Barangays and Department of Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		- From requesting department, barangay, DepEd		
2. MISO Logbook		- MISO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a request through either phone or letter to the City Management Information Service Office	1. Accept and process the request	None	2 minutes	<i>Noilan Mark Chingcuanco Communication Equipment Inspector I</i> <i>Ian Peñalosa Communication Equipment Inspector I</i>
2. Receive feedback about the request	2. Deploy personnel for checking and troubleshooting	None	1-2 hours	<i>Michael Sam Payumo Electronics & Communication Equipment Technician I</i> <i>Jefferson Jose Computer Operator I</i>
	TOTAL:	NONE	2 HOURS AND 2 MINUTES	

(Processing time may exceed depending on the cause of downtime)



6. AIRING INTERVIEWS OVER RADIO, TV AND SOCIAL MEDIA

Providing client with a tri-media platform that provides greater interaction with citizens.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen			
Who may avail:	All Citizens			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original)		- From client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter requesting to be interviewed on air to the City Management Information Service Office	1. Accept and evaluate the request.	None	10 minutes	<i>Princess Bianca Isabel Guese Information Officer I</i>
2. Approve the schedule	2. Set schedule for interview and inform the requestor regarding the schedule	None	10 minutes	<i>Vernisse Tomaquin Computer File Librarian I</i> <i>Krisna Francese Raganas Tech. Writer</i> <i>Loise Marion Hernandez Audio Visual Equipment Operator II</i> <i>Russel Jefferson Guillermo</i>



3. Comes on the scheduled date	3. Prepare questions for the interview	None	1 hour	<i>Audio Visual Aid Technician I</i> <i>Erick Gio Perona</i> <i>Data Entry Machine Operator I</i> <i>Mark Christian Santiago</i> <i>Computer Operator I</i> <i>Jacob Miranda</i> <i>Photographer</i>
	TOTAL:	NONE	1 HOUR AND 20 MINUTES	



City Management Information Service Office External Services



1. CREATING GRAPHIC DESIGNS AND VIDEO PRODUCTION

Producing theme-appropriate graphic designs for special and/or big events or occasions and producing videos about city programs, projects, and activities tailor-fit to client's concept.

Office or Division	City Management Information Service Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original) 2. MISO Logbook		- From client department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter to the City Management Information Service Office	1. Ask client to confirm that task has been completed by signing in MISO logbook.	None	5 minutes	<i>Myris Love M. Dagumanpan Computer Operator IV</i>
2. Sign the MISO logbook.	2. Layout the requested graphic design/ Start the video production.	None	6 days	<i>Loise Marion Hernandez Audio Visual Equipment Operator II</i> <i>Russel Jefferson Guillerno Audio Visual Aid Technician I</i>
3. Receive and approve the layout graphic/video	3. Send the graphic/video design to the requestor through email	None	10 minutes	<i>Erick Gio Perona Data Entry Machine Operator I</i> <i>Mark Christian Santiago Computer Operator I</i> <i>Jacob Miranda Photographer</i>
TOTAL:		NONE	6 DAYS AND 15 MINUTES	

(Processing time may exceed depending on the nature of request)



2. PROCESSING OF DOCUMENTS

Ensuring that the administrative function of the office is regularly and correctly performed.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, original) 2. MISO Logbook		- From client.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter to the City Management Information Service Office	1. Accept the request.	None	2 minutes	Jean Rose Vergara Admin Aide VI
	1.1 Attach a tracking slip then submit to the head for her approval.	None	2 minutes	Jean Rose Vergara Admin Aide VI
2. Wait for the approval of the request	2. Once approved, the person responsible will submit the request to the designated person to begin the request.	None	2 minutes	Jean Rose Vergara Admin Aide VI
TOTAL:		NONE	6 MINUTES	



3. SETTING UP OF LED/ ASSIGNING LED OPERATOR

Ensuring that LED is properly assembled/ disassembled and a skilled technician is present to operate and/or troubleshoot.

Office or Division	City Management Information Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original) 2. MISO Logbook		- From client.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter, sign the MISO logbook at the City Management Information Service Office	1. Accept and process request and asks client to confirm that service has been rendered by signing in MISO logbook	None	3 hours	<i>Noilan Mark Chingcuanco Communication Equipment Inspector I</i> <i>Ian Peñalosa Communication Equipment Inspector I</i> <i>Michael Sam Payumo Electronics & Communication Equipment Technician I</i> <i>Jefferson Jose Computer Operator I</i>
	TOTAL:	NONE	3 HOURS	



City Planning and Development Office External Services



1. A. SECURING LOCATIONAL CLEARANCE FOR BUSINESS PERMIT

All enterprises are required to secure a Locational Clearance upon application of business permit before the start of commercial operations to ensure that the business is allowed in the chosen location as per City Land and Water Use Plan and other relevant zoning and Land and Water Use ordinances.

Office or Division	City Planning and Development Office	
Classification:	Simple/Highly Technical (i.e. poultry, piggery, gas stations, etc.) or located at critical areas	
Type of Transaction:	G2B- Government to Businesses	
Who may avail:	All enterprises and commercial operators or business owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Properly accomplished photocopy of business application form (written format and with QR Code)	- City Licensing Permit and Franchising Office	
2. One (1) Photocopy of Transfer Certificate of Title (TCT)	- Registered Lot Owner/Registry of Deeds	
3. One (1) Photocopy of Tax Declaration of Real Property of Land	- Registered Lot Owner/City Assessor's Office	
4. One (1) Photocopy of Updated Tax Receipt (Real Property Tax of Land)	- Registered Lot Owner/City Treasurer's Office	
5. In case the applicant is not the registered owner of the lot, any one of the following: a. Duly notarized copy of contract of lease b. Duly notarized copy of the deed of absolute sale c. Duly notarized copy of written consent d. Duly notarized copy of Special Power of Attorney	- Applicant	
6. One (1) Vicinity Map and/or Site Development Plan	- Applicant	
7. One (1) Photocopy Bill of Materials and Specifications (if needed)	- Applicant	
8. One (1) Photocopy Barangay Business clearance	- Barangay Hall	
9. One (1) Photocopy Barangay Resolution of No Objection (if needed)	- Barangay Hall	
10. One (1) Photocopy Environmental Compliance Certificate (if needed)	- DENR – EMB	
11. One (1) Photocopy of Notarized Written Conformity/non-objection from Homeowners Association (if needed)	- Homeowners Association	



12. One (1) Photocopy of Notarized Written Conformity/non-objection from adjacent neighbors (if needed)	- Adjacent Neighborhood
13. One (1) Photocopy Site clearance from local health officer (if needed)	- City Health Office
14. Securities and Exchange Commission (SEC) Registration (if needed)	- SEC
15. One (1) Photocopy Secretary's Certificate (if needed)	- Corporation Secretary of the Board
16. One (1) Photocopy Authorization of persons allowed to facilitate follow-up the clearance (if needed)	- Applicant
17. One (1) Photocopy - Other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification ordinance from SP, Conversion Order from DAR, etc.)	- Concerned Offices/Departments

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form and list of requirements from the City Zoning Administration Unit at the City Planning and Development Office or via Facebook Page-CPDO Zoning Unit. Submit the accomplished application form and all requirements.	1. Brief client regarding the service and its requirements. Receive and check the completeness of the requirements and advise the applicant to return or call on the 3 rd day after submission.	None	6 minutes	<i>Danilo L. Tuazon</i> <i>Sr. Admin. Assistant II</i> <i>Joey O. Nisay</i> <i>Zoning Officer I</i> <i>Bjay G. Silva</i> <i>Zoning Officer II</i> <i>Noel S. Gallardo</i> <i>Project Development Officer III</i>



	<p>1.1 Review and verify submitted requirements.</p> <p>1.2 Evaluate submitted documents to check their conformity with the Comprehensive Land and Water Use Plan (CLWUP) and the Zoning Ordinance and its rules and regulations.</p>	None	15 minutes	<p><i>Danilo L. Tuazon</i> Sr. Admin. Assistant II</p> <p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p> <p><i>Noel S. Gallardo</i> Project Development Officer III</p> <p><i>Elsa P. Ilagan</i> City Government Department Head</p>
	<p>1.3 Conduct site inspection and prepare Inspection Report.</p> <p>Note: For projects submitted From 8 a.m. to 12 noon, inspection is done at 1–4 p.m., while for Those submitted from 1-5 p.m., inspection is at 8 am to 12 noon of the following day.</p>	None	1 day	<p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p> <p><i>Noel S. Gallardo</i> Project Development Officer III</p>
	<p>1.4 Prepare & submit the Report with recommendation to City Mayor's Office for their final instructions/approval of those applications considered complex/ highly technical businesses (i.e.</p>	None	5 minutes	<p><i>Jhamina G. David</i> Project Development Officer I</p> <p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p>



	poultry, piggery, gas stations, etc.) or located at critical areas (i.e. traffic congested or traffic -prone areas)			
	1.5 CPDO waits for the instruction/approval of City Mayor's Office Note: For projects considered highly technical businesses (i.e., poultry, piggery, gas stations, etc.) or located at critical areas	None	1 day (20 days)	<i>Local Chief Executive/Authorized Representative</i> <i>City Mayor's Office</i>

<p>1.6. Prepare and process the decision on the application and assess the clearance fee to be paid. Transmit to Zoning Administrator for signature.</p> <p>1.7 Secure signature of Zoning Administrator.</p>	TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE	10 minutes	<i>Jhamina G. David</i> <i>Project Development Officer I</i>
	A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:			
	1. P100,000.00 and below	P288.00		
	2. Over P100,000.00 to P200,000.00	P576.00		
	3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00		
	B. APARTMENT/TOWNHOUSES			
	1. Project Cost of P500,000.00 and below	P1,440.00		
	2. Over P500,000.00 to P 2 Million	P2,160.00		
	3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of		



			the number of doors.
C. DORMITORIES			
	1. Project Cost of P2 Million and Below	P3,600.00	
	2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.	
D. INSTITUTIONAL			
THE PROJECT COST OF WHICH IS:			
	1. Below P2 Million	P2,880.00	
	2. Over P2 Million	P2, 880.00 + 1/10 of 1% of cost in excess of P2M.	
E. COMMERCIAL, INDUSTRIAL, AGRO-INDUSTRIAL, THE PROJECT COST OF WHICH IS:			
	1. Below P100,000.00	P1,440.00	
	2. Over P100,000.00 to P500,000.00	P2,160.00	
	3. Over P500,000.00 to P1 Million	P2,880.00	
	4. Over P1 Million to P2 Million	P4,320.00	
	5. Over P2 Million	P7,200.00 + 1/10 of 1% in excess of P2 Million	
F. SPECIAL USES/SPECIAL PROJECTS, THE PROJECT COST OF WHICH IS: (Gasoline station, cell sites, slaughterhouse, treatment plant.etc.)			
	1. Below P2 Million	P7,200.00	
	2. Over P2 Million	P7,200.00 +1/10 of 1% in excess of P2 Million	



		<table border="1"> <tr> <td>G. INSPECTION FEE</td> <td>P100.00</td> </tr> <tr> <td colspan="2">H. LEGAL RESEARCH FEE: Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00.</td> </tr> <tr> <td colspan="2">I. VIOLATIONS:</td> </tr> <tr> <td>Penalty - Failure to secure locational clearance prior to the start of the operation of the business</td> <td>P 1,000.00 per month for every business operation without locational clearance but not exceed to P10,000.00</td> </tr> </table> <p><i>Note: Project Costs are adjusted based on their recomputed cost estimates Especially those which are under estimated.</i></p>	G. INSPECTION FEE	P100.00	H. LEGAL RESEARCH FEE: Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00.		I. VIOLATIONS:		Penalty - Failure to secure locational clearance prior to the start of the operation of the business	P 1,000.00 per month for every business operation without locational clearance but not exceed to P10,000.00		
G. INSPECTION FEE	P100.00											
H. LEGAL RESEARCH FEE: Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00.												
I. VIOLATIONS:												
Penalty - Failure to secure locational clearance prior to the start of the operation of the business	P 1,000.00 per month for every business operation without locational clearance but not exceed to P10,000.00											
	1.8 Approve Locational / Zoning Clearance	None	10 minutes	<i>Elsa P. Ilagan City Government Department Head</i>								
2. Secure Order of Payment from City Planning and Development Office. Pay the amount indicated in the Order of Payment at the City Treasurer's Office.	2. Receive payment and release official receipt	None	5 minutes	<i>Cashier F or G Revenue Collection Clerk III City Treasurer's Office</i>								



3. Return to CPDO-Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes. Receive the approved clearance.	3. Receive Official Receipt and Order of Payment; separate file copy; records OR number and date and releases the approved locational/zoning clearance.	None	4 minutes	Larcy M. Befetel Admin. Aide III
		TOTAL:	Fees depends on the capitalization of the business	2 DAYS & 55 MINUTES for Simple Transactions Plus 20 days for Highly Technical

(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/ decision/ approval. Processing time may be extended for another one day depending on the instruction/ approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)

1. B. SECURING CERTIFICATE OF EXEMPTION FOR BUSINESS PERMIT WITHIN MALLS AND CENTRAL BUSINESS DISTRICT

That based on the Memorandum Circular No. 2020-01 section 5.3, commercial establishments located within shopping malls and Central Business Districts are not required to secure a Locational Clearance for the initial application of business permit from its respective territorial locality.

Office or Division	City Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2B- Government to Businesses	
Who may avail:	All enterprises and commercial operators or business owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Properly accomplished photocopy of business application form	- City Licensing Permit and Franchising Office	



2. One (1) Photocopy of Transfer Certificate of Title (TCT), if needed		- Registered Lot Owner/Registry of Deeds		
3. One (1) Photocopy of Tax Declaration of Real Property of Land, if needed		- Registered Lot Owner/City Assessor's Office		
4. One (1) Photocopy of Updated Tax Receipt (Real Property Tax of Land)		- Registered Lot Owner/City Treasurer's Office		
5. Duly notarized copy of contract of lease		- Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the documentary requirements to the person-in-charge.	1. Brief client regarding the service and its requirements. 1.1 Receive and check the compliance of the presented requirements	None	10 minutes	<i>Danilo L. Tuazon Sr. Admin. Assistant II</i> <i>Joey O. Nisay Zoning Officer I</i> <i>Bjay G. Silva Zoning Officer II</i> <i>Noel S. Gallardo Project Development Office III</i>
2. Fill-out the information needed in the Locational Clearance Exemption Certification, two (2) sets	2. Receive and check the completeness of the information needed. 2.2 Sign the certificate by the Zoning Administrator or its duly authorized representative and release to the applicant.	None	5 minutes	<i>Danilo L. Tuazon Sr. Admin. Assistant II</i> <i>Joey O. Nisay Zoning Officer I</i> <i>Bjay G. Silva Zoning Officer II</i> <i>Noel S. Gallardo Project Development Office III</i> <i>Elsa P. Ilagan City Government Department Head</i>
TOTAL:		NONE	15 MINUTES	



2. SECURING LOCATIONAL CLEARANCE FOR BUILDING PERMIT

All enterprise and private persons constructing a new building, whether residential or commercial, applying for expansion/renovation are required to secure a zoning clearance upon application for 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 City of Balanga Comprehensive Land and Water Use Plan (CLWUP).

Office or Division	City Planning and Development Office	
Classification:	Simple Highly Technical (Location of Property)	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	All enterprise and private persons constructing a new building, whether residential or commercial, or applying for expansion/renovation.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. One (1) Properly accomplished notarized copy of Locational Clearance application form	- City Planning and Development Office	
2. One (1) Photocopy of Transfer Certificate of Title (TCT)	- Registered Lot Owner/Registry of Deeds	
3. One (1) Photocopy of Tax Declaration of Real Property of Land	- Registered Lot Owner/City Assessor's Office	
4. One (1) Photocopy of Updated Tax Receipt (Real Property Tax of Land)	- Registered Lot Owner/ City Treasurer's Office	
5. In case the applicant is not the registered owner of the lot, any one of the following: a) One (1) Duly notarized copy of contract of lease b) One (1) Duly notarized copy of the deed of absolute sale c) One (1) Duly notarized copy of written consent d) One (1) Duly notarized copy of Special Power of Attorney	- Applicant	
6. Two (2) sets of Building Plans including Site Development Plan and Vicinity Map signed and sealed by the Registered Civil Engineer or Architect in case of Structural and Architectural plans, respectively and other licensed professionals.	- Applicant /Concerned Professionals	
7. One (1) Photocopy Bill of Materials and Specifications	- Applicant/Concerned Professionals	
8. One (1) Photocopy Barangay Construction clearance	- Barangay Hall	



9. One (1) Photocopy Barangay Resolution of No Objection (if needed)	- Barangay Hall
10. One (1) Photocopy Environmental Compliance Certificate (if needed)	- DENR – EMB
11. One (1) Photocopy of Notarized Written Conformity/non-objection from Homeowners Association (if needed)	- Homeowners Association
12. One (1) Photocopy of Notarized Written Conformity/non-objection from adjacent neighbors (if needed)	- Adjacent Neighborhood
13. One (1) Photocopy Site clearance from local health officer (if needed)	- City Health Office
14. One (1) Photocopy Securities and Exchange Commission (SEC) Registration (if needed)	- Applicant/SEC
15. S One (1) Photocopy Secretary's Certificate (if needed)	- Applicant/Corporation Secretary of the Board
16. One (1) Photocopy Authorization of persons allowed to facilitate/follow-up the clearance (if needed)	- Applicant
17. One (1) Photocopy of other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification ordinance from SP, Conversion Order from DAR, etc.)	- Applicant / Concerned Offices / Departments

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form and list of requirements from the City Zoning Administration Unit at the City Planning and Development Office or via Facebook Page- CPDO Zoning Unit. Submit the accomplished application form and all requirements.	1. Brief client regarding the service and its requirements. Receive and check the completeness of the requirements and advise the applicant to return or call on the 3 rd day after submission.	None	6 minutes	<p><i>Danilo L. Tuazon</i> Sr. Admin. Assistant II</p> <p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p> <p><i>Noel S. Gallardo</i> Project Development Officer III</p>



	<p>1.1 Review and verify submitted requirements.</p> <p>1.2 Evaluate submitted documents to check their conformity with the Comprehensive Land and Water Use Plan (CLWUP) and the Zoning Ordinance and its rules and regulations.</p>	None	15 minutes	<p><i>Danilo L. Tuazon</i> Sr. Admin. Assistant II</p> <p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p> <p><i>Noel S. Gallardo</i> Project Development Officer III</p> <p><i>Elsa P. Ilagan</i> City Government Department Head</p>
	<p>1.3 Conduct site inspection and prepare Inspection Report.</p> <p>Note: <i>For projects submitted From 8 a.m. to 12 noon, Inspection is done at 1-4 p.m., while for Those submitted from 1-5 p.m., inspection is at 8 am to 12 noon of the following day.</i></p>	None	1 day	<p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p> <p><i>Noel S. Gallardo</i> Project Development Officer III</p>
	<p>1.4 Prepare & submit the Report with recommendation to City Mayor's Office for their final instructions/ approval.</p>	None	5 minutes	<p><i>Jhamina G. David</i> Project Development Officer I</p> <p><i>Joey O. Nisay</i> Zoning Officer I</p> <p><i>Bjay G. Silva</i> Zoning Officer II</p>



	<p>1.5 CPDO waits for the instruction/approval of City Mayor's Office</p> <p>Note: <i>All highly technical applications for Locational Clearance for Building Permit costing more than P2M would be subject to the City Mayor's Office concurrence.</i></p>	None	<p>1 day</p> <p>(20 days)</p>	<p><i>Local Chief Executive / Authorized Representative</i></p> <p><i>City Mayor's Office</i></p>																																																					
	<p>1.6 Prepare and process the decision on the application and assess the clearance fee to be paid.</p> <p>1.7 Secure signature of Zoning Administrator.</p>	<table border="1"> <thead> <tr> <th data-bbox="673 707 915 793">TYPE OF STRUCTURE / PROJECT COST</th> <th data-bbox="915 707 1159 793">CLEARANCE FEE</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="673 793 1159 919">A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:</td> </tr> <tr> <td data-bbox="673 919 915 982">1. P100,000.00 and below</td> <td data-bbox="915 919 1159 982">P288.00</td> </tr> <tr> <td data-bbox="673 982 915 1073">2. Over P100,000.00 to P200,000.00</td> <td data-bbox="915 982 1159 1073">P576.00</td> </tr> <tr> <td data-bbox="673 1073 915 1163">3. Over P200,000.00</td> <td data-bbox="915 1073 1159 1163">P720.00 + 1/10 of 1% in excess of P200,000.00</td> </tr> <tr> <td colspan="2" data-bbox="673 1163 1159 1199">B. APARTMENT/TOWNHOUSES</td> </tr> <tr> <td data-bbox="673 1199 915 1289">1. Project Cost of P500,000.00 and below</td> <td data-bbox="915 1199 1159 1289">P1,440.00</td> </tr> <tr> <td data-bbox="673 1289 915 1379">2. Over P500,000.00 to P 2 Million</td> <td data-bbox="915 1289 1159 1379">P12,160.00</td> </tr> <tr> <td data-bbox="673 1379 915 1568">3. Over P2 Million</td> <td data-bbox="915 1379 1159 1568">P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.</td> </tr> <tr> <td colspan="2" data-bbox="673 1568 1159 1604">C. DORMITORIES</td> </tr> <tr> <td data-bbox="673 1604 915 1694">1. Project Cost of P2 Million and Below</td> <td data-bbox="915 1604 1159 1694">P3,600.00</td> </tr> <tr> <td data-bbox="673 1694 915 1883">2. Project Cost over P2 Million</td> <td data-bbox="915 1694 1159 1883">P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.</td> </tr> <tr> <td colspan="2" data-bbox="673 1883 1159 1902">D. INSTITUTIONAL</td> </tr> </tbody> </table>	TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE	A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:		1. P100,000.00 and below	P288.00	2. Over P100,000.00 to P200,000.00	P576.00	3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00	B. APARTMENT/TOWNHOUSES		1. Project Cost of P500,000.00 and below	P1,440.00	2. Over P500,000.00 to P 2 Million	P12,160.00	3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.	C. DORMITORIES		1. Project Cost of P2 Million and Below	P3,600.00	2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.	D. INSTITUTIONAL		<table border="1"> <thead> <tr> <th data-bbox="922 707 1159 793">TYPE OF STRUCTURE / PROJECT COST</th> <th data-bbox="922 707 1159 793">CLEARANCE FEE</th> </tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="922 793 1159 919">A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:</td> </tr> <tr> <td data-bbox="922 919 1159 982">1. P100,000.00 and below</td> <td data-bbox="922 919 1159 982">P288.00</td> </tr> <tr> <td data-bbox="922 982 1159 1073">2. Over P100,000.00 to P200,000.00</td> <td data-bbox="922 982 1159 1073">P576.00</td> </tr> <tr> <td data-bbox="922 1073 1159 1163">3. Over P200,000.00</td> <td data-bbox="922 1073 1159 1163">P720.00 + 1/10 of 1% in excess of P200,000.00</td> </tr> <tr> <td colspan="2" data-bbox="922 1163 1159 1199">B. APARTMENT/TOWNHOUSES</td> </tr> <tr> <td data-bbox="922 1199 1159 1289">1. Project Cost of P500,000.00 and below</td> <td data-bbox="922 1199 1159 1289">P1,440.00</td> </tr> <tr> <td data-bbox="922 1289 1159 1379">2. Over P500,000.00 to P 2 Million</td> <td data-bbox="922 1289 1159 1379">P12,160.00</td> </tr> <tr> <td data-bbox="922 1379 1159 1568">3. Over P2 Million</td> <td data-bbox="922 1379 1159 1568">P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.</td> </tr> <tr> <td colspan="2" data-bbox="922 1568 1159 1604">C. DORMITORIES</td> </tr> <tr> <td data-bbox="922 1604 1159 1694">1. Project Cost of P2 Million and Below</td> <td data-bbox="922 1604 1159 1694">P3,600.00</td> </tr> <tr> <td data-bbox="922 1694 1159 1883">2. Project Cost over P2 Million</td> <td data-bbox="922 1694 1159 1883">P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.</td> </tr> <tr> <td colspan="2" data-bbox="922 1883 1159 1902">D. INSTITUTIONAL</td> </tr> </tbody> </table>	TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE	A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:		1. P100,000.00 and below	P288.00	2. Over P100,000.00 to P200,000.00	P576.00	3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00	B. APARTMENT/TOWNHOUSES		1. Project Cost of P500,000.00 and below	P1,440.00	2. Over P500,000.00 to P 2 Million	P12,160.00	3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.	C. DORMITORIES		1. Project Cost of P2 Million and Below	P3,600.00	2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.	D. INSTITUTIONAL		<p>10 minutes</p>	<p><i>Jhamina G. David</i> <i>Project Development Officer I</i></p>
TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE																																																								
A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:																																																									
1. P100,000.00 and below	P288.00																																																								
2. Over P100,000.00 to P200,000.00	P576.00																																																								
3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00																																																								
B. APARTMENT/TOWNHOUSES																																																									
1. Project Cost of P500,000.00 and below	P1,440.00																																																								
2. Over P500,000.00 to P 2 Million	P12,160.00																																																								
3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.																																																								
C. DORMITORIES																																																									
1. Project Cost of P2 Million and Below	P3,600.00																																																								
2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.																																																								
D. INSTITUTIONAL																																																									
TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE																																																								
A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:																																																									
1. P100,000.00 and below	P288.00																																																								
2. Over P100,000.00 to P200,000.00	P576.00																																																								
3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00																																																								
B. APARTMENT/TOWNHOUSES																																																									
1. Project Cost of P500,000.00 and below	P1,440.00																																																								
2. Over P500,000.00 to P 2 Million	P12,160.00																																																								
3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.																																																								
C. DORMITORIES																																																									
1. Project Cost of P2 Million and Below	P3,600.00																																																								
2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.																																																								
D. INSTITUTIONAL																																																									



		THE PROJECT COST OF WHICH IS:			
		1. Below P2 Million	P2,880.00		
		2. Over P2 Million	P2, 880.00 + 1/10 of 1% of cost in excess of P2M.		
		E. COMMERCIAL, INDUSTRIAL, AGRO-INDUSTRIAL, THE PROJECT COST OF WHICH IS:			
		1. Below P100,000.00	P1,440.00		
		2. Over P100,000.00 to P500,000.00	P2,160.00		
		3. Over P500,000.00 to P1 Million	P2,880.00		
		4. Over P1 Million to P2 Million	P4,320.00		
		5. Over P2 Million	P7,200.00 + 1/10 of 1% in excess of P2 Million		
		F. SPECIAL USES/SPECIAL PROJECTS, THE PROJECT COST OF WHICH IS: (Gasoline station, cell sites, slaughterhouse, treatment plant etc.)			
		1. Below P2 Million	P7,200.00		
		2. Over P2 Million	7,200.00 + 1/10 of 1% in excess of P2 Million		
		G. ALTERATION/ EXPANSION (affected areas / cost of expansion only)	Same as original application		
		H. INSPECTION FEE	P100.00		
		I. LEGAL RESEARCH FEE:			
		Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00.			
		J. VIOLATIONS:			



		Penalty - Failure to secure locational clearance prior to the start of the project.	P10,000.00 for structures 100% complete % of P10,000.00 based on the % of accomplishment of structure but not exceed to P10,000.00		
		Note: Project Costs are adjusted based on their recomputed cost estimates especially those which are under estimated.			
	1.8 Approve Locational/Zoning Clearance	None	10 minutes	<i>Elsa P. Ilagan</i> City Government Department Head	
2. Secure Order of Payment from City Planning and Development Office. Pay the amount indicated in the Order of Payment at the City Treasurer's Office.	2. Receive payment and release official receipt	None	3 minutes	<i>Cashier F or G</i> Revenue Collection Clerk III City Treasure's Office	
3. Return to CPDO-Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes. Receive approved Clearance	3. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and releases the approved locational/ zoning clearance.	None	4 minutes	<i>Larcy M. Befetel</i> Administrative Aide III	
	TOTAL:	Depends on the project cost of building/ structure	2 DAYS AND 53 MINUTES for Simple Transactions Plus 20 days for Highly Technical		



(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/decision/approval. Processing time may be extended for another one day depending on the instruction/approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)

3. SECURING SITE ZONING CLASSIFICATION CERTIFICATION

Site Zoning Classification Certification is requested for record and reference purposes.

The Zoning Classification is based on the City of Balanga Comprehensive Land and Water Use Plan (CLWUP), which was last updated during the year 2012.

Office or Division	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Students, Developers and Public/Private Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original Letter request addressed to the Zoning Administrator / City Planning and Development Coordinator		- Applicant		
2. One (1) Photocopy of Transfer Certificate of Title (TCT)		- Registered Lot Owner/Registry of Deeds		
3. One (1) Photocopy of Tax Declaration of Real Property of Land		- Registered Lot Owner/City Assessor's Office		
4. One (1) Photocopy of Latest Tax Receipt (Real Property Tax) of Land		- Registered Lot Owner/ City Treasurer's Office		
5. In case the applicant is not the registered owner of the lot, any one of the following: a) One (1) Duly notarized copy of contract of lease b) One (1) Duly notarized copy of the deed of absolute sale c) One (1) Duly notarized copy of written consent d) One (1) Duly notarized copy of Special Power of Attorney		- Applicant		
6. For student's thesis purposes, only numbers 1, 2, and 3 are required to submit.		- Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit letter request together with the requirements.</p>	<p>1. Receive and check the completeness of the requirements.</p> <p>1.1 Review and verify submitted requirements.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 hours</p>	<p><i>Danilo L. Tuazon</i> <i>Sr. Admin.</i> <i>Assistant II</i></p> <p><i>Joey O. Nisay</i> <i>Zoning Officer I</i></p> <p><i>Bjay G. Silva</i> <i>Zoning Officer II</i></p> <p><i>Noel S. Gallardo</i> <i>Project Development Officer III</i></p> <p><i>Elsa P. Ilagan</i> <i>City Government Department Head</i></p>
	<p>1.2 Prepare zoning certificate and assess the clearance fee to be paid.</p> <p>1.3 Transmit to Zoning Administrator for signature</p> <p>1.4 Approves Zoning Certificate.</p>	<p>Below one (1) ha. – P720.00</p> <p>Over one (1) ha. – P720.00 /ha. None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p><i>Jhamina G. David</i> <i>Project Development Officer I</i></p> <p><i>Danilo L. Tuazon</i> <i>Sr. Admin.</i> <i>Assistant II</i></p> <p><i>Elsa P. Ilagan</i> <i>City Government Department Head</i></p>
<p>2. Secure Order of Payment from City Planning and Development Office.</p> <p>Pay the amount indicated in the Order of Payment at the City Treasurer's Office.</p>	<p>2. Receive payment and release official receipt</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Cashier F or G</i> <i>Revenue Collection Clerk III</i></p> <p><i>City Treasure's Office)</i></p>



3. Return to CPDO-Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes. Receive Approved Clearance	3. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and releases the approved locational/zoning clearance.	None	4 minutes	Larcy M. Befetel Administrative Aide III
	TOTAL:	Below one (1) ha. - P720.00 Over one (1) ha- P720.00/ha	2 HOURS AND 32 MINUTES	

(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. Further processing time will start when the requirements are completed. Processing time may exceed one day, if the applied documents are subject to ocular inspection.

4. SECURING DATA FROM CPDO

Information about the city and its development plans are available at CPDO. This includes:

- a. Socio-economic Profiles/Data
- b. Land and Water Use Plan
- c. Economic Development Data
- d. Development Plans
- e. Other City Data
- f. City/Barangay Maps

Office or Division	City Planning and Development Office	
Classification:	Simple	
Type of Transaction:	G2C- Government to Citizen	
Who may avail:	Students, Developers and Public/Private Agencies/Individuals	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. For students: letter request from the state universities and colleges signed by the		- Authorized School Personnel



authority (i.e. Dean, Instructors, Head of Office) (1, Original)				
2. For Private individuals: letter request from the authority (1, Original)		- Authorized Personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry: Approach/ Request the personnel in charge of the document/data being requested.	1. Verify if information requested is available 1.1 Access information if data is available. Refer and/or suggest other probable sources of information. 1.2 Verify and review the data/information before handling over to clients or researchers.	None	10 minutes (May exceed to 10 minutes, depending on the number of information and data requested)	<i>Rowena A. Cabreta City Government Asst. Department Head</i> <i>Helen Grace G. Cruz Administrative Assistant VI</i> <i>Melody B. Dizon Sr. Admin. Assistant II</i>
2. A. For Hard Copy Documents: Leave ID card to the person in charge and is permitted to Photocopy the Document/s Or Request for a machine copy of documents (or certified true copy) of map/ Land Water Use Plan	2. Release the document/s to be borrowed. 2.1 Prepare/Print the document/map/ Land Use Plan/ Development Plans and endorse to the	The cost of the photo copying will be borne by the clients. <u>Certified true/ Machine copy</u> Bond paper size – ₱ 50.00 maximum of 10 pages (additional charge of ₱ 2.00/page in excess of 10 pages)	2 minutes 10 minutes (May exceed to 10 minutes, depending on the number of	<i>Rowena A. Cabreta City Government Asst. Department Head</i> <i>Helen Grace G. Cruz Administrative Assistant VI</i> <i>Melody B. Dizon Sr. Admin. Assistant II</i>



<p>If Photocopy:</p> <p>Return the borrowed documents and log in the record book.</p> <p>or</p> <p>If request for Machine copy:</p> <p>Secure order of payment (then proceed to # 3)</p>	<p>signing officer to certify the document.</p> <p>2.2 Assess the fee/s to be paid and prepare the Order of Payment.</p> <p>Advise the client/researcher to register in the logbook.</p>	<p><u>Printed Copy of other documents</u></p> <p>₱ 25.00 minimum of 5 pages (Additional charge of ₱ 1.00/page in excess of 5 pages)</p>	<p>documents requested)</p> <p>1 minute</p> <p>5 minutes</p>	<p><i>Rowena A. Cabreta</i> <i>City Government</i> <i>Asst. Department Head</i></p> <p><i>Helen Grace G. Cruz</i> <i>Administrative Assistant VI</i></p> <p><i>Melody B. Dizon</i> <i>Sr. Admin. Assistant II</i></p> <p><i>Counter F or G – One Stop Shop, City Treasurer’s Office for payment</i></p>
<p>2. B. For Soft Copy Documents:</p> <p>Request for a e-copy of documents</p> <p>Secure order of payment (then proceed to # 3)</p>	<p>2.1 Copy the file of the documents to the disc or flash drive (USB) provided by the client or researcher.</p> <p>2.2 Assess the fee/s to be</p>	<p>None</p>	<p>20 minutes (May exceed 20 minutes, depending on the number of documents requested)</p>	<p><i>Rowena A. Cabreta</i> <i>City Government</i> <i>Asst. Department Head</i></p> <p><i>Helen Grace G. Cruz</i> <i>Administrative Assistant VI</i></p> <p><i>Melody B. Dizon</i></p>



	paid and prepare the Order of Payment.			<i>Sr. Admin. Assistant II</i>
	2.3 Receive payment and issue official receipt		5 Minutes	<i>Counter F or G – One Stop Shop, City Treasurer’s Office for payment.</i>
3. Present the receipt.	3. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and hand over the requested documents/file to the requester	None	2 minutes	<i>Rowena A. Cabreta City Government Asst. Department Head Helen Grace G. Cruz Administrative Assistant VI Melody B. Dizon Sr. Admin. Assistant II</i>
	TOTAL:	Depends on the request	Hard Copy (Photo Copy) 13 Minutes Hard (Machine Copy) & e-file 27 minutes	

(Fees and charges for students are free provided they present a request letter signed by the dean of their university/college and present their current school I.D.)



5. A. SECURING DEVELOPMENT PERMIT

A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project shall apply to the City Planning and Development Office for the approval of subdivision Development Permit (DP). The owner / developer shall subsequently apply for Certificate of Registration (CR) and License to Sell (LS) with the Housing and Land Use Regulatory Board (HLURB) prior to the selling of lots or units/houses.

Subdivision Project – shall mean a tract or a parcel of land registered under Act No. 496 which is partitioned primarily for residential purposes into individual lots with or without improvements thereon, and offered to the public for sale, in cash or in installment terms. It shall include all residential, commercial, industrial and recreational areas, as well as open spaces and other community and public areas in the project.

Office or Division	City Planning and Development Office
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen
Who may avail:	A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>A. For optional application for approval of subdivision plan:</p> <ol style="list-style-type: none"> 1. At least 2 sets of Site Development Plan (Schematic Plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area, prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer. (Amended per Board Resolution No. 794, Series of 2006 2. One (1) set of the following documents duly signed and sealed by a licensed geodetic engineer. <ol style="list-style-type: none"> a. Vicinity map indicating the adjoining Land and Water Uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale. b. Topographic Plan to include existing conditions as follows: 	<p>- Owner/Developer</p> <p>- Owner/Developer</p>



<p>(1) Boundary Lines: bearings, distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM);</p> <p>(2) Streets, easements, width and elevation of road right-of-way within the project and adjacent subdivisions/ areas;</p> <p>(3) Utilities within and adjacent to the proposed subdivision project; location, sizes and invert elevations of sanitary and storm or combined sewers; location or gas lines, fire hydrants, electric and telephone poles and streetlights, if any. If water mains and sewers are not within or adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable.</p> <p>(4) Ground elevation of the subdivision: for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meters apart in all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.5 meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings.</p> <p>(5) Water courses, marshes, rock and wooded areas, presence of preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features.</p> <p>(6) Proposed public improvements: highway or other major improvements planned by public authorities for future construction within/adjacent to the subdivision</p> <p>c. Survey Plan of the lot(s) as described in TCT(s).</p>	
<p>3. One (1) Original and Two (2) photocopies of Certified True Copy of Transfer Certificate of Title (TCT)</p>	<p>- Owner/Developer</p>
<p>4. One (1) Original and Two (2) photocopies of Certified True Copy of Tax Declaration of Real Property covering the property(ies) subject of the application for the immediately preceding –</p>	<p>- Owner/Developer</p>



5. Three (3) photocopies of Latest Tax Receipt (Real Property Tax)	- Owner/Developer
6. In case the applicant is not the registered owner of the lot – three (3) photocopies each document, whichever is applicable: a) Duly notarized copy of contract of lease b) Duly notarized copy of the deed of absolute sale c) Duly notarized copy of written consent d) Duly notarized copy of Special Power of Attorney e) Duly notarized copy Joint Venture Agreement f) Duly notarized copy Extra Judicial Settlement	- Owner/Developer
7. Three (3) photocopies of Right to use or deed of sale of right-of-way for access road and other utilities when applicable, subject to just compensation for private land	- Owner/Developer
8. One (1) Letter request addressed to the Zoning Administrator/City Planning and Development Coordinator	- Owner/Developer
9. Three (3) photocopies of Barangay Resolution of No Objection	- Barangay Hall
<p>B. For application for subdivision development permit</p> <ol style="list-style-type: none"> 1. Three (3) sets of all requirements for application for preliminary subdivision development plan 2. Three (3) sets of Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1: 2,000; showing all proposals including the following: <ol style="list-style-type: none"> a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any. b. Lot numbers, lines and areas and block numbers. c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces. <p>** The subdivision development plan shall be prepared, signed and sealed by any licensed and registered ENVIRONMENTAL PLANNER, CIVIL ENGINEER, GEODETIC ENGINEER OR ARCHITECT. (Amended per Board Resolution No. 794, series of 2006)</p>	- Owner/Developer
3. Civil and Sanitary Civil and Sanitary Works Design Engineering plans/construction drawings based on	- Owner/Developer



<p>applicable engineering code and design criteria to include the following:</p> <p>a. At least three (3) sets of roads (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer.</p> <p>(1) Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction.</p> <p>(2) Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others.</p> <p>(3) Details of roadway and miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection walls, rip rapping and retaining wall.</p> <p>b. At least three (3) sets of storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer.</p> <p>(1) Profile showing the hydraulic gradients and properties of sanitary and storm drainage line including structures in relation with the road grade line.</p> <p>(2) Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.</p> <p>c. At least three (3) sets of site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer.</p>	
<p>4. At least three (3) sets of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional mechanical engineer.</p>	<p>- Owner/Developer</p>



5. Three (3) photocopies of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC), whichever is applicable, duly issued by the DENR with barcode.	- DENR – EMB
6. Three (3) photocopies of NIA Certificate (if needed)	- National Irrigation Administration
7. Three (3) photocopies of Zoning Certificate from DHSUD Regional Office, if for other uses and in preparation of DAR Conversion Order.	- Department of Human Settlements and Urban Development Regional Office
8. Three (3) photocopies of Reclassification Ordinance/Resolution	- Sangguniang Panlungsod
9. Three (3) photocopies of DAR Conversion Order if agricultural	- Department of Agrarian Reform
<p>10. At least three (3) photocopies of project description for projects having an area of one (1) hectare and above to include the following:</p> <ul style="list-style-type: none"> a. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program; b. Audited financial statement for the last three (3) preceding years; c. Income Tax Return for the last three (3) preceding years; d. Certificate of Registration from Securities and Exchange Commission (SEC); e. Articles of Incorporation or partnership; f. Corporation by-laws and all implementing amendments; and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program. 	- Owner/Developer
11. Three (3) photocopies of each document such as Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.	- Owner/Developer
12. Three (3) photocopies of each document such as application for permit to drill from the National Water Resources Board (NWRB).	- NWRB
13. Three (3) photocopies of each document such as Traffic Impact Assessment (TIA) for projects 30 hectares and above.	- Owner/Developer



14. Three (3) photocopies of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from the Department of Labor and Employment (DOLE) for foreign professionals who signed the plans and other similar documents under the Implementing Rules and Regulations of PD 957. (Board Resolution No. 839, series of 2009)		- Owner/Developer		
15. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: a. SURNAME; b. FIRSTNAME; c. MIDDLE NAME; d. MAIDEN NAME, in case of married women professional; e. PROFESSIONAL LICENSE NUMBER, VALIDITY AND DATE OF ISSUE; f. PROFESSIONAL TAX RECEIPT; g. TAXPAYER'S IDENTIFICATION NUMBER		- Owner/Developer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the list of requirements.	1. Orient client regarding the service and its requirements.	None	20 minutes	<i>Bjay G. Silva Zoning Officer II</i> <i>Noel S. Gallardo Project Development Officer III</i>
2. Submit all requirements to the CPDO – Zoning Administration Unit.	2. Receive and check the completeness of the requirements.	None	30 minutes	<i>Bjay G. Silva Zoning Officer II</i> <i>Noel S. Gallardo Project Development Officer III</i>
	2.1 Review plans/ documents and verify submitted requirements.	None	14 days	<i>Bjay G. Silva Zoning Officer II</i> <i>Noel S. Gallardo Project Development Officer III</i>



	<i>All the documents submitted by the applicants are subject to evaluation to check their conformity with the Implementing Rules and Regulation for Subdivision (P.D. 957, BP 220,</i>			<i>Elsa P. Ilagan City Government Department Head</i> <i>Acting Department Head of City Engineer</i> <i>Architect II</i>
	<i>EO 648, RA 7279) and other related laws and with the Comprehensive Land and Water Use Plan (CLWUP)</i>			
	2.2 Conduct site inspection and prepare Evaluation Report	None	3 days	<i>Bjay G. Silva Zoning Officer II</i> <i>Noel S. Gallardo Project Development Office III</i> <i>Elsa P. Ilagan City Government Department Head</i> <i>City Government Acting Department Head of City Engineer</i> <i>Architect II</i>
	2.3 Submit report with recommendation to the Sangguniang Panlungsod.	None	10 minutes	<i>Bjay G. Silva Zoning Officer II</i> <i>Elsa P. Ilagan City Government Department Head</i> <i>City Government Acting Department Head of City Engineer</i> <i>Architect II</i>



	TOTAL:	NONE	17 DAYS AND 1 HOUR	
--	---------------	-------------	-------------------------------	--

(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/decision/approval. Processing time may be extended for another one day depending on the instruction/approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)

5. B. SECURING DEVELOPMENT PERMIT

A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project shall apply to the City Planning and Development Office for the approval of subdivision Development Permit (DP). The owner / developer shall subsequently apply for Certificate of Registration (CR) and License to Sell (LS) with the Department of Human Settlement and Urban Development (DHSUD) prior to the selling of lots or units/houses.

Subdivision Project – shall mean a tract or a parcel of land registered under Act No. 496 which is partitioned primarily for residential purposes into individual lots with or without improvements thereon, and offered to the public for sale, in cash or in installment terms. It shall include all residential, commercial, industrial and recreational areas, as well as open spaces and other community and public areas in the project.

Office or Division	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project			
Note: Upon receipt of the issued SP resolution recommending approval of development permit by the Local Chief Executive				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare and process the decision on the application.	None	10 minutes	<i>Bjay G. Silva Zoning Officer II</i>
	Secure signature/initial of Zoning Administrator.	None	15 minutes	<i>Elsa P. Ilagan City Government Department Head</i>



	Transmit the decision to the City Mayor's Office for their final approval.	None	5 minutes	<i>Bjay G. Silva Zoning Officer II</i>
	CPDO waits for the instruction/final approval and signature of the City Mayor.	None	2 days	<i>Local Chief Executive Secretary to the SP</i>
1. Secure Order of Payment to SP and pay the amount indicated in the Order of Payment at the City Treasurer's Office.	1. Receive payment and release official receipt	None	5 minutes	<i>Counter F or G One Stop Shop (CTO Cashier)</i>
2. Return to CPDO-Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes. Receive Development Permit	2. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and releases the approved development permit.	None	5 minutes	<i>Bjay G. Silva Zoning Officer II</i>
	TOTAL:	NONE	2 DAYS AND 40 MINUTES	

(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/decision/approval. Processing time may be extended for another one day depending on the instruction/approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)



Public Employment Service Office

External Services



1. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

This program is intended to help poor but deserving students and out of school youth from age's 15-30 ages' years old to pursue through employment during summer or Christmas vacations, while those enrolled in tertiary, vocational or technical education, maybe employed at any time of the year. The employment period shall be twenty (20) to fifty-two (52) working days.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students and out-of-school youth from ages 15-30 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • 3pcs of Passport size picture • Birth Certificate (2, Photocopy) • Certified True Copy of Report of grade (2, Photocopy) • Latest Income Tax Return (ITR) both parents, the combined annual net income of both parents must not exceed the poverty threshold; or certification issued by BIR that LIVING parents are exempted from payment of tax. (BIR Certificate of Tax Exemption); (2, Photocopy) • If necessary <ul style="list-style-type: none"> -Affidavit of Support or Guardianship -Affidavit of Separation of Parents (2, Photocopy) -Solo parent ID (2, Photocopy) <p>For out of school youth</p> <ul style="list-style-type: none"> • Certification as OSY (1, Original and 1, Photocopy) 		<ul style="list-style-type: none"> - Client/Photo Studio - Client - School - Concerned Agency/BIR - Notary Public - Client - Concerned Barangay Hall/ City Social Welfare and Development Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all requirements at the City Public Employment Service Office	1. Evaluate and authenticate the required documents submitted	None	2 minutes	<i>Rj V. Rosello Clerk III</i> <i>Jane April C. Custodio Labor and Employment Assistant</i>



				<p><i>Fahad A. Manangaran Computer Operator I</i></p> <p><i>Edwina B. Genotiva Manpower Development Officer I</i></p> <p><i>Noriel D. Dacion PESO Manager</i></p>
2. Accomplish Registration Form, Employment Contract (SPES 02), and Oath of Undertaking	2. Administer the signing of the beneficiary to the employment contract (SPES 02), once qualified	None	15 minutes	<p><i>Rj V. Rosello Clerk III</i></p> <p><i>Jane April C. Custodio Labor and Employment Assistant</i></p> <p><i>Fahad A. Manangaran Computer Operator I</i></p> <p><i>Edwina B. Genotiva Manpower Development Officer I</i></p> <p><i>DOLE Representative</i></p>
	2.1 Sign the contract for authentication	None	1 minute	<i>Noriel D. Dacion Department Head</i>
	2.2 Schedule the orientation	None	1 minute	<p><i>Rj V. Rosello Clerk III</i></p> <p><i>Jane April C. Custodio Labor and Employment Assistant</i></p>



				<i>Fahad A. Manangaran Computer Operator I</i> <i>Edwina B. Genotiva Manpower Development Officer I</i>
3. Wait for the schedule of orientation and work assignment	3. Conduct of orientation	None	2 hours per barangay	<i>Noriel D. Dacion PESO Manager</i> DOLE Representative
	TOTAL:	NONE	2 HOURS AND 19 MINUTES	

2. ONLINE REGISTRATION OF OCCUPATIONAL PERMIT (NEW AND RENEWAL)

Profiling and Skills registration serves as the primary tool of PESO in conducting in skills inventory of the city.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Employee/Jobseeker in Balanga City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-out COB Jobs form for No internet Access		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(NEW) No Internet Access				
1. Proceed to Peso Office and Fill-up COB Jobs form	1. Provide COB Jobs form for accomplishment	None	1 minute	<i>Rj V. Rosello Clerk III</i>
With Internet Access	1.1 Review of completeness of information	None	2 minutes	<i>Fahad A. Manangaran</i>



<p>1. Visit Online Registration of Occupational Permit</p> <p>1.1. Fill-out the information needed</p> <p>2. Present the QR code and Community Tax Certificate, or Cedula to Counter F at the City Treasurers Office for payment</p> <p>3. Present the QR code and Official Receipt to Counter C and wait for the printing of Occupational Permit</p>	<p>1.3 Encoding of Information to occupational permit online and Issued of QR code</p> <p>2. Scanning of QR code for payment and collect payment and issue official receipt.</p> <p>3. Print and issue Occupational permit</p>	<p>None</p> <p>100 Permit Fee</p> <p>None</p>	<p>5 minutes</p> <p>4 minutes City Treasurer's Charter</p> <p>5 minutes</p>	<p><i>Computer Operator I</i></p> <p><i>Revenue Collection Clerk III</i> City Treasurer's Office</p> <p><i>License Inspector I</i> City License, Permit & Franchising Office</p>
<p>(RENEWAL) No Internet Access</p> <p>1. Proceed to Peso Office and Fill-out COB Jobs form</p> <p>With Internet Access</p> <p>1. Visit Online Registration of Occupational Permit</p> <p>1.1. Fill-out the information needed</p>	<p>1. Review client's information</p> <p>1.1 Update client information if necessary and print issue QR code</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>3 minutes</p>	<p><i>Rj V. Rosello Clerk III</i></p> <p><i>Fahad A. Mananganan Computer Operator I</i></p>



<p>2. Present the QR code and Community Tax Certificate, or Cedula to Counter F at the City Treasurers Office for payment</p>	<p>2. Scanning of QR code for payment and collect payment and issue official receipt.</p>	<p>100 Permit Fee</p>	<p>4 minutes City Treasurer's Charter</p>	<p><i>Revenue Collection Clerk III City Treasurer's Office</i></p>
<p>3. Present the QR code and Official Receipt to Counter C and wait for the printing of Occupational Permit</p>	<p>3. Print and issue Occupational permit</p>	<p>None</p>	<p>1 minutes</p>	<p><i>License Inspector I City License, Permit & Franchising Office</i></p>
	<p>TOTAL:</p>	<p>P 100 Permit Fee</p>	<p>NEW 13 MINUTES RENEWAL 10 MINUTES</p>	



3. FACILITATION OF EMPLOYMENT

One of the core functions of the Public Employment Service Office (PESO) is to provide employment assistance to jobseekers through counseling and referral

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Jobseeker			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Resume (1, Original) 2. Credential (1, Photocopy) 3. Diploma (1, Photocopy)			- Client - School/Former Agency - School	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents/ credentials at the City Public Employment Service Office	1. Present checklist of requirements and evaluate the authenticity of requirements	None	5 minutes	<i>Rj V. Rosello Clerk III</i>
2. Fill-out and submit SRS Form 1	2. Provide application form (NSRS Form)	None	2 minutes	
	2.1 Input the name of the applicant in the database (SRS)	None	5 minutes	
	2.2 Do job matching based on skills, competence and qualifications of applicant via job available	None	5 minutes	
3. Wait SMS and referral	3. Notify the applicant thru text to come to PESO office for exam or interview to be conducted by the hiring agency (local or overseas)	None	1 minute	<i>Rj V. Rosello Clerk III</i>
TOTAL:		NONE	18 MINUTES	



4. SPECIAL RECRUITMENT ACTIVITY AND LOCAL RECRUITMENT ACTIVITY

Provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies in conducting special recruitment/local recruitment activity

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Recruitment Activity: -Business Permit -Company Profile -Job Vacancy (1, Photocopy) -Company Profile -Company TIN# -Letter of Intent (1, Original)		Business Permit and Licensing Office, BIR		
Special Recruitment Activity: -Business Permit -Company Profile -Job Vacancy -Company Profile (1, Photocopy) -Company TIN# -Letter of Intent -POEA License -Approved Job Order from POEA -PERMIT from POEA to conduct recruitment (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or Send the letter of intent and requirements at the City Public Employment Service Office	1. Evaluate the authenticity of requirements	None	10 minutes	<i>Rj V. Rosello Clerk III</i>
	1.1 Notify the company on the approval of the Recruitment Activity	None	3 minutes	<i>Fahad A. Mananganan Computer Operator I</i>



2. Conduct Recruitment Activity	1.2 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	<i>Rj V. Rosello Clerk III</i>
	1.3 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency (Local or Overseas)	None	2 minutes	<i>Rj V. Rosello Clerk III</i> <i>Jane April C. Custodio Labor and Employment Assistant</i>
	2. Assist the Employer and Applicants	None	7 hours	<i>Fahad A. Manangaran Computer Operator I</i> <i>Edwina B. Genotiva Manpower Development Officer I</i>
	TOTAL:	NONE	7 HOURS AND 25 MINUTES	



5. JOB FAIR

Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers to provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Company -Business Permit -Company Profile -Job Vacancy (1, Photocopy) -Company Profile -Company TIN# -Letter of Intent (1, Original)		Business Permit and Licensing Office, BIR Client		
Overseas (1, Photocopy) -Business Permit -Company Profile -Job Vacancy -Company Profile (1, Photocopy) -Company TIN# -Letter of Intent -POEA License -PERMIT from POEA to conduct recruitment (1, Original)		SEC, POEA, Business Permit and Licensing Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit or Send the letter of intent and requirements	1. Evaluate the completeness and authenticity of requirements	None	5 minutes	<i>Rj V. Rosello Clerk III</i>
	1.1 Notify the company on the approval of the Recruitment Activity	None	3 minutes	<i>Jane April C. Custodio Labor and Employment Assistant</i>
	1.2 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	<i>Fahad A. Mananganan Computer Operator I</i>
	1.3 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency (Local or Overseas)	None	2 minutes	<i>Edwina B. Genotiva Manpower Development Officer I</i>
2. Conduct Recruitment Activity	2. Assist the Employer and Applicants in the recruitment day	None	8 hours	<i>Rj V. Rosello Clerk III</i> <i>Fahad A. Mananganan Computer Operator I</i>
	TOTAL:	NONE	8 HOURS AND 20 MINUTES	



6. JOB POSTING

This is a process wherein it encourages employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information services to job seekers and employers by providing employment services to job seeker, both for local and overseas employment, and recruitment assistance to employers

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Company -Business Permit -Company Profile -Job Vacancy (1, Photocopy) -Company Profile -Company TIN# -Letter of Intent (1, Original)		Business Permit and Licensing Office, BIR Client		
Overseas Company -Business Permit -Company Profile -Job Vacancy -Company Profile (1, Photocopy) -Company TIN# -Letter of Intent -POEA License -Approved Job Order from POEA		SEC, POEA, Business Permit and Licensing Office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or Send the letter of intent and requirements	1. Acknowledge the receipt of the request.	None	1 minute	<i>Rj V. Rosello Clerk III</i>
	1.1 Evaluate the completeness and authenticity of the submitted requirements	None	10 minutes	
	1.2 Encode and lay out the vacancy details	None	5 minutes	<i>Rj V. Rosello Clerk III</i>
	TOTAL:	NONE	16 MINUTES	



7. TULONG PANGHANAP BUHAY SA ATING DISADVANTAGE/DISPLACE WORKER

Emergency Employment Program or Tulong pang hanap buhay sa ating Disadvantaged/Displaced Worker (TUPAD) is a community-based (municipality/barangay) package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or Division	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	Resident of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2pcs 1x1 picture 2. One (1) Original copy of Cedula 3. One (1) Duly accomplished Tupad Form A		- Client/Photo Studio - Respective Barangay/ Balanga City Hall One-Stop-Shop - PESO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out TUPAD Form A / PESO Office at the City Public Employment Service Office	1. Distribution of TUPAD form	None	1 minute	<i>Rj V. Rosello Clerk III</i>
2. Submit TUPAD Form A / PESO Office	2. Evaluate, Profiling and interview of the beneficiaries	None	10 minutes	<i>Fahad A. Mananganan Computer Operator I</i>
	2.1 Encode and Register to GSIS 2.2 Submit the list of beneficiaries to the Department of Labor and Employment (DOLE)	None None	2 minutes /person 30 minutes	<i>Jane April C. Custodio Labor and Employment Assistant</i>
3. Prepare for the scheduled orientation and contract signing	3. Conduct orientation and Signing of Contract	None	4 hours	<i>Edwina B. Genotiva Manpower Development Officer I</i>
	3.1 Distribution of Uniform and tools	None	5 minutes/ person	<i>Noriel D. Dacion PESO Manager</i>
4. Secure work assignment and ID	4. Prepare work assignment for	None	1 day	



4.1. Report to designated workplace and abide by the rules and regulation of LGU/ Barangays where assigned	various TUPAD workers and Coordinate with the Barangay and City Department. 4.1. Monitor activity and attendance of beneficiary	None	Minimum of 20 days – maximum of 52 days	<i>DOLE Representative</i>
5. Perform work assignment during the entire duration of the contract	5. Continue monitoring the activity of beneficiary	None	3 minutes/ person	<i>Beneficiaries/ Barangay</i>
6. Submit Daily Time Record (DTR) and Accomplishment Report	6. Acknowledgment of submitted DTR and Accomplishment Report for Payroll	None	3 days	<i>Fahad A. Mananganan Computer Operator I</i>
7. Wait for the announcement of check release from DOLE	7. Collate and submit the DTR and Accomplishment Report to the Department of Labor and Employment	None	1 hour	<i>Jane April C. Custodio Labor and Employment Assistant</i>
8. Present 1 valid ID	8. Distribution of Salary	None	3 minutes/ person	<i>City Treasury/ DOLE</i>
	TOTAL:	NONE	4 DAYS, 5 HOURS AND 54 MINUTES	



8. CAREER GUIDANCE\LEGS LABOR EDUCATION FOR GRADUATING STUDENTS

Career Guidance advocacy was implemented to help our students to have proper career planning and preference based on their skills and interest. While labor education, it is a program helped graduating students to become familiar with PESO and DOLE services regarding on employment facilitation, worker's protection and social security coverage in order for these soon-to-be-employees will come prepared for the world of work.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2B- Government to Business			
Who may avail:	Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1, Original)		- Requesting School/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter to the City Mayor's Office	1 Acknowledge the receipt of the letter request with instruction from the City Administrator	None	3 minutes	<i>Rj V. Rosello Clerk III</i>
	1.1 Evaluate the request and schedule.	None	5 minutes	<i>Edwina B. Genotiva Manpower Development Officer I</i>
	1.2. Inform the client on the status of the request	None	3 minutes	<i>Noriel D. Dacion PESO Manager</i>
2. Wait for the Approval of the City Mayor/City Administrator	2. Conduct of Career Guidance	None	4 hours	<i>Edwina B. Genotiva Manpower Development Officer I</i> <i>Noriel D. Dacion PESO Manager</i>
	TOTAL:	NONE	4 HOURS AND 13 MINUTES	



9. REFERRAL LETTER

The term referral letter is used to describe a document sent to an employer that outlines the observed skills and work experience of a candidate. Referral letters are written recommendation from the office endorsing the jobseeker for possible employment.

Office or Division	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Jobseeker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip (1, Original) 2. Jobseeker credentials (1, Photocopy) 3. Resume 4. Transcript of Records 5. Diploma 6. Certificate of trainings		- PESO - Client - School - School - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Logbook in the office at the City Public Employment Service Office	1. Give the Logbook to the Client	None	1 minute	<i>Rj V. Rosello Clerk III</i> <i>Edwina B. Genotiva Manpower Development Officer I</i>
2. Fill out the Request Slip and submit to the PESO staff	2. Provide the Request Slip to fill out	None	1 minute	<i>Rj V. Rosello Clerk III</i> <i>Edwina B. Genotiva Manpower Development Officer I</i>
	2.1 Review the completeness of Information and evaluate the applicants' credentials.	None	2 minutes	
	2.2 Prepare the referral letter and print	None	4 minutes	
3. Receive the referral letter	3. Release of the referral letter	None	1 minute	
	TOTAL:	NONE	9 MINUTES	



10. SKILLS TRAINING

Undertake employability enhancement trainings for jobseekers, OSY and other marginalized sectors as well as those would like to change career or enhance their employability. This function is presently supervised by TESDA and conducted by other training.

Office or Division	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, G2G - Government to Government			
Who may avail:	All Balanga City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 pcs 1x1 photo 2. Birth Certificate (1, Photocopy) 3. Diploma (1, Photocopy) 4. Barangay Clearance (1, Original)		- Photo Studio - Local Civil Registry/client - Client - Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the PESO Staffat the City Public Employment Service Office	1. Acknowledge and check if the requirements are complete	None	3 minutes	<i>Rj V. Rosello Clerk III</i>
	1.1 Collate all interested applicants	None	Depends on the applicant's submission	<i>Edwina B. Genotiva Manpower Development Officer I</i>
	1.2 Prepare the final list of applicants that will undergo skills training	None	5 minutes	<i>Jane April C. Custodio Labor and Employment Assistant</i>
	1.3 Submit the final list of applicants that will undergo skills training to the Technical Education and Skills Development Authority (TESDA)	None	30 minutes	<i>Fahad A. Manangaran Computer Operator I</i>



2. Wait for the schedule of orientation and Skills Training	2.1 Shortlisting of participants	None	3 minutes	<i>Edwina B. Genotiva</i> <i>Manpower Development Officer I</i> <i>Rj V. Rosello</i> <i>Clerk III</i> <i>Jane April C. Custodio</i> <i>Labor and Employment Assistant</i>
	2.2 Inform the applicants on the qualification and schedule of orientation	None	2 minutes/per applicant	<i>Fahad A. Manangaran</i> <i>Computer Operator I</i> <i>Noriel D. Dacion</i> <i>PESO Manager</i> <i>TESDA</i>
	TOTAL:	NONE	43 MINUTES	



City Peace and Order Office External Services



1. CLIENT'S COMPLAINT'S

The City Peace and Order Office (CPAOO) is committed to deliver high quality services that respond to the needs of the community. The CPAOO values the benefits of effective complaint handling. We believe our clients should be able to provide feedback (both positive and negative) about our services and the way we provide them. The complaint desk is strategically located near the main entrance of the CPAOO Building attended by our assigned Desk Officer.

Office or Division	City Public Safety Office					
Classification:	Simple					
Type of Transaction:	G2C - Government to Citizen					
Who may avail:	All Complainant					
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE				
1. Duly Accomplished Complaint Form		- City Peace and Order Office				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
2. Submit Complaint Form to the Desk Officer	1. The Desk Officer of the day shall provide the complaint form.	None	1 minute	<i>Oscar Cabiles Jr. Security Guard I</i>		
	2. Acknowledge and Evaluate the completion of the complaint form.	None	2 minutes	<i>Mario Dela Cruz Security Guard I</i>		
				2.1 Prepare the complainant's Blotter report and review the complete details of complaint.	5 minutes	<i>Angelo Robles Watchman- Bldg. Security</i>
				2.2 Interview and conduct Investigation of complaint	5 minutes	<i>Emerson Velasco Watchman- Bldg. Security</i>
2.3 Evaluate the case and prepare report	15 minutes	<i>Jose G. Balana Security Officer IV</i>				
3. Receive the result of the case being complained about.	3. Inform the complainant on the result of the complaint	None	5 minutes	<i>Oscar Cabiles Jr. Security Guard I</i> <i>Mario Dela Cruz Security Guard I</i> <i>Angelo Robles</i>		



				Watchman- Bldg. Security Emerson Velasco Watchman- Bldg. Security
	TOTAL:	NONE	33 MINUTES	

2. ROAD TRAFFIC, MOTORCADE, VIP ESCORT & PUBLIC SECURITY ASSISTANCE

Covers activities that protect the community from dangers threatening their general welfare and safety, such as accidents, disaster, and some situations relative to traffic and road conditions which may pose a risk to motorists, passengers, and pedestrians.

Office or Division	City Peace and Order Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1, Original)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of request address to the City Mayor	1. Receive the request letter with instructions from the City Administrator.	None	2 minutes	<i>Raymond C. Cabral</i> <i>Administrative Aide III (Clerk I)</i>
2. Submit the request for the conduct of activity to the City Mayor's Office	2. Evaluate the request and prepare instruction.	None	5 minutes	<i>Florante M. Caguioa</i> <i>Acting City Government Department Head</i>
3. Receive the approval of request.	3. Prepare tasking of personnel for the assistance needed.	None	5 minutes	<i>Jose G. Balana</i> <i>Security Officer IV</i>
	3.1 Coordinate with the client regarding the details of the request.	None	2 minutes	<i>August C. Sanchez</i> <i>Security Guard III</i> <i>Ariel T. Nisay</i> <i>Security Guard II</i>



				Reycel F. Maturgo Security Guard II
				Jericho D. Barasi CCTV Operator
	3.2 Implement and oversee the success of the assistance.	None	N/A	Florante M. Caguioa Acting City Government Department Head
	TOTAL	NONE	14 MINUTES	

3. RELEASING OF IMPOUNDING MOTOR VEHICLE AND/ OR Driver's Balangueno I.D

It is a legal process of placing a vehicle into an impounding area lot or tow yard, which is a holding place for vehicles until they are returned in the control of the owner. Prior to the release of the impounded motor vehicle only those who pay the fine will be issued an "Official Receipt" which is required for the release of the impounded vehicle.

Office or Division	City Public Safety Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt of payment of fines and penalties 2. Certificate of Registration (CR) of the motor vehicle (1, Original and 1, Photocopy) 3. Official Receipt (OR) of the motor vehicle (1, Original and 1, Photocopy) 4. Release Order (1, Original) 5. Valid IDs of owner (1, Original and 1, Photocopy)		- City Treasurers Office, Balanga City Hall - City License, Permit and Franchising Office Balanga City Hall - Land Transportation Office - City License, Permit and Franchising Office - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the amount due for the corresponding fines and penalties at the	1. Advise the client to pay the fee at One-Stop-Shop Counter F or G at the City	Charged fine according to the	4 minutes	Revenue Collection Clerk III Treasurer's Charter



City Treasurer's Office.	Treasurer's Office. Additionally, ensure they provide the Release Order from CLPFO, along with the OR/CR and valid IDs of the owner	nature of offense (LPFO Charter)		
1.1 Proceed to CLPFO for the issuance of Release Order	1.1 Acknowledgement of the Official Receipt of Payment together with all other pertinent documents	None	5 minutes	<i>License Inspector LPFO Charter</i>
1.2 Proceed to Releasing Officer at CPAOO and present Release Order for the release of impounded motor vehicle.	1.2 Verify records and prepare the clearance for the release of impounded vehicle	None	5 minutes	<i>Tomas R. Rodriguez Jr. Security Guard III</i>
2. Receive the impounded vehicle	2.1 Release impounded vehicle	None	3 minutes	<i>Rolando Jaraba Watchman-Bldg. Security</i> <i>Mario Zapanta Security Guard II</i> <i>Domer Saldo Security Guard II</i> <i>Erick Christian Isidro Watchman Bldg. Security</i>
	TOTAL:	DEPENDS ON THE OFFENSE	15 MINUTES	

(Processing time may exceed to 15 minutes depending on the cashier/clients at CTO and LPFO)



FEE: CONFISCATED LICENSE (LPFO CHARTER)

A. Operating without franchise Motorized Tricycle operator's Permit (MTO), no Body Number, No Plate Number and violating the Number Code.

FOR THE OPERATOR

- 1st Offense:** impoundment for 7 days or fine amounting to P 1,000.00
- 2nd Offense:** impoundment for 14 days and penalty or fine amounting P2, 000.00
- 3rd Offense:** impoundment for 30 days and penalty or fine amounting to P 4,000.00

FOR THE DRIVER:

Confiscation of Driver Balangueño I.D. and/or Driver's License and
Voluntary Community Service of 40 hours in 5 working days.

B. Colorum or operating with forged sticker and forged plate number, the unit shall be impounded until such time that the corresponding penalty is paid.

- P2000.00 or 5 days impoundment
- P3000.00 or 10 days impoundment
- P5000.00 or 20 days impoundment

C. Driving without LTO registration and/or Balangueño I.D. impoundment of the tricycle unit until such time that the driver could secure and/or present a valid driver's license and a Balangueño I.D. and P500.00 or 8 hours voluntary community service.

D. Driving with expired license or without license

- 1st Offense:** P2000.00
- 2nd Offense:** P3000.00
- 3rd Offense:** P5000.00

In case the violator will choose voluntary community, service the unit will be impounded until completion of the same.

E. Over charging of fare

- 1st Offense:** the penalty of impoundment for 1 day or a fine in the amount of P500.00 or voluntary community service of 8 hours
- 2nd Offense:** P1000.00
- 3rd Offense:** P2000.00

F. No tariff fare is posted inside the tricycle

- 1st Offense:** P200.00
- 2nd Offense:** P500.00
- 3rd Offense:** P1000.00

G. No trash can

- 1st Offense:** P200.00
- 2nd Offense:** P500.00
- 3rd Offense:** P1000.00

H. No interior Light

- 1st Offense:** P200.00
- 2nd Offense:** P500.00
- 3rd Offense:** P1000.00

I. Not in proper attire or wearing sando, shorts, step-in

- 1st Offense:** P200.00
- 2nd Offense:** P500.00
- 3rd Offense:** P1000.00

J. Refusal to transport passengers

- 1st Offense:** the penalty of impoundment for 1 day or a fine in the amount of P500.00
- 2nd Offense:** P1000.00
- 3rd Offense:** P2000.00

K. Other Traffic Violations

P100.00



4. RETREIVAL OF VIDEO/ PICTURES EVIDENCE

This procedure is designed to enable police technical staff to select the most appropriate method for retrieving recorded video from a digital CCTV system. Upon receiving a request for assistance, a technician is required to assess the request against the functionality provided by the CCTV system. All requests for video footage from other agencies or individuals must be in writing, stating the reasons and justifications therein.

Office or Division	City Peace and Order Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Retrieval Form (1, Original)		- City Peace and Order Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. All clients will report their concern/s to the City Peace and Order Office	1. Acknowledge receipt of request	None	1 minute	<i>Oscar Cabiles Jr. Security Guard I</i> <i>Mario Dela Cruz Security Guard I</i> <i>Angelo Robles Watchman- Bldg. Security</i> <i>Emerson Velasco Watchman- Bldg. Security</i>
2. Filling of CCTV Playback Request Form	2. Execute retrieved operations *** Any footage obtained shall be restricted for the office only and shall only serve as guide in any CPAOO assistance or police station	None	1 hour	<i>August C. Sanchez Security Guard III</i> <i>Ariel T. Nisay Security Guard II</i> <i>Reycel F. Maturgo Security Guard II</i> <i>Jericho D. Barasi CCTV Operator</i>



3. Receive the result of the CCTV Footage being retrieved	3. Inform the requestor on the result of CCTV Footage being retrieved	None	4 minutes	<i>August C. Sanchez</i> <i>Security Guard III</i> <i>Ariel T. Nisay</i> <i>Security Guard II</i> <i>Reycel F. Maturgo</i> <i>Security Guard II</i> <i>Jericho D. Barasi</i> <i>CCTV Operator</i>
	TOTAL	NONE	1 HOUR 5 MINUTES	

5. CCTV TECHNICAL ASSISTANCE

It is a deployment of our technician to specific area for repairing & maintaining CCTV System including assessment and evaluation of materials needed and provide technical support to end users covering all software and hardware related issues.

Office or Division	City Peace and Order Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Public Schools and 25 Barangay's within the City of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request (1 Original)		- City Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit the letter of request to the City Mayor Office	1. Receive the request letter with instructions from the City Administrator.	None	2 minutes	<i>Raymond C. Cabral</i> <i>Administrative Aide III Clerk I</i>
	1.1 Act on the instruction to be given by the Department Head.	None	5 minutes	<i>Florante M. Caguioa</i> <i>Acting City Government Department Head</i>
	1.2 Prepare tasking of available technician for the	None	5 minutes	<i>Leo M. Torres</i> <i>Admin Aide VI</i>



	technical assistance needed			<i>Raymond Q. Barberona Admin Aide VI</i>
	1.3 Conduct Inspection and Assessment/Evaluation on the location site	None	1 hour	<i>Elgar Fielo S. Asuncion Admin Aide VI</i>
2. Provide materials need for repair if needed	2. Submit Assessment or Report to the Barangay Chairman (if in the Barangay) and Division Head (if in the schools)	None	30 minutes	<i>Leo M. Torres Admin Aide VI</i>
	2.2 Prepare schedule for the Request letter of Barangay and School.	None	5 minutes	<i>Raymond Q. Barberona Admin Aide VI</i>
	2.3 Conduct repair on the location site	None	None	<i>Elgar Fielo S. Asuncion Admin Aide VI</i>
	TOTAL:	NONE	1 HOUR AND 47 MINUTES	

6. LOST AND FOUND SERVICES

Lost and found provides for the care, restitution, destruction of unclaimed, lost, or abandoned property. The goal of Lost and Found is to ensure all lost items are returned to their rightful owner in a timely and efficient manner.

Office or Division	City Peace and Order Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Citizen			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For the claimant Any Valid I.D (present the Original)			- Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>FOR THE FINDER:</p> <p>1. The finder must fill-out the necessary information provided in the lost & found form including their complete name, signature, contact number, and the date the item was found.</p> <p>2. The finder is encouraged to indicate a short description of the found item.</p>	<p>1. Once we received a lost property, immediately blotter report with a complete detail on a logbook.</p> <p>***If owner's identification (name, phone number, etc.) is available from the found property, record the owner's information in the logbook and contact the owner when information is available indicating when and where the property may be picked up.</p> <p>***If owner's identification is unavailable from the found property said items should be under the safekeeping of the office for safety purposed and if somebody is pretending to be the legal owner of the said property, a brief verification & investigation must be made to establish the lawful owner of the property.</p> <p>***If an owner is successfully contacted, or a claimant contact the office to claim lost property, CPAAO must</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Oscar Cabiles Jr. Security Guard I</i></p> <p><i>Mario Dela Cruz Security Guard I</i></p> <p><i>Robles, Angelo Watchman- Bldg. Security</i></p> <p><i>Emerson Velasco Watchman- Bldg. Security</i></p>
---	---	-------------	------------------	--



<p>FOR THE CLAIMANT:</p> <p>1. The claimant must specifically describe the lost item or may show any proof of ownership.</p> <p>2. The claimant must fill-out the necessary information provided in the lost & found form before claiming the item.</p> <p>3. Present any Valid I.D for verification and identification of the legal owner of the said property</p>	<p>request the owner to describe the item(s) in sufficient detail (appearance, when and where lost and other identifying characteristics).</p> <p>1. The assigned Desk Officer will instruct and assist the finder and the claimant in the entire process.</p>			<p><i>Oscar Cabiles Jr. Security Guard I</i></p> <p><i>Mario Dela Cruz Security Guard I</i></p> <p><i>Robles, Angelo Watchman- Bldg. Security</i></p> <p><i>Emerson Velasco Watchman- Bldg. Security</i></p>
	<p>2. Verify item ownership</p>	None	5 minutes	<p><i>Oscar Cabiles Jr. Security Guard I</i></p>
	<p>3. Claimants may claim their lost property from Monday to Friday & required to produce ID & contact information, and sign the logbook to indicate they have claimed the lost item(s).</p> <p>**** Any unclaimed property consist of money & other personal assets are considered lost or abandoned when an owner cannot be located after a specified period of time should be kept under the CPAAO for safety purposes.</p>	None	5 minutes	<p><i>Mario Dela Cruz Security Guard I</i></p> <p><i>Robles, Angelo Watchman- Bldg. Security</i></p> <p><i>Emerson Velasco Watchman- Bldg. Security</i></p>
	TOTAL:	NONE	20 MINUTES	



**Office of the Social Welfare and Development
External Services**



1. MEDICAL / BURIAL ASSISTANCE

City Residents can avail of medical and burial assistance from the Office of the City Mayor especially those who are financially incapable of bearing the cost of treatment/hospitalization and burial expenses.

Office or Division	City Social Welfare and Development Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Person with Disability, Solo Parent, Senior Citizens, Indigent Residents, Unemployed people and sick people who are undergoing long term medication			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR MEDICAL / BURIAL: <ol style="list-style-type: none"> 1. Medical Certificate / Death Certificate (1, Original or photocopy) 2. Medical prescription and hospital bill / funeral bill / contract (1, Original) 3. Birth Certificate / Marriage Contract (1, Photocopy) 4. Barangay Certificate of Indigency (1, Original) 5. Letter addressed to the City Mayor (1, Original) 6. Voter's ID/COMELEC Certificate (1, Photocopy) 7. CSWD Certificate of Indigency 		<ul style="list-style-type: none"> • Attending physician / Hospital signed by the attending physician • Attending physician / hospital / funeral home • Local City Registry Office / Philippine Statistics Office • Barangay hall • Client • COMELEC Office • City Social Welfare Office 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the CSWD.	1. Review the completeness of the submitted documents.	None	1 hour	<i>Virginia Sangalang Administrative Aide</i>
	1.1 Initial assessment and encoding of documents	None	2 hours	<i>Alfredo L. Lanuza Daycare Worker II</i> <i>Jon Jon DL. Flores Daycare Worker II</i>
				<i>Marites Chavez Social Worker Officer III</i>



	1.2 For final assessment and issuance of certificate of eligibility	None	6 hours	<i>Kristel Joy C. Sevilla</i> <i>Social Worker</i> <i>Officer II</i> <i>Anne Stiphene Mendoza</i> <i>Social Worker</i> <i>Officer I</i> <i>Lalaine R. de Leon</i> <i>City Government</i> <i>Department Head</i>
	1.3 Log and releasing of documents to Mayor's Office	None	1 hour	<i>Virginia Sangalang</i> <i>Administrative</i> <i>Aide</i>
2. Submit documents issued by the CSWD to the receiving staff	2. Log the received documents from CSWD	None	5 minutes	<i>Alissa Joyce R. Torres</i> <i>Clerk II</i>
	2.1. Approve the amount of financial assistance based on the assessment from CSWD	None	5 minutes	<i>Remedios G. Santos</i> <i>Executive</i> <i>Assistant IV</i>
	2.2. Prepare of vouchers	None	5 minutes	<i>Rhem Rose R. Reyes</i> <i>Administrative</i> <i>Assistant VI</i>
	2.3. Sign the voucher		5 minutes	<i>Remedios G. Santos</i> <i>Executive Assistant</i> <i>IV</i>
	2.4. Process voucher at Budget, Accounting & Treasurer's Office		5 working days (Check Payment), 3 working days (Petty Cash)	<i>Budget Office</i> <i>Karen May J. De Guia</i> <i>Accountant II</i>



				<i>Elenita Guzman Ticket Checker</i>
				<i>Karen May J. De Guia Accountant II</i>
3. Claim Stub	3. Issuance of stub	None	5 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
4. Receive cash for the financial assistance	4. Release of financial assistance	None	5 minutes	<i>Treasurer's Office</i>
	TOTAL:	NONE	5 DAYS AND 10 HOURS AND 30 MINUTES	

(The processing time may extend to 5 days, 10 hours, and 30 minutes, depending on the process, approval and signing from various offices.)

2. REVIEW ASSISTANCE

College graduates and city residents who are first timers of taking board/bar exam can avail of review assistance from the Office of the City Mayor

Office or Division	City Social Welfare and Development Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	College graduates and city residents who are first timers of taking board/bar examination	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
FOR REVIEW: <ol style="list-style-type: none"> 1. Certification from Review Center (1, Original) 2. Handwritten letter addressed to Mayor requesting review assistance (1, Original) 3. Barangay Certificate of Indigency (1, Original) 4. CSWD Certificate of Indigency (1, Original) 5. Transcript of Records/Diploma (1, Photocopy) 6. Birth Certificate (1, Photocopy) 7. Certificate of Tax Exemption 	<ol style="list-style-type: none"> 1. Review Center 2. Client 3. Concerned Barangay Hall 4. City Social Welfare Office 5. School 6. Local City Registry Office / Philippine Statistics Office 7. BIR 	



(1, Original) 8. Voter's ID/COMELEC Certificate (Photocopy)		8. COMELEC Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the CSWD.	1. Review the completeness of the submitted documents.	None	1 hour	<i>Virginia Sangalang Administrative Aide</i> <i>Alfredo L. Lanuza Daycare Worker II</i> <i>Jon Jon DL. Flores Daycare Worker II</i>
	1.1 Initial assessment and encoding of documents	None	2 hours	<i>Jon Jon DL. Flores Daycare Worker II</i>
	1.2 For final assessment and issuance of certificate of eligibility	None	6 hours	<i>Marites Chavez Social Worker Officer III</i> <i>Kristel Joy C. Sevilla Social Worker Officer II</i> <i>Anne Stiphene Mendoza Social Worker I</i> <i>Lalaine R. De Leon City Government Department Head</i>
	1.3 Log and releasing of documents to Mayor's Office	None	1 hour	<i>Virginia Sangalang Administrative Aide</i>
2. Submit documents issued by the CSWD to the receiving staff	2. Log the received documents from CSWD	None	5 minutes	<i>Alissa Joyce R. Torres Clerk II</i>



	2.1. Approve the amount of financial assistance based on the assessment from CSWD	None	5 minutes	<i>Remedios G. Santos Executive Assistant IV</i>
	2.2. Prepare vouchers	None	5 minutes	<i>Rhem Rose R. Reyes Administrative Assistant VI</i>
	2.3. Sign the voucher	None	5 minutes	<i>Remedios G. Santos Executive Assistant IV</i>
	2.4. Process voucher at Budget, Accounting & Treasurer's Office	None	5 working days	<i>Budget Office Karen May J. De Guia Accountant II Elenita Guzman Ticket Checker Karen May J. De Guia Accountant II</i>
4. Claim Stub	3. Issuance of stub	None	5 minutes	<i>Erwin N. Buenaventura Bookbinder III</i>
5. Receive cash for the financial assistance	4. Release of financial assistance	None	5 minutes	<i>Treasurer's Office</i>
	TOTAL:	NONE	5 DAYS, 10 HOURS AND 30 MINUTES	

(The processing time may extend to 5 days, 10 hours, and 30 minutes, depending on the process, approval and signing from various offices.)



3. PROCESSING OF APPLICATION FOR SOCIAL CASE STUDY REPORT

A case study is a research methodology that has commonly used in social sciences. It is based on an in-depth investigation of a single individual, group or event to explore the causes of underlying principles. Furthermore, a Social Case Study Report (SCSR) is a description of socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations. It is also used to assess the current plight of a client which can be a basis on the formulation of a helping plan or treatment plan.

Office or Division	City Social Welfare & Development Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Indigent resident of Balanga City who are under the following circumstances: <ol style="list-style-type: none"> a. Repatriated OFW b. Trafficked Persons c. Children in Conflict with the Law (CICL) d. Children in Need of Special Protection (CNSPs/Abused) e. Applying for financial assistance due to hospitalization/medication/long term treatment/burial f. Drug Rehabilitation 	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<p>FOR REPATRIATED OFW</p> <ul style="list-style-type: none"> • General Intake Sheet (1, Original) • Certificate of Residency (1, Original) • Repatriation Certificate from POLO (1, Original) • DSWD's Intake Sheet for Airport Assistance (1, Original) • Referral Letter (1, Original) <p>FOR TRAFFICKED PERSONS</p> <ul style="list-style-type: none"> • General Intake Sheet (1, Original) • Certificate of Residency (1, Original) • Referral Letter (1, Original) • DSWD's Intake Sheet for Airport Assistance (1, Original) <p>FOR CICL</p> <ul style="list-style-type: none"> • General Intake Sheet (1, Original) • Birth Certificate (1, Original) 	<ul style="list-style-type: none"> • CSWD • Barangay where the client resides • Philippine Overseas Labor Office • DSWD's International Social Services Office (ISSO) • DSWD <ul style="list-style-type: none"> • CSWD • Barangay where the client resides • DSWD • DSWD's International Social Services Office (ISSO) <ul style="list-style-type: none"> • CSWD • CICL's Parents



<ul style="list-style-type: none"> • Police Report/Referral (1, Original) • Medico Legal (1, Original) <p>FOR CNSP</p> <ul style="list-style-type: none"> • General Intake Sheet (1, Original) • Birth Certificate (1, Original) • Police Report/Referral (1, Original) • Medico Legal (1, Original) <p>FOR FINANCIAL ASSISTANCE</p> <ul style="list-style-type: none"> • General Intake Sheet (1, Original) • Certificate of Indigency (1, Original) • Medical Certificate (1, Original) • Hospital Bill/Promissory Note/ Estimated Treatment Protocol of Dialysis/Chemotherapy/Death Certificate (1, Photocopy) • Referral Letter/Slip (1, Original) <p>FOR VOLUNTARY CONFINEMENT (DRUG CASE)</p> <ul style="list-style-type: none"> • General Intake Sheet (1, Original) • Court Order (1, Photocopy) • Certificate of Indigency (1, Original) • Admission Certificate (1, Photocopy) • Referral Letter (1, Original) 		<ul style="list-style-type: none"> • PNP • Attending Physician/Hospital <ul style="list-style-type: none"> • CSWD • CNSP's Parents • PNP • Attending Physician/Hospital <ul style="list-style-type: none"> • CSWD • Barangay where the client resides • Attending Physician/Hospital • Attending Physician/Hospital • Requesting Agency <ul style="list-style-type: none"> • CSWD • Trial Court • Barangay where the client resides • Rehabilitation Center • Requesting Agency 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to City Social Welfare & Development Office	1. Verify the submitted documents for completeness and have the social worker schedule and conduct the interview; then validate the information supplied by the client during interview and prepare the SCSR	None	6 days and 1 hour	<i>Marites Chavez</i> <i>Social Worker</i> <i>Officer III</i> <i>Kristel Joy C. Sevilla</i> <i>Social Worker</i> <i>Officer II</i> <i>Anne Stiphene Mendoza</i> <i>Social Worker I</i>



	1.1 Facilitate the assessment Tool for CICL for the determination Discernment (For CICL cases only)	None	20 minutes	<i>Lalaine R. De Leon City Government Department Head</i>
	1.2 Submit the SCSR to CSWDO for review and approval	None	10 minutes	<i>Marites Chavez Social Worker Officer III</i>
	1.3. Issuance of copy of SCSR. To client. Instruct the client on the final steps for submitting the SCSR to the requesting agency.			<i>Kristel Joy C. Sevilla Social Worker Officer II</i> <i>Anne Stiphene Mendoza Social Worker Officer I</i>
	TOTAL:	NONE	6 DAYS, 1 HOUR AND 30 MINUTES	

4. ISSUANCE OF SOLO PARENT I.D.

Amendments made by R.A 11861 inserted entirely new provisions into R.A. 8972 including the documentary requirements and process for the issuance of Solo Parent ID card and booklet (Sec. 19-20).

Office or Division	City Social Welfare & Development Office
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	<p>Resident of Balanga City who is under the following circumstances:</p> <ul style="list-style-type: none"> • A woman who has given birth (and has decided to keep and raise the child) as a result of rape and other crimes against chastity even without a final conviction of the offender. • A parent left with the sole responsibility of parenthood due to: <ul style="list-style-type: none"> ❖ Death of a spouse



	<ul style="list-style-type: none"> ❖ A court or church declaration of annulment or nullity of marriage and he or she is entrusted with the children custody ❖ De facto separation or legal separation from spouse for at least one (1) year so long as he or she is entrusted with custody of the children ❖ A public medical practitioner certifies the physical and/or mental incapacity of a spouse ❖ Spouse serving a sentence for a criminal conviction for at least one (1) year. <ul style="list-style-type: none"> • An unmarried parent who has decided to keep his or her child or children instead of giving them up to a welfare institution or other caregivers • Any other person solely providing parental care and support to a child or children • Any family member who assumes the responsibility of providing parental care and support in place of the head of the family as a result of: <ul style="list-style-type: none"> ❖ Prolonged absence, ❖ Disappearance, ❖ Abandonment, or ❖ Death of the parents or solo parent
--	---

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (1, Original) 2. Barangay Certificate of Residency 3. Appropriate documentation/evidence that applicant is a solo parent e.g. (Death Cert. of Spouse, Affidavit of 3 Disinterested Persons, Annulment/Divorced) (1, Photocopy) 4. Income Tax Return or any Document that will Establish income level of the solo parent (1, Photocopy) 5. Birth Certificate of the children 17 years old and below (1, Photocopy) 6. 2 copies of 1x1 latest picture		<ul style="list-style-type: none"> - CSWD Staff - Barangay where the applicant resides for the last 1 year - Applicant/Lawyer of the Applicant - Employer of the Applicant - PSA/Applicant - Applicant 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	25 minutes	<i>Jeramae A. Gonzales Public Services Officer II</i>



2. Interview with the Public Services Officer II (Case to case basis)	2. Encode the record in the system	None	23 days	<i>Jeramae A. Gonzales Public Services Officer II</i>
	2.1 Submit the application to CSWDO for her approval	None	1 day	
	2.2 Prepare the Solo Parent ID for signature of the CSWDO and the City Mayor	None	5 days	<i>Lalaine R. De Leon City Government Department Head</i>
3. Receive the Solo Parent ID	3. Inform and release the Solo Parent ID of the client	None	5 minutes	<i>Jeramae A. Gonzales Public Services Officer II</i>
	TOTAL:	NONE	29 DAYS AND 30 MINUTES	

5. ISSUANCE OF PERSON WITH DISABILITY (PWD) I.D.

Republic Act 10754 averred that the State shall give full support to the improvement of well-being and integration into mainstream society of persons with disability. It is the objective of Republic Act No. 10754 to provide persons with disability the opportunity to participate fully into the mainstream of society by granting them at least twenty (20%) discount and exemption from the value added tax on the sale of certain goods and services identified under Republic Act No. 9442 for the exclusive use, enjoyment or availment of persons with disability.

Office or Division	City Social Welfare & Development Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Any resident of Balanga City with the following disabilities: <ul style="list-style-type: none"> • Psychosocial Disability • Disability due to Chronic Illness • Learning Disability Mental/Intellectual • Visual Disability Orthopedic (Musculoskeletal) • Disability Hearing Disability • Speech Impairment • Multiple Disabilities
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Application Form (1, Original) 2. Medical Certificate (1, Photocopy) 3. Barangay Certificate of Residency and/or Voters ID (1, Original) 4. Four 1x1 picture		- CSWD Staff • Attending Physician/Hospital • Barangay / COMELEC • Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	<i>Jon Jon DL. Flores Daycare Worker II</i>
2. Interview with the CSWD Staff 2.1 Wait for the PWD ID release	2. Encode data at PRPWD system and prepare PWD ID for printing 2.1 Submit the PWD ID to Mayor's Office for signature of the Mayor and wait for its release	None	3 days	<i>Virginia P. Sangalang Admin. Aide</i>
3. Receive the PWD ID	3. Release the PWD ID to the client	None	5 minutes	<i>Virginia P. Sangalang Admin. Aide</i>
	TOTAL:	NONE	3 DAYS AND 15 MINUTES	



6. ISSUANCE OF SENIOR CITIZEN I.D.

Article XIII, Section 11 of the Philippine Constitution provides that the State shall adopt an integrated and comprehensive approach to health development which shall endeavor to make essential goods, health and other social services available to all the people at affordable cost. There shall be priority for the needs of the underprivileged, sick, elderly, disabled, women and children. Article XV, Section 4 of the Constitution further declares that it is the duty of the family to take care of its elderly members while the State may design programs of social security for them.

Hence, Republic Act No. 9994, Section 4 averred that senior citizens may avail the stated privileges or his/her duly authorized representative by presenting a senior citizen ID or other documents that will establish the citizenship and age of the senior citizen as further provided in the implementing rules and regulations of RA 9994

Office or Division	City Social Welfare & Development Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any Senior Citizen who is a resident of Balanga City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form (1, Original) 2. Birth Certificate/or any proof that the applicant is a Senior Citizen (1, Photocopy) 3. Barangay Certificate of Residency (1, Original) 4. One 1x1 picture		- CSWD Staff - Applicant - Barangay where the applicant resides - Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness and encode in the system	None	10 minutes	<i>Alfredo Lanuza Daycare Worker II</i>
	1.1. Forward the encoded SC application to MISO for SC ID processing	None	6 days	<i>Virginia Sangalang Admin. Aide</i>
	<ul style="list-style-type: none"> • 1-day processing for renewal of ID • 1-week processing for new SC ID application. 	(P100 for replacement or renewal)		<i>Reynaldo Artuz MISO</i>



2.Receive the SC ID	2. Inform and release of the SC ID to the client	None	5 minutes	Virginia Sangalang Admin. Aide
TOTAL:		NONE	6 DAYS AND 15 MINUTES	

(Processing time may exceed depending on the availability of the ID template)

7. ISSUANCE OF CERTIFICATE OF INDIGENCY TO AVAIL PAO's SERVICES

Under R. A. 9406, the PAO shall independently discharge its mandate to render, free of charge, *legal representation, assistance and counselling to indigent persons in criminal, civil, labor, administrative and other quasi-judicial cases.* Certificate of Indigency shall be issued by the Local Social Welfare Office upon verification that the client is an indigent.

Office or Division	City Social Welfare & Development Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Indigent resident of Balanga City who is in need of FREE legal counsel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. General Intake Sheet (1, Original) 2. Referral Slip from PAO (1, Original) 3. Barangay Certificate of Residency(1, Original)		- CSWD Staff - PAO - Barangay where the applicant resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	Marites Chavez Social Worker Officer III
2. Interview with the CSWD Staff	2. Conduct background checking and collateral interview in the community to establish that the client is indigent 2.1 If client is found to be indigent,	None	7 days	Kristel Joy C. Sevilla Social Worker Officer II



	Certificate of Indigency will be released to the client			
3. Receive the Certificate of Indigency	3. Inform and release the Certificate of Indigency to the client	None	5 minutes	<i>Marites Chavez</i> <i>Social Worker</i> <i>Officer III</i> <i>Kristel Joy C. Sevilla</i> <i>Social Worker</i> <i>Officer II</i> <i>Anne Stiphene Mendoza</i> <i>Social Worker</i> <i>Officer I</i>
	TOTAL:	NONE	7 DAYS AND 15 MINUTES	

8. ISSUANCE OF POINT OF SERVICE-FINANCIALLY INCAPABLE CERTIFICATE TO AVAIL PHILHEALTH SERVICES

The POS is a program provided in the Government Appropriations Act (GAA) for the current year, to cover all Filipinos under the National Health Insurance Program (NHIP), including the unregistered and inactive registered members especially those who are financially incapable.

Filipino Citizens who will be covered under the POS Program, must be admitted in a ward type of accommodation and classified as financially incapable to pay his/her Philhealth contribution according to the DOH classification on indigents. Members availing of this program shall be included in the Philhealth membership database for possible inclusion in the list of indigent beneficiaries whose premiums are to be shouldered by the National Government

Office or Division	City Social Welfare & Development Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Indigent resident of Balanga City who is in need assistance for their hospital bill	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. General Intake Sheet (1, Original)		- CSWD Staff
2. Referral Slip from Philhealth (1, Original)		- Philhealth



3. Barangay Certificate of Indigency (1, Original) 4. ID		- Barangay where the applicant resides - Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	<i>Anne Stiphene Mendoza Social Worker I</i> <i>Kristel Joy C. Sevilla Social Worker Officer II</i>
2. Interview with the SWs	2. Conduct background checking and collateral interview in the community to establish that the client is indigent 2.1 If client is found to be indigent, POS-FI will be approved and release to the client	None	1 day	<i>Kristel Joy C. Sevilla Social Worker Officer II</i>
3. Receive the POS-FI	3. Inform and release the POS-FI	None	5 minutes	<i>Anne Stiphene Mendoza Social Worker I</i> <i>Kristel Joy C. Sevilla Social Worker Officer II</i>
	TOTAL:	NONE	1 DAY AND 15 MINUTES	



9. APPLICATION OF SELF EMPLOYMENT ASSISTANCE

Philippine Constitution Article 12 Section 1 avers that the goals of the national economy are a more equitable distribution of opportunities, income, and wealth; a sustained increase in the amount of goods and services produced by the nation for the benefit of the people; and an expanding productivity as the key to raising the quality of life for all, especially the underprivileged. In the pursuit of this goal, all sectors of the economy and all regions of the country shall be given optimum opportunity to develop.

Office or Division	City Social Welfare & Development Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Indigent Resident of Balanga City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SEA Intake Form (1, Original) 2. Brgy. Capt.'s Guarantee Letter (1, Original) 3. One 2X2 photo 4. Business Proposition (1, Original)		- CSWD Staff - Barangay where the applicant resides - Applicant - Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	<i>Jeramae A. Gonzales Public Services Officer II</i>
1.1 Interview with the PSO I	1.1 Upon verification that the Business Proposition is feasible, Project Proposal and voucher shall be prepared	None	2 days	<i>Shirley L. Gonzales Sr. Administrative Assistant II</i>
	2. Process Voucher and Proposal	None	7 days	<i>Budget Office Accounting Office Administrator's Office Mayor's Office</i>
	TOTAL:	NONE	9 DAYS AND 10 MINUTES	



10. ONE TIME CASH INCENTIVE TO 90-99 YRS OLD SENIOR CITIZEN

City Ordinance No. 23 Series of 2019 avers that Senior Citizens who are permanent residents of the City and age 90-99 years old shall receive a one-time-cash incentive worth P20, 000 as recognition to their vital roles and contribution to the development of the City of Balanga.

Office or Division	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizens			
Who may avail:	Resident of Balanga City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Senior Citizen's ID 2. Birth Certificate of SC/Passport 3. Valid Government ID 4. Barangay Certificate of Residency		- Certification of FSCAP President - Picture with the date of the latest newspaper (Tabloid/broadsheet) - Barangay where Senior Citizen resides		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	2 weeks (CSWD needs to consolidate minimum number of SCs (6), prior to payroll preparation)	<i>Alfredo Lanuza Daycare Worker II</i>
	2. Prepare the payroll, vouchers and OBR for processing	None		<i>Shirley L. Gonzales Sr. Administrative Assistant II</i>
	3. Payout	None	2 weeks (CSWD needs to consolidate minimum number of SCs (6), prior to payroll preparation)	<i>All Day Care Workers assigned in their respective barangays</i>
	TOTAL:	NONE	2 WEEKS	



City Treasurer's Office External Services



1. PAYMENT OF REAL PROPERTY TAXES

Real Property Taxes (RPT) or amilyar are taxes paid for all lands, buildings, and machineries annually. The tax shall be due on the first day of January and payable until March 31 without interest. The same way, however, at the discretion of the taxpayer, may be paid without interest or penalty in four (4) equal installments: on or before March 31, June 30, September 30 and December 31.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All Real Property Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any of the following document: a. Official Receipt (OR) of payment in the previous year or quarter (1 Original or Photocopy); OR b. Tax Declaration (1 Original or Photocopy); OR c. Real Property Tax Order of Payment (RPTOP) (1 Original or Photocopy)			- Client's file - City Assessor's Office - City Assessor's Office	
2. During General Revision or Changes in Ownership or Assessed Value: a. RPTOP and Latest OR (1 Original) and b. Latest OR (1 Original or Photocopy)			- City Assessor's Office - Client's file	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any of the requirements to Counter J or K at the City One Stop Shop	1. Receive and review the requirements from the applicant and have them seated.	1% of the assessed value plus additional 1% on the assessed value of real property for Special Education Fund (SEF).	1 hour	<i>Ronalyn Manalo</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i> <i>Peter John</i> <i>Lozano</i> <i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
	1.1 Verify the last payment	Tax Discount for prompt payment: The taxpayer shall be entitled	30 minutes	<i>Ronalyn Manalo</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i>



		to a discount of ten percent (10%), if the basic real property and additional SEF tax are paid in full for the whole taxable year on or before March 31. The above-mentioned discount shall only be granted to properties without any delinquency.		<i>Peter John Lozano</i> <i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
	1.2 Compute the RPT payable amount.	Interest on Unpaid Real Property tax: 2% interest per month on the unpaid amount or a fraction thereof until the delinquent tax is full paid.	6 minutes	<i>Ronalyn Manalo</i> <i>Revenue Collection Clerk III</i> <i>Peter John Lozano</i> <i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
2. Receive the order of payment and pay the taxes due at Counter I or L.	2. Collect payment and issue official receipt	Refer to the above fees.	1 hour and 5 minutes	<i>Roneth Pindos</i> <i>Revenue Collection Clerk I</i> <i>Menchie Bustamante</i> <i>Ticket Checker</i> <i>Cherry Abacahin</i> <i>Local Revenue Collection Officer I</i> <i>Susan Mendoza</i> <i>Local Revenue</i>



Collection
Officer II

	TOTAL:	REFER TO ABOVE FEES	2 HOURS AND 41 MINUTES	

(The above-mentioned processing time may exceed per real property unit depending on the (1) number of real property units being paid for; and (2) the real property unit's record of payment)

2. ONLINE PAYMENT OF REAL PROPERTY TAXES

Real Property Taxes (RPT) or amilyar are taxes paid for all lands, buildings, and machinery annually. The tax shall be due on the first day of January and payable until March 31 without interest. The same way, however, at the discretion of the taxpayer, may be paid without interest or penalty in four (4) equal installments: on or before March 31, June 30, September 30 and December 31.

Office or Division	City Treasurer's Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	All Real Property Owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. ANY of the following documents: <ul style="list-style-type: none"> a. Official Receipt (OR) of payment in the previous year or quarter (scanned copy); b. Copy of Proof of successful fund transfer/GCash/Paymaya c. Tax Declaration (scanned copy) d. Real Property Tax Order of Payment (RPTOP) (scanned copy) 		- Client's file - City Assessor's Office	
2. During General Revision or Changes in Ownership or Assessed Value: RPTOP and Latest OR (scanned copy)		- City Assessor's Office/Client's file	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request for order of payment at ctobalanga.rpt@gmail.com or click the link found at Balanga Treasury facebook account. Upload any of the requirements (see checklist)	1. Check email or google form responses for order of payment requests.	1% of the assessed value plus additional 1% on the assessed value of real property for Special Education Fund (SEF). Tax Discount for prompt payment: The taxpayer shall be entitled to a discount of ten percent (10%), if the basic real property and additional SEF tax are paid in full for the whole taxable year on or before March 31.	1 day	<i>Ronalyn Manalo Revenue Collection Clerk III</i>
	1.1 Review the requirements received.		1 minute	
	1.2 Compute the RPT payable amount.		6 minutes	
	1.3 E-mail the order of payment together with the payment link.		2 minutes	
2. Pay the RPT amount payable through any of the ff. payment channels: GCash/Paymay a/ Bank Transfer. Click the payment link provided by CTO and upload	2. Check email or google form responses for proof of payment uploads.	The above-mentioned discount shall only be granted to properties without any delinquency. Interest on Unpaid Real Property tax: 2% interest per	1 day	<i>Susan Mendoza Local Revenue Collection Officer II</i> <i>Roneth Pindos Revenue Collection Clerk I</i>



copy/ies of proof of successful fund transfer/ GCash / Paymaya		month on the unpaid amount or a fraction thereof until the delinquent tax is fully paid.		
	2.1 Verify payment.		2 minutes	<i>Susan Mendoza Local Revenue Collection Officer II</i> <i>Roneth Pindos Revenue Collection Clerk I</i>
	2.2 Issue official receipt (OR).		5 minutes	
	2.3 Send the scanned copy of official receipt/s to the taxpayer.		2 minutes	
3. Receive acknowledgment of payment and claim Official Receipt				<i>Elizabeth Dizon Ticket Checker</i> <i>Peter John Lozano Ticket Checker</i>
	TOTAL:	REFER TO ABOVE FEES	2 DAYS AND 18 MINUTES	

(Processing Time will start on checking of email or google application form. The requests or payments made may be checked the following working day.)



3. ISSUANCE OF CERTIFICATE OF RPT PAYMENT

Certificate of payment is requested by clients for documentary purposes.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (OR) of payment in the previous year or quarter (1 Original or Photocopy); OR 2. Tax Declaration (1 Original or Photocopy); OR 3. Real Property Tax Order of Payment (RPTOP) (1 Original or Photocopy)			- Client's file - City Assessor's Office - City Assessor's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present any of the requirements to Counter J or K. at the City One Stop Shop	1. Receive the requirement from the client.	None	1 hour	<i>Ronalyn Manalo</i> <i>Revenue</i> <i>Collection Clerk III</i> <i>Peter John</i> <i>Lozano</i> <i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
	1.1 Verify records.	None	2 minutes	<i>Ronalyn Manalo</i> <i>Revenue</i> <i>Collection Clerk III</i> <i>Peter John</i> <i>Lozano</i> <i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
	1.2 Prepare Order of Payment	None	1 minute	<i>Ronalyn Manalo</i> <i>Revenue</i> <i>Collection Clerk III</i> <i>Peter John</i> <i>Lozano</i> <i>Ticket Checker</i>



				<i>Elizabeth Dizon Ticket Checker</i>
2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt.	Certification and clearances – P100 per document / property	2 hours	<i>Paterno De Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	2.1 The collector will hand over the official receipt and requirements to the assigned personnel for the preparation of certification or documents.	None	3 minutes	<i>Ronalyn Manalo Revenue Collection Clerk III</i> <i>Peter John Lozano Ticket Checker</i> <i>Elizabeth Dizon Ticket Checker</i>
	2.2 Review and sign the certification.	None	2 minutes	<i>Susan Mendoza Local Revenue Collection Officer II</i> <i>Vanessa Aguilar Acting City Government Asst. Department Head</i> <i>Joselito Evangelista City Government Department Head</i>
3. Receive the certification	3. Issue the certification.	None	1 minute	<i>Ronalyn Manalo Revenue Collection Clerk III</i> <i>Peter John Lozano Ticket Checker</i>



				<i>Elizabeth Dizon Ticket Checker</i>
	TOTAL:	CERTIFICATI ON AND CLEARANCE S – P100 PER DOCUMENT / PROPERTY	3 HOURS AND 9 MINUTES	

(The above-mentioned processing time may exceed if verification of documents will be done manually.)

4. ISSUANCE OF CERTIFICATE OF CANCELLATION OF WARRANT OF LEVY

Certificate of cancellation of warrant of levy is requested by clients for documentary purposes.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (OR) of payment for the current year (1 Original or Photocopy)			- Client's file	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement to Counter J or K at the City One Stop Shop	1. Receive the requirement from the client.	None	1 hour	<i>Ronalyn Manalo Revenue Collection Clerk III Peter John Lozano Ticket Checker Elizabeth Dizon Ticket Checker</i>
	1.1 Verify records.	None	30 minutes	<i>Ronalyn Manalo Revenue Collection Clerk III Peter John Lozano</i>



				<i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
	1.2 Prepare Order of Payment	None	1 minute	<i>Ronalyn Manalo</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i> <i>Peter John</i> <i>Lozano</i> <i>Ticket Checker</i> <i>Elizabeth Dizon</i> <i>Ticket Checker</i>
2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt (OR). Forward OR to assigned personnel in Counter J or K.	Certification and clearances – P100 per document Cost of Levy – P1,100 per property	2 hours	<i>Paterno de</i> <i>Jesus</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i> <i>Jesus Mangayao</i> <i>Revenue</i> <i>Collection Clerk</i> <i>III</i>
	2.1. Prepare certification or documents.	None	10 minutes	<i>Susan Mendoza</i> <i>Local Revenue</i> <i>Collection Officer</i> <i>II</i>
	2.2 Review and sign the certification.	None	2 minutes	<i>Vanessa Aguilar</i> <i>Acting City</i> <i>Government Asst.</i> <i>Department Head</i> <i>Joselito</i> <i>Evangelista</i> <i>City Government</i> <i>Department Head</i>
3. Receive the certification at Counter J or K.	3. Issue the certification.	None	1 minute	<i>Susan Mendoza</i> <i>Local Revenue</i> <i>Collection Officer</i> <i>II</i>



	TOTAL:	CERTIFICATION AND CLEARANCE S - P100 PER DOCUMENT COST OF LEVY - P1,100 PER PROPERTY	3 HOURS AND 44 MINUTES	
--	---------------	---	-------------------------------	--

5. ISSUANCE OF COMPROMISE AGREEMENT (AMILYAR)

Compromise Agreement is requested by clients with significant past-due real property tax to allow payment in installments.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment			- Counter J or K, One-Stop-Shop	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the order of payment to Counter I or L at the City One-Stop-Shop and pay the \geq initial 30% of the tax payable.	1. Collect payment and issue official receipt.	1% of the assessed value plus additional 1% on the assessed value of real property for Special Education Fund (SEF). Interest on Unpaid Real Property	2 hours and 41 minutes	<i>Roneth Pindos Revenue Collection Clerk I</i> <i>Menchie Bustamante Ticket Checker</i> <i>Cherry Abacahin Local Revenue Collection Officer I</i>



		tax: 2% interest per month on the unpaid amount or a fraction thereof until the delinquent tax is fully paid.		
	1.1 Prepare the compromise agreement	None	16 minutes	<i>Susan Mendoza Local Revenue Collection Officer II</i>
	1.2 Review and sign the compromise agreement	None	2 minutes	<i>Vanessa Aguilar Acting City Government Asst. Department Head</i> <i>Joselito Evangelista City Government Department Head</i>
2. Receive the Compromise Agreement at Counter J or K	2. Issue the Compromise Agreement	None	1 minute	<i>Susan Mendoza Local Revenue Collection Officer II</i>
	TOTAL:	REFER TO ABOVE FEES	3 HOURS	



6. ISSUANCE OF CERTIFIED PHOTOCOPY OF OFFICIAL RECEIPTS AND OTHER DOCUMENTS

Certified photocopy of official receipts and other documents are requested by clients for documentary purposes.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) Photocopy of document/s to be certified			- Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the concerned personnel at the City One Stop Shop	1. Receive request of client.	None	2 hours	<i>Ronalyn Manalo Revenue Collection Clerk II</i>
a. Counter H for Community Tax and Transfer Tax concerns				<i>Peter John Lozano Ticket Checker</i>
b. Counter J or K for RPT concerns	1.1 Verify records	None	1 hour	<i>Elizabeth Dizon Ticket Checker</i>
c. Counter G for other payment concerns	1.2 Prepare Order of Payment	None	5 minutes	<i>Mark Anthony de Leon Revenue Collection Clerk I</i>
				<i>Paterno de Jesus Revenue Collection Clerk III</i>
				<i>Jesus Mangayao Revenue Collection Clerk III</i>



2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt.	Certified photocopy – 50 per document Verification fee – 50 per document / property	3 minutes	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	2.1 The collector will hand over the official receipt to the assigned personnel for the preparation of client's request.	None	5 minutes	<i>Ronalyn Manalo Revenue Collection Clerk II</i> <i>Peter John Lozano Ticket Checker</i> <i>Elizabeth Dizon Ticket Checker</i> <i>Mark Anthony de Leon Revenue Collection Clerk I</i> <i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	2.2 Review and sign the certification.	None	10 minutes	<i>Vanessa Aguilar Acting City Government Asst. Department Head</i> <i>Joselito Evangelista City Government Department Head</i>



3. Receive the certification	3. Issue the certification.	None	5 minutes	<i>Ronalyn Manalo Revenue Collection Clerk II</i> <i>Peter John Lozano Ticket Checker</i> <i>Elizabeth Dizon Ticket Checker</i> <i>Mark Anthony de Leon Revenue Collection Clerk I</i> <i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	TOTAL:	Certified photocopy – 50 per document Verification fee – 50 per document / property	3 HOURS AND 28 MINUTES	

(Processing time of 3 hours and 28 minutes covers computerized records only. The above processing time may exceed if verification of documents will be done manually.)



7. PAYMENT OF BUSINESS TAX

Business Tax is imposed on persons or entities who are regularly engaged on trade or commercial activity as a means of livelihood or with a view of profit. The tax shall be paid once within the first thirty-one (31) days of January or in quarterly installments on or before January 31, April 30, July 31 and October 31 of each year.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All business establishment owners including ambulant vendors.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Business Permit Application Form; 2. eBPLS QR Code; or 3. Order of Payment (1 Original);			- Client (from online application) - Client (from online application) - LPFO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment to Counter F or G at the City One Stop Shop	1. Receive order of payment and enter Electronic Business Permit & Licensing System (eBPLS) ID or scans eBPLS barcode.	None	3 hours	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
2. Pay the taxes due	2. Collect corresponding payment and issue official receipt.	Refer to LPFO table of fees	5 minutes	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	TOTAL:	REFER TO LPFO TABLE OF FEES	3 HOURS AND 5 MINUTES	



8. ONLINE PAYMENT OF BUSINESS TAX

Business Tax is imposed on persons or entities who are regularly engaged on trade or commercial activity as a means of livelihood or with a view of profit. The tax shall be paid once within the first thirty-one (31) days of January or in quarterly installments on or before January 31, April 30, July 31 and October 31 of each year.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All business establishment owners including ambulant vendors.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. eBPLS e-Payment module confirmation or email of proof of payment			- COB website, eBPLS website, personal email	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay the taxes due thru City of Balanga Electronic Business Permit and Licensing System (COB eBPLS) or GCash or Paymaya Online Bills Payment Facility	1. Check eBPLS e-Payment module or email for online payments.	Refer to LPFO table of fees	2 days	<i>Jeizel Ongkingco Revenue Collection Clerk III Josephine Tan Local Revenue Collection Officer I</i>
	1.1 Check payment details in Merchant Portal, email of settlement reports and in Financial Management Information System (Treasury Module)		30 minutes	<i>Jeizel Ongkingco Revenue Collection Clerk III Josephine Tan Local Revenue Collection Officer I</i>
	1.2 Issue Official Receipt for complete payment or inform client of shortage if any.		5 minutes	
	1.3 Verify payment in eBPLS e-Payment module and record OR details in e-payment logbook.		5 minutes	



	1.4 Forward the OR to CLPFO Staff for renewal of business permit payment or file quarterly / semi-annual payments OR.		1 hour	Jeizel Ongkingco Revenue Collection Clerk III Josephine Tan Local Revenue Collection Officer I
2. Receive acknowledgment of payment and claim Business Permit and/or Official Receipt				LPFO Staff Jeizel Ongkingco Revenue Collection Clerk III Josephine Tan Local Revenue Collection Officer I
	TOTAL:	REFER TO LPFO TABLE OF FEES	2 DAYS, 1 HOUR AND 40 MINUTES	

(Processing Time will start on checking of email or portal. Email or portal payment may be checked the following working day after payment. Batch processing may also be done.)



9. PAYMENT OF COMMUNITY TAX CERTIFICATE

Community Tax, Residence Certificate, or Cedula is used for documentation purposes.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Every inhabitant of the Philippine eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) working days during any calendar year;			
	Who is engaged in business or occupation;			
	Who owns real property with an aggregate assessed value of one thousand pesos (P 1,000.00) or more; or			
	Who is required by law to file an income tax return			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fill-out data form (1 Original)		- Counter H		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completed data form to Counter H at the City One Stop Shop	1. Encode the applicant's information	None	2 hours and 35 minutes	<i>Mark Anthony de Leon Revenue Collection Clerk I</i> <i>Marivic Santiago Revenue Collection Clerk III</i>
2. Pay the taxes due, sign and receive the community tax certificate.	2. Collect payment and issue community tax certificate.	Refer to the fees below	5 minutes	
	TOTAL	Refer to the fees below	2 HOURS AND 40 MINUTES	
<p>FEES: An annual community tax of P5.00 and an annual additional tax of One Peso (P 1.00) for every One Thousand Pesos (P1, 000.00) of income regardless of whether from business, exercise of profession or from property. A minimum amount of P45.00 is charged as an additional tax on the assumption that the individual earned a minimum wage for 3 months of work per year while the actual prevailing daily minimum wage for Region III is P475.00 based on DOLE Wage Order No. 02-DW-05 as of September 21, 2023. It shall be paid not later than the last day of February of each year.</p> <p style="text-align: center;">Penalty and Interest: 2% interest per month.</p>				



10. PAYMENT OF TRANSFER TAX

Transfer Taxes are paid for transactions involving transfer of ownership of real property.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Individuals who are transferring real property ownership of title.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate Authorizing Registration (CAR) (1 Original and 1, Photocopy) 2. Deed of Sale, Donation, Exchange, Judicial or Extra Judicial Settlement, Affidavit of Consolidation (1 Original and 1, Photocopy) 3. Tax Declaration (1 Photocopy) 4. Transfer Certificate of Title (1 Photocopy) 5. Updated Real Property Tax Payment			- BIR - Notary Public - City Assessor's Office - Owner or Register of Deeds - City Treasurers' Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements to Counter H. at the City One Stop Shop	1. Collect and review the requirements from the applicant.	None	30 minutes	<i>Mark Anthony de Leon</i> Revenue Collection Clerk I
	1.1 Compute the transfer tax.	None	1 day	<i>Marivic Santiago</i> Revenue Collection Clerk III
	1.2 Review and encode the order of payment.	None		<i>Jeizel Ongkingco</i> Revenue Collection Clerk III <i>Josephine Tan</i> Local Revenue Collection Officer I
2. Pay the taxes due	2. Collect payment and issue official receipt.	Fees: 82.5% of 1% of selling price, market or zonal value. The Certification costs P100.00	1 hour	<i>Paterno de Jesus</i> Revenue Collection Clerk III <i>Jesus Mangayao</i> Revenue Collection Clerk III



	2.1 The collector will hand over the official receipt and requirements to the assigned personnel for the preparation and printing of certification.	None	30 minutes	<i>Mark Anthony de Leon</i> <i>Revenue Collection Clerk I</i> <i>Marivic Santiago</i> <i>Revenue Collection Clerk III</i>
	2.2 Review and sign the certification.	None	10 minutes	<i>Jeizel Ongkingco</i> <i>Revenue Collection Clerk III</i> <i>Josephine Tan</i> <i>Local Revenue Collection Officer I</i> <i>Vanessa Aguilar</i> <i>Acting City Government Asst. Department Head</i> <i>Joselito Evangelista</i> <i>City Government Department Head</i>
3. Receive the certification	3. Issue the certification	None	5 minutes	<i>Mark Anthony de Leon</i> <i>Revenue Collection Clerk I</i> <i>Marivic Santiago</i> <i>Revenue Collection Clerk III</i>
	TOTAL:	DEPENDS ON THE SELLING PRICE, MARKET OR ZONAL VALUE	1 DAY, 2 HOURS AND 15 MINUTES	
	<p>Fees: 82.5% of 1% of selling price, market or zonal value whichever is higher, to be paid within sixty (60) days upon execution of deed of sale, etc., and within sixty (60) days from time of death in case of extra judicial settlement. The Certification costs P100.00.</p> <p>Penalty and Interest: 25% penalty for delay in payment of transfer tax plus 2% interest each month for a maximum of three (3) years.</p>			



11. PAYMENT OF OTHER TAXES, PERMIT, FEES, AND SERVICE CHARGES

All payments are made in the cashier.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 Original)		- From concerned department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Order of Payment to Counter F and G at the City One Stop Shop	1. Receive order of payment.	None	2 hours	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
2. Pay the taxes due	2. Collect corresponding payment and issue official receipt.	Refer to the concerned department's list of services	5 minutes	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	TOTAL	Refer to the concerned department's list of services	2 HOURS AND 5 MINUTES	



12. ISSUANCE OF CERTIFICATE OF PAYMENT OR NON-PAYMENT

Certificate of payments are requested by clients for documentary purposes.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Taxpayers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (1 Original) 2. Authorization Letter (1 Original), ID of Requestor and Authorized Person (1 Photocopy) <i>(if the person cannot personally file the request)</i>		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request to the concerned personnel at the City One Stop Shop a. Counter H for Community Tax and Transfer Tax concerns b. Counter G for other payment concerns c. Cash Division for check payment or non-payment	1. Receive request of client.	None	2 hours	<i>Mark Anthony de Leon Revenue Collection Clerk I</i> <i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Mary Ann Angel Sanchez Computer Operator III</i>
	1.1 Verify records	None	10 minutes	<i>Jeizel Ongkingco Revenue Collection Clerk III</i>
	1.2 Prepare Order of Payment	None	3 minutes	<i>Josephine Tan Local Revenue Collection Officer I</i> <i>Mary Ann Angel Sanchez Computer Operator III</i>



2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt.	Certification and clearances – 100 per document / property Certified photocopy – 50 per document Verification fee – 50 per document / property	5 minutes	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
	2.1 The collector will hand over the official receipt to the assigned personnel for the preparation of certification or documents.	None	30 minutes	<i>Jeizel Ongkingco Revenue Collection Clerk III</i> <i>Josephine Tan Local Revenue Collection Officer I</i> <i>Mary Ann Angel Sanchez Computer Operator III</i>
	2.2 Review and sign the certification.	None	10 minutes	<i>Vanessa Aguilar Acting City Government Asst. Department Head</i> <i>Joselito Evangelista City Government Department Head</i>
3. Receive the certification	3. Issue the certification.	None	5 minutes	<i>Mark Anthony de Leon Revenue Collection Clerk I</i>



				<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i> <i>Mary Ann Angel Sanchez Computer Operator III</i>
	TOTAL:	Certification and clearances – 100 per document / property Certified photocopy - 50 per document Verification fee – 50 per document / property	3 HOURS AND 3 MINUTES	



13. PAYMENT OF MARKET FEES AND CASH TICKETS

Market fees are paid on all goods and merchandize including marine and agricultural yields or marginal farmers and fishermen intended for sale at the Balanga City Public Market. Cash Tickets are issued and paid to every vehicle who shall park at designated pay parking areas at the City Public Market.

FEE: *(Subject to change without prior notice)*

- | | | |
|---|---|------------------------|
| A. Market Entrance Fee on Fruits & Vegetables | | |
| a. Tricycle | | P 50.00 |
| b. Jeep/XLT net capacity of 1,250 | | P150.00 to P250.00 |
| o With top load (additional of) | | P 50.00 |
| o With extension (additional of) | | P 50.00 |
| c. Elf | | |
| o 4 wheels | | P150.00 to P250.00 |
| o 6 wheels | | P300.00 to 400.00 |
| With extension (additional of) | | P100.00 |
| d. Closed Van | | |
| o 4 wheels | | P250.00 to P400.00 |
| o 6 wheels | | P500.00 to P700.00 |
| o More than 6 wheels | | P1,000.00 |
| B. On Frozen, Grocery and Variety Products | | |
| | Minimum
(Half load) | Maximum
(Full load) |
| a. Closed Van | | |
| o 4 wheels | P150.00 | P250.00 |
| o 6 wheels | P200.00 | P300.00 |
| o More than 6 wheels | P500.00 | P700.00 |
| C. On Rice | | |
| o 4 wheels | P300.00 | |
| o 6 wheels | P400.00 | |
| D. Liquor | | |
| o 4 wheels | P300.00 | |
| o 6 wheels | P600.00 | |
| E. Consignacion | ½ of 1% of total gross sales of fish
Delivered | |
| F. Cash Tickets (Pay Parking Fee) | | |
| o Single Motors | P5.00 for first 2hours plus 10.00 for
Every succeeding hour | |
| o Tricycle/4 wheels | P10.00 for first 2hours plus 10.00 for
Every succeeding hour | |



Office or Division	City Treasurer's Office – Market Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Vegetable Dealers, Fish Dealers/Vendors, Permanent Stallholders, Transient Peddlers, Private Vehicles, Etc.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any motorized vehicles with permit to deliver (annual fixed tax sticker). 2. All motorized vehicles who shall park at designated pay parking areas.			- On duty collectors, Bayad na Center and/or Collection Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay fees to collection officer at the City Treasurer's Office – Market Division	1. Collect payment and issue official receipts	<ul style="list-style-type: none"> Market entrance fee 	2 minutes	<i>Oscar Quitalig Revenue Collection Clerk I</i>
	1.1 Collect payment and issue cash tickets	<ul style="list-style-type: none"> Pay parking fee 	1 minute	<i>Arjay Tiña Revenue Collection Clerk I</i> <i>Ferdinand Isidro Ticket Checker</i>
	TOTAL:	REFER TO THE ABOVE FEES	1 OR 2 MINUTES	



14. PAYMENT OF STALL RENTALS

Stall Rental is the amount charged to the stall lessees who occupy a space inside the City Public Market and are collected on a per stall basis monthly, weekly or daily. Stallholders are advised to pay their stall rentals at the Bayad Na Center or Collection Office on/or before the 20th day of the month.

Office or Division	City Treasurer's Office – Market Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	All Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. No requirement, please approach record custodian or data encoder		- None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify monthly rental due at the Bayad na Center or CTO Market Division (font size only)	1. Confirm monthly rental due	None	5 minutes	<i>Arlene Biscayca Ticket Checker</i>
2. Pay monthly stall rental.	2. Collect payment and issue official receipts	Market stall rentals	2 minutes	<i>Rosanna Lipnica Ticket Checker</i>
	TOTAL:	FEES	7 MINUTES	
		1. Grocery/Dry Goods 2. Fish 3. Meat 4. Food Kiosk 5. Variety Kiosk 6. Food Court 7. Vegetable (Papag) 8. Grocery Expansion 9. Chick 10. Consignacion 11. Commercial Frontage 12. Commercial Inner 13. Carinderia 14. Coconut	P 4,791.60/stall P 1,437.48/stall P 2,994.75/stall P 1,996.50/stall P 3,993.00/stall P 10,648.00/stall P 898.43/stall P 2,295.80/stall P 2,156.22/stall P 6,655.00/stall P 17,968.50/stall P 5,989.50/stall P 1,597.20/stall P 1,597.20/stall	



15. PAYMENT OF STALL RESERVATION FEE

Description of the Service: Stall Reservation fee is paid whenever an applicant wants to apply for a certain vacant stall for application at the City Public Market.

Office or Division	City Treasurer's Office – Market Division/CLEEO Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any of the applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1, Photocopy)		- None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify if there is a desired vacant stall at the City Public Market Office	1. Check if there is a vacant stall for application	None	2 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
2. Proceed to collection officer for payment	2. Collect payment and issue official receipts	P500.00 Reservation Fee	1 minute	<i>Rosanna Lipnica Ticket Checker</i>
3. Present the receipt to CLEEO office personnel	3. Record the payment of reservation fee and contact number of the applicant for notification of schedule of raffle.	None	2 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
	TOTAL:	P 500.00 Reservation Fee	5 MINUTES	



16. SECURING MARKET CLEARANCE AND CERTIFICATION

Market Clearance is a certificate issued that verifies that an entity is paid of all its tax dues and/or liabilities. Stallholders are advised to pay in full their stall rental due and penalty for violations if there is any before securing Market Clearance or Certification.

Office or Division:	City Treasurer's Office – Market Division & Office for Local Economic Enterprises (Public Market)			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stallholders, market vendors, bargain stallholders, ambulant vendors and business establishments within the vicinity of public market.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. No requirement, please approach record custodian or data encoder		- None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verify monthly rental due and record of violations at the City Public Market Office	1. Confirm monthly rental due and record of violation	a. Market Stall rental b. Penalty for violation committed c. Fee for Market Clearance or Certification	5 minutes	<i>Mary Ann Castillo Revenue Collection Clerk II</i>
2. Pay monthly rental due and penalty for violation if there is any and the market clearance or certification.	2. Collect payment and issue official receipts		2 minutes	<i>Rosanna Lipnica Ticket Checker</i>
3. Present the Official Receipt of payment for clearance or certification	3. Issue Market Clearance and/or Certification		5 minutes	<i>Arlene Biscayca Ticket Checker</i>



	TOTAL:	Market Clearance -P 100.00 Market Certification -P 100.00 1st Offence -P 1,500 2nd Offence-P 3,000 3rd Offence - Revocation or Cancellation of Awards and/or Cancellation and Closure of Business	12 MINUTES	
--	---------------	---	-------------------	--

17. PAYMENT OF FEE FOR TESTING AND SEALING OF WEIGHTS AND MEASURE

All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested and sealed every six (6) months by the official sealer who shall be the City Treasurer or his duly authorized representative upon payment of fees required under the Revenue Code of Balanga City.

Office or Division	City Treasurer's Office – Market Division			
Classification:	Simple			
Type of Transactio	G2B - Government to Business			
Who may avail:	Stallholders, ambulant vendors and other business using measurements and weighing scales.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present the weighing scale to Market Supervisor Revenue Collector		- City Public Market Collection Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Weighing Scale at the City Public Market Office	1. Test the weight and seal if accurate and not defective	Fee for Sealing of Weighing Scale <ul style="list-style-type: none"> • With capacity of not more than 10kg - P100.00 • 10kg but not more than 	10 minutes	<i>Ferdinand Isidro Ticket Checker</i>



		<ul style="list-style-type: none"> 300kg - P200.00 300kg but not more than 3,000kg - P300.00 digital /electronic – P300.00 		
2. Pay the sealing and licensing fee to Collection Officer	2. Collect payment and issue official receipts		2 minutes	<i>Ferdinand Isidro Ticket Checker</i>
	TOTAL:	FEES DEPEND ON THE CAPACITY OF WEIGHING SCALE	12 MINUTES	

18. PAYMENT OF SLAUGHTER AND CORRAL FEES

Slaughter and corral fees are paid before any animal is slaughtered for public consumption upon determination of the City Veterinarian that the animal is fit for human consumption.

Office or Division	City Treasurer's Office – Market Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Meat Dealers, Hog Raisers, Large Cattle Raisers, Backyard Raisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Meat Inspection Certificate		- City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present the requirement to the collector at the City Slaughterhouse	1. Verify fees to be collected from City Slaughterhouse's logbook.	Permit Fee Ante Mortem & Post Mortem Fees Coral Fee Delivery Fee Branding of Ownership	3 minutes	<i>Felipe Nisay Revenue Collection Clerk III</i>
2. Pay the permit fees	2. Collect payment and issue official receipts		3 minutes	
	TOTAL:	REFER TO THE BELOW FEES	6 MINUTES	
<input checked="" type="checkbox"/> FEE: <i>(Subject to change without prior notice)</i>				
A. For Hogs 1. Slaughter Fees include: <input type="checkbox"/> Permit Fee - P100.00 for the 1 st 80kls. Addl. P1.50/kilo in excess of 80kls. <input type="checkbox"/> Ante Mortem Fee 25.00/head <input type="checkbox"/> Post Mortem Fee 4.00/head <input type="checkbox"/> Coral Fee 100.00/head 2. Delivery Fee 60.00		C. For Large Cattle (Cow, Carabao, Horse) 1. Slaughter Fees include: <input type="checkbox"/> Permit Fee - P150.00 for the 1 st 100kls. Addl. P1.50/kilo in excess of 100kls. <input type="checkbox"/> Ante Mortem Fee 25.00/head <input type="checkbox"/> Post Mortem Fee 4.00/head <input type="checkbox"/> Coral Fee 150.00/head 2. Delivery Fee 100.00/head 3. Branding of Ownership <input type="checkbox"/> Ownership P100.00/head <input type="checkbox"/> Transfer 100.00/head <input type="checkbox"/> Large Cattle Share 2.00/head		
B. For Goat/Sheep/Deer 1. Slaughter Fees include: <input type="checkbox"/> Permit Fee - P100.00 for the 1 st 20kls. Addl. P1.50/kilo in excess of 20kls. <input type="checkbox"/> Ante Mortem Fee 25.00/head <input type="checkbox"/> Post Mortem Fee 4.00/head <input type="checkbox"/> Coral Fee 100.00/head 2. Delivery Fee 60.00				



19. REQUISITION OF ACCOUNTABLE FORMS

Accountable form is a document used for acknowledging collections and shall be issued to bonded officers only in sufficient quantities based on their actual needs but not to exceed three (3) months

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Latest RCD (1 Original) 2. Requisition and Issue Slip (2 Original) 3. Purchase Order (1 Original)		- Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the City Treasurer's Office	1. Check the remaining balance of accountable forms	None	5 minutes	<i>Jona Mae Aquino Local Treasury Operation Assistant</i> <i>Maricris David Accountant I</i>
	1.1 Review and approve the issuance of accountable forms	None	2 minutes	<i>Jessica Mungcal Local Treasury Operations Officer II</i>
2. Pay the applicable fees and or charges at counter F or G	2. Collect corresponding payment and issue official receipt (OR). Forward OR to assigned personnel.	AF51: ₱192.00/ pad Cash Tickets: ₱156.00/ pad (price may vary based on the prevailing price of National Printing Office)	10 minutes	<i>Paterno de Jesus Revenue Collection Clerk III</i> <i>Jesus Mangayao Revenue Collection Clerk III</i>
3. Receive and check the completeness of accountable forms requested and sign in the record book	3. Get the requested accountable forms, assign a control number in Requisition	None	8 minutes	<i>Jona Mae Aquino Local Treasury Operation Assistant</i>



	and Issue Slip and log in the Record Book of Accountable Forms			<i>Maricris David Accountant I</i>
	TOTAL:	₱156.00 OR ₱192.00 PER PAD	25 MINUTES	

(Price may vary based on the prevailing price of National Printing Office)

20. DISBURSEMENT THROUGH PETTY CASH

Petty cash are used for non-recurring, emergency and petty expenses of the Local Government Unit. Payments out of petty cash shall be made through the use of Petty Cash Voucher duly supported by official receipts and other required documents.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may avail:	Payee or Claimant			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original and 2. Claim Stub (1 Original) <i>(For Financial Assistance)</i> ; or Official Receipt (1 Original) for suppliers; 3. Authorization Letter (1 Original), ID of Claimant and Authorized Person (1 Photocopy) (if the person cannot personally claim)		- Payee or Claimant - Mayor's Office - Payee or Claimant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the City Treasurer's Office	1. Verify if the voucher is available and ready for release	None	10 minutes	<i>Annie Cabusao Bookbinder IV</i>



2. Sign on Box B of Petty Cash Voucher	2. Assign a control number in the voucher and ask the client to sign on the voucher	None	1 minute	Annie Cabusao Bookbinder IV
3. Receive the cash and issue official receipt	3. Release the cash to the client, attach the official receipt in the voucher and stamp it as 'PAID'	None	1 minute	Annie Cabusao Bookbinder IV
TOTAL:		NONE	12 MINUTES	

21. DISBURSEMENT THROUGH CHECK

Upon receipt of the Disbursement Voucher for payment, the Local Treasurer shall verify the propriety of the certifications and approvals required therein. The Local Treasurer shall then draw a check in payment therefor.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government G2B - Government to Business			
Who may avail:	Payee or Claimant			
Checklist Of Requirements		WHERE TO SECURE		
1. Valid ID (1 Original); and 2. Claim Stub (1 Original) <i>(For Financial Assistance); or</i> Official Receipt (1 Original) for suppliers 3. Authorization Letter (1 Original), ID of Claimant and Authorized Person (1 Photocopy) (if the person cannot personally claim)		- Personal (from client) - Personal (from client) - Mayor's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Ask for the availability of check	1. Verify if the check is available and ready for release	None	10 minutes	<i>Elenita Guzman Ticket Checker</i> <i>Mary Ann Angel Sanchez Computer Operator III</i> <i>Annie Cabusao Bookbinder IV</i>
2. Give the necessary requirements	2. Have the client sign on the document and attach the necessary requirements	None	1 minute	<i>Elenita Guzman Ticket Checker</i> <i>Mary Ann Angel Sanchez Computer Operator III</i> <i>Annie Cabusao Bookbinder IV</i>
	2.1 Mark the check issued as released in the Treasury System	None	1 minute	<i>Elenita Guzman Ticket Checker</i> <i>Annie Cabusao Bookbinder IV</i>
3. Claim the check and sign on the following: - Duplicate copy of check - Box D of DV - Check Register	3. Release check to claimant and stamp it as 'PAID'	None	4 minutes	<i>Elenita Guzman Ticket Checker</i> <i>Mary Ann Angel Sanchez Computer Operator III</i> <i>Annie Cabusao Bookbinder IV</i>
TOTAL:		NONE	16 MINUTES	



City Treasurer's Office

Internal Services



1. DISBURSEMENTS THROUGH CASH

Cash payments shall be made only on duly approved Payrolls / Disbursement Voucher / Liquidation Voucher out of regular cash advances. The regular cash advances are those granted to cashiers and / or disbursing officers for payment of salaries and wages, commutable allowances, honoraria and other similar payments to officials and employees and petty operating expenses consisting of small payments for MOOE which cannot be paid conveniently by check.

Office or Division	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees of City Government of Balanga and attached agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID (1 Original or Photocopy) 2. Authorization Letter (1 Original) ID of Claimant and Authorized Person (1 Photocopy) (if the person cannot personally claim)		- Personal (from client)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the ID or Authorization Letter at the City Treasurer's Office	1. Check the ID or Authorization Letter	None	3 minutes	<i>Russell de Leon Cashier IV</i>
2. Sign the payroll	2. Look for the name of the client in the payroll and have it signed	None	1 minute	<i>Russell de Leon Cashier IV</i>
3. Claim and count the money	3. Count and release the money to the client	None	1 minute	<i>Russell de Leon Cashier IV</i>
	TOTAL:	NONE	5 MINUTES	



City Tourism Offices External Services



1. DATA PROVISION

Information about the City and its Tourism plans are available at City Tourism Office. This includes:

- Tourist Destinations Brochures
- Tourist Arrival Data
- Tourism Activities/Development Plans
- List of Monthly Events
- History of Barangays

Office or Division	City Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Tourists, Students, LGU's, Public/Private Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the mayor (1, Original) 2. E-mail sent to Tourism Office		- Head of Affiliated Offices or Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write, E-mail or Verbally request for data or information, needed for various reasons to the Mayor's Office thru City Tourism Office	1. Acknowledge and accept requests	None	1 minute	<i>Ma. Donna Panganiban Computer Operator I</i> <i>Marlo delos Nieves Artist Illustrator I</i> <i>Crisanta dela Fuente Computer Operator I</i>
2. Sign on the logbook, for walk- in visitors	2. Have the requestor/s sign on the logbook provided at the office	None	1 minute	<i>Ma. Donna Panganiban Computer Operator I</i> <i>Felimon Alvarado Jr. Admin Aide III</i>
3. Wait for the data or information to be given	3. Evaluate and approve the request	None	3 minutes	<i>Alan Balbuena Admin Aide III</i>
	3.1 Prepare requested data	None	5 minutes	<i>Norlie C. Castro Acting City Government Department Head</i>
Receive Data	Release Data	None	1 minute	<i>All Tourism Staff</i>
TOTAL:		NONE	11 MINUTES	



2. TOUR GUIDING SERVICES

Explore the City of Balanga's scenic spots and tourist destinations with our experienced guides. Learn about the City's past, its current status and future direction as we embark on a historical journey towards understanding Balanga, its culture and people.

Office or Division	City Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Tourists, Students, LGU's, Public/Private Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter addressed to the mayor (1, Original) 2. E-mail sent to Tourism Office		- Head of Affiliated Offices or Organizations		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required letter with proposed itinerary to the Mayor's Office thru City Tourism Office	1. Receive the required letter	None	1 minute	<i>Ma. Donna Panganiban</i> Computer Operator I <i>Marlo delos Nieves</i> Artist Illustrator I
2. Wait for the evaluation of request	2. Evaluate and check the availability of requested date	None	5 minutes	<i>Crisanta dela Fuente</i> Computer Operator I
3. Wait for the approve schedule.	3. Schedule the date of tour and coordinate with the requestor and tour guide	None	1 hour	<i>Norlie C. Castro</i> Acting City Government Department Head
4. Avail of approved tour guiding services	4. Provide the approved tour guide service requested	None	Depends on the tour	<i>Ma. Donna Panganiban</i> Computer Operator I <i>Felimon Alvarado Jr.</i> Admin Aide III <i>Alan Balbuena</i> Admin Aide III
TOTAL:		NONE	1 HOUR	



			AND 6 MINUTES	
<p><i>All fees collected shall be used for enhancement and preservation of the City of Balanga's eco-tourism site.</i></p> <p style="text-align: center;">On Site Entrance Fees:</p> <p style="text-align: right;">Students – P5.00 COB residents – P10.00 Visitors from outside Bataan – P30.00 Foreigners – P50.00 Photo-shoot – P1, 000/day Environmental Fee – P10.00/person</p>				

3. EVENTS MANAGEMENT

Save yourself the hassle of going through rigors of planning activities for special events. Rest easy and allow us to line up activities that will play to your audience's preferences.

Office or Division		City Tourism		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Tourists, Students, LGU's, Public/Private Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Proposal Letter (1, Original)		- Respective Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required letter with proposal and program to the Mayor's Office thru City Tourism Office	1. Receive the required letter	None	1 minute	<i>Ma. Donna Panganiban Computer Operator I</i>
2. Wait for the evaluation of request.	2. Evaluate the request	None	5 minutes	<i>Marlo delos Nieves Artist Illustrator I</i>
	2.1 Coordinate or provide the necessary services or logistical requirements to concerned offices.	None	10 minutes	<i>Crisanta dela Fuente Computer Operator I</i> <i>Norlie C. Castro Acting City Government Department Head</i>



3. Wait for the service to be provided by the concerned offices	3. Assess and plan the type of service/assistance needed.	None	2 days	<i>Ma. Donna Panganiban Computer Operator I</i> <i>Marlo delos Nieves Artist Illustrator I</i> <i>Crisanta dela Fuente Computer Operator I</i> <i>Norlie C. Castro Acting City Government Department Head</i>
	TOTAL:	NONE	2 DAYS AND 16 MINUTES	



City Tourism Offices

Internal Services



1. PREPARATION OF CUSTOMIZED TOKENS

Enjoy the taste of Balanga's finest products as we regale your guest with the distinct taste and flavor of the best foods the city has to offer.

Office or Division	City Tourism			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	City Government Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admin – approved request letter (1, Original) 2. PR/OBR (Original)		- City Administration office - Respective departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Token Request Slip	1. Give Token Request Slip	None	1 minute	<i>Crisanta dela Fuente</i> Computer Operator I
2. Submit the required documents to the City Tourism Office	2. Receive the required documents	None	1 minute	<i>Crisanta dela Fuente</i> Computer Operator I
	2.1 Advise the concerned department for the preparation of PR/OBR	None	5 minutes	
	2.2 Processing of the PR/OBR	None	2 days	
3. Wait for the tokens to be prepared.	3. Prepare the tokens (Subject to available)	None	3 hours	<i>Crisanta dela Fuente</i> Computer Operator I
	TOTAL:	NONE	2 DAYS, 3 HOURS AND 7 MINUTES	



City Veterinary Office External Services



1. ANTI RABIES VACCINATION

The Anti-Rabies Vaccination is a type of service if the City Veterinary Office wherein dogs and cats are injected with a live attenuated rabies vaccine as part of Zero Rabies Campaign of the City Government of Balanga to ensure that this zoonotic disease will be prevented and promote responsible pet ownership

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (Original/Soft Copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter or verbal request to (personal or through phone communication) 2. Wait for the schedule	1. Call or interview the client for assessment and scheduling	None	1 minute	<i>Billy Andrew E. Samson City Government Department Head</i>
	2. Home visitation for ARV	None	30 minutes	<i>Arjie G. Legaspi Slaughterhouse Master I</i>
	2.1 Walk in client vaccination	None	1 minute	<i>John Philip C. Austria Livestock Inspector I</i>
	2.2 Record data on log book	None	1 minute	<i>Argen O. Barceñas Animal Keeper</i> <i>Joel R. Salvador Animal Keeper</i> <i>Enrile R. Valerio Animal Keeper</i> <i>Rodelio D. Panganiban Animal Keeper</i>



				<i>Villamor R. Melano</i> <i>Animal Keeper</i>
				<i>Jonathan M. Mintal</i> <i>Animal Keeper</i>
				<i>Rhoy D. Atienza</i> <i>Farm Supervisor</i>
				<i>Al Jon L. Dizon</i> <i>Farm Supervisor</i>
				<i>Naamann S. De Belen</i> <i>Farm Foreman</i>
	TOTAL:	NONE	33 MINUTES	

2. NEUTERING OF DOGS AND CATS

Neutering is a type of service if the City Veterinary Office wherein dogs and cats are spayed or castrated. Our female pet will live a longer, healthier life. Spaying helps prevent uterine infections and breast cancer, which is fatal in about 50 percent of dogs and 90 percent of cats. Spaying your pet before her first heat offers the best protection from these diseases. Neutering provides major health benefits for your male pet. Besides preventing unwanted litters, neutering your male companion prevents testicular cancer.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Verbal or written request (1, Original/Soft Copy thru email)			- Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit a formal request letter or verbal request (personal or through phone communication)	1. Assessment of client and scheduling	None	1 minute	<i>Billy Andrew E. Samson City Government Department Head</i>
	1.1 Actual neutering (spaying / castration)	None	30 minutes	<i>John Philip C. Austria Livestock Inspector I</i>
	1.2 Record of data to official record book/folder	None	1 minute	
TOTAL:		NONE	32 MINUTES	

3. VETERINARY EXTENSION SERVICES

Deworming of Ruminants - To prevent parasite infestation and avoid diseases such as anemia and intestinal parasitism.

Treatment of diseased animals - The City Veterinary Office also offers free treatment to pet owners, livestock raisers and farmers wherein clients are visited personally in their house or farms to visit their animals and provide necessary medical intervention.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (Original/Soft Copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter or verbal request (personal or through phone communication) Email	1. Assessment and scheduling for treatment	None	1 minute	<i>Billy Andrew E. Samson City Government Department Head</i>
	1.1 Assessment of animals for signs and symptoms including medical history	None	5 minutes	<i>John Philip C. Austria Livestock Inspector I</i>



	1.2 Provide medical intervention	None	2 minutes	
	1.3 Record data on log book	None	1 minute	
	TOTAL:	NONE	9 MINUTES	

4. VETERINARY HEALTH CERTIFICATE

The VHC shall be issued by City Veterinary Office for all livestock and poultry. To cite an example, a pig for slaughter in Balanga Slaughterhouse was being inspected prior to VHC issuance. Fowls and other livestock owners residing in Balanga who will transport a certain animal to other province shall be required to secure an animal health certificate from the office.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (Original/Soft Copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter or verbal request (personal or through phone communication)	1. Assessment and interview of owner	None	1 minute	<i>Billy Andrew E. Samson</i> City Government Department Head
	1.1 Visitation of farm and actual inspection	None	20 minutes	<i>Arjie G. Legaspi</i> Slaughterhouse Master I
	1.2 Issuance of Veterinary Health Certificate for apparently healthy livestock and poultry	None	1 minute	<i>Rhoy D. Atienza</i> Farm Supervisor <i>Al Jon L. Dizon</i> Farm Supervisor
	1.3 Record data on log book	None	1 minute	<i>Naamann S. De Belen</i> Farm Foreman
	TOTAL:	NONE	23 MINUTES	



5. MEAT INSPECTION CERTIFICATE

The Meat Inspection Certificate is being issued to all meat dealers after being slaughtered in abattoir (Pork, Beef, and Chicken) that is deemed fit and was inspected by a qualified meat inspector, veterinarian or slaughterhouse master.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pigs-Veterinary Health Certificate (1, Original)		- Client/Farm Source		
2. ASF Free Certification (1, Original)		- NMIS/BAI/DA RFO III		
3. Backyard Piggery Inspection Report (1, Original)		- City Vet Office/Provincial Vet Office		
4. Cattle-Certificate of ownership (1, Original)		- Barangay where the cattle came from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animal for inspection and data collection	1. Ante Mortem Inspection	P 25.00	5 minutes	<i>Billy Andrew E. Samson</i> City Government Department Head
2. Acceptance of Meat Inspection Certificate	2. Carcass and entrails inspection	None	5 minutes	<i>Arjie G. Legaspi</i> Slaughterhouse Master I
	2.1 Post Mortem Inspection	P 4.00	5 minutes	<i>Paulo F. Zarraga</i> Meat Inspector
	2.2 Issuance of Meat Inspection Certificate	None	1 minute	<i>Tongy John S. Gould</i> Meat Inspector
	2.3 Record data on log book	None	1 minute	<i>Mark Dominic I Bancua</i> Meat Inspector <i>Jeremy P. Anglo</i> Meat Inspector <i>Engelbert I. Diaz</i> Meat Inspector



				Warren V. Vitao Meat Inspector
	TOTAL:	P 29.00 MORTEM FEE	17 MINUTES	

6. CERTIFICATE OF MEAT REINSPECTION

The Certificate of Meat Re-inspection is a certificate issued by the City Veterinary Office to all frozen and processed meat dealers coming from outside the City of Balanga. The dealer must submit their conveyance vehicle and meat products (processed or frozen) to re-inspection prior to delivery in their respective end destinations.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Meat Inspection (1, Original) 2. Shipping Permit (1, Original) 3. Delivery Receipt (1, Original)		- National Meat Inspection Service - Bureau of Animal Industry - Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the meat or carcass for inspection	1. Examination of documents	None	2 minutes	<i>Billy Andrew E. Samson</i> City Government Department Head
2. Accept the result of Re-inspection by the city meat inspectors	2. Actual inspection based on documents submitted	None	5 minutes	<i>Arjie G. Legaspi</i> Slaughterhouse Master I
	2.1 Prepare Certificate of meat reinspection for frozen and processed meats showing no signs of adulteration	None	2 minutes	<i>Paulo F. Zarraga</i> Meat Inspector <i>Tongy John S. Gould</i> Meat Inspector <i>Mark Dominic I Bancua</i> Meat Inspector



	2.2 Record data on log book	None	1 minute	<i>Jeremy P. Anglo</i> <i>Meat Inspector</i> <i>Engelbert I. Diaz</i> <i>Meat Inspector</i> <i>Warren V. Vitao</i> <i>Meat Inspector</i>
	TOTAL:	NONE	10 MINUTES	

7. CERTIFICATE OF MEAT CONDEMNATION

The Certificate of CONDEMNATION is a certificate issued by the City Veterinary Office to all live animals, fresh, frozen, and processed meat where signs of adulteration has been observed indication that it is not fit for human consumption.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pigs-Veterinary Health Certificate (1, Original) 2. ASF Free Certification (1, Original) 3. Cattle-Certificate of ownership (1, Original)		- City Veterinary Office/Provincial Veterinary Office - Department of Agriculture/BAI/RFO III - Barangay where the cattle came from		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the animal or carcass for inspection	1. Thorough inspection and assessment	None	5 minutes	<i>Billy Andrew E. Samson</i> <i>City Government</i> <i>Department Head</i>
2. Accept the condemnation slip issued by the city meat inspectors	2. Condemnation of parts/whole carcass	None	5 minutes	<i>Arjie G. Legaspi</i> <i>Slaughterhouse</i> <i>Master I</i>
	2.1 Prepare certificate of meat condemnation	None	1 minute	<i>Paulo F. Zarraga</i> <i>Meat Inspector</i>
	2.2 Record data on log book	None	1 minute	<i>Tongy John S. Gould</i> <i>Meat Inspector</i>



				<i>Mark Dominic I Bancua Meat Inspector</i> <i>Jeremy P. Anglo Meat Inspector</i> <i>Engelbert I. Diaz Meat Inspector</i> <i>Warren V. Vitao Meat Inspector</i>
	TOTAL:	NONE	12 MINUTES	

8. FLY CONTROL CLEARANCE

The Fly Control Clearance is a certificate given to broiler farm owners as one of the components of for the renewal of their business permit.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who may avail:	Broiler Farm Owners in Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (Original or soft copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request letter or verbal request for inspection	1. Farm Inspection by Farm Supervisor	None	60 minutes	<i>Billy Andrew E. Samson City Government Department Head</i>
2. Acceptance of Fly Control Clearance issued by the City Veterinary Office	2. If all measures for fly control in the farm is in place a certificate shall be issued	None	2 minutes	<i>Rhoy D. Atienza Farm Supervisor</i>
	2.1 If there are recommendations the farm	None	20 minutes	<i>Al Jon L. Dizon Farm Supervisor</i>



	supervisor shall discuss with the farm manager for rectification			
	4. Record data on log book	None	1 minute	
	TOTAL:	NONE	83 MINUTES	

9. CITATION TICKET FOR VIOLATION OF ORDINANCE FOR THE CONTROL OF STRAY DOGS

The ticket is being issued to all owners who has their dog impounded in the impounding area of the city in compliance with City Ordinance No. 21 the series of 2014.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (Original or soft copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to office to confirm if the dog was in the record of dog pound	1. The animal keeper shall verify the dog through picture in our database.	None	3 minutes	<i>John Philip C. Austria</i> Livestock Inspector I <i>Argen O. Barceñas</i> Animal Keeper
2. Issue of Citation Ticket	2. If the owner confirmed that it was his dog, he will be issued a citation ticket to be paid in City Treasurer's Office	None	1 minute	<i>Joel R. Salvador</i> Animal Keeper <i>Enrile R. Valerio</i> Animal Keeper <i>Rodelio D. Panganiban</i>



3. Payment of Penalty to the City Treasurer's office	3.1 Release of dog after payment	None	2 minutes	<i>Animal Keeper</i>
	3.2 Anti-Rabies Vaccination before releasing	None	1 minute	<i>Villamor R. Melano Animal Keeper Jonathan M. Mintal Animal Keeper</i>
	3.3. Record data on log book	None	1 minute	
	TOTAL:	None	8 MINUTES	

10. CERTIFICATION FOR BUTCHERS

The Certification for butcher is being given to any registered butcher of Balanga Slaughterhouse.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Balanga Registered Butchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal or written request (Original or soft copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to office at City Veterinary Office for formal request	1. The Slaughterhouse Master shall assess the requesting personnel for the purpose of certification being requested.	None	5 minutes	<i>Billy Andrew E. Samson City Government Department Head</i>
	1.1 The Slaughterhouse Master shall prepare a certification to be signed by the	None	1 minute	<i>Arjie G. Legaspi Slaughterhouse Master</i>



	City Veterinarian and himself.			
	1.3 Record data on log book	None	1 minute	<i>Arjie G. Legaspi Slaughterhouse Master</i>
	TOTAL:	NONE	7 MINUTES	

11. BACKYARD PIGGERY INSPECTION REPORT

The backyard piggery inspection report is an attachment to the veterinary health certificate of pigs. It is given after a thorough farm inspection to ensure that the whole herd is healthy and that the biosecurity protocol of the piggery is in place.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request or written request (Original or soft copy thru email)		- City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a formal request letter or verbal request (personal or through phone communication) 2. Accept Inspection report issued by the City Veterinary Office	1. Interview the owner and schedule the inspection	None	1 minute	<i>Billy Andrew E. Samson City Government Department Head</i>
	2. Inspection Proper	None	30 minutes	<i>Arjie G. Legaspi Slaughterhouse Master I</i>
	2.1 Prepare and release certificate for compliant farms	None	1 minute	<i>Rhoy D. Atienza Farm Supervisor</i>
	2.2 Discuss concerns if there are findings that needs rectification	None	5 minutes	<i>Al Jon L. Dizon Farm Supervisor</i> <i>Naamann S. De Belen</i>



	2.3 Record data on log book	None	1 minute	<i>Farm Foreman</i>
	TOTAL:	NONE	38 MINUTES	

12. LIVESTOCK INSURANCE FORM

Livestock such as swine, cattle, carabao, goats and sheep can be insured for free in the Philippine Crop Insurance Corporation. This is in partnership with the Local Government Unit to ensure that in case of natural calamities, maladies or other unforeseen circumstances that resulted to death of a livestock, a farmer can be indemnified by the government.

Office or Division	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Residents of Balanga			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Verbal request or written request (Original or soft copy thru email)		- Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for insurance application to City Veterinary Office	1. The City Veterinary Office together with a representative from PCIC shall personally visit the farmer for interview and assessment	None	30 minutes	<i>Rhoy D. Atienza Farm Supervisor</i>
	2. Enrollment in PCIC insurance. (To be handled by representative from PCIC)	None	21 days	<i>Al Jon L. Dizon Farm Supervisor</i>
	2.1 Safekeep of records on log book	None	1 minute	<i>Naamann S. De Belen Farm Foreman</i>
	TOTAL:	NONE	21 DAYS AND 31 MINUTES	



VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Answer the Client Feedback Form which covered with Commendation, Complaint and Suggestion and drop it at the designated box in the left front of City Public Assistance and Complaints Desk Officer.</p> <p>Contact info: 047-237-0720 or 047-237-0721 Email: admoffice.cob@gmail.com or feedbackhrmobalanga@gmail.com</p>
<p>How is feedback processed?</p>	<p>Every day, the Public Assistance Officer is tasked with opening the feedback drop box to compile all submissions. These records are promptly sent to the City Human Resource and Management Office. Feedback that necessitates a response is swiftly forwarded to the appropriate departments, which are then obligated to provide an answer within three days.</p> <p>For inquiries and follow-ups, clients may contact us at: 047-237-0720 or 047-237-0721; or email us at: admoffice.cob@gmail.com or feedbackhrmobalanga@gmail.com</p>
<p>How to file a complaint?</p>	<p>Answer the Client Feedback Form and drop it at designated box at City Public Assistance and Complaint Desk Office. Complaints can also be filed via telephone. Kindly make sure to provide the following information.</p> <ul style="list-style-type: none"> *Name of the person being complained and his/her department *Incident *Evidence <p>For inquiries and follow-ups, clients may contact us at: 047-237-0720 or 047-237-0721; or email us at: admoffice.cob@gmail.com or feedbackhrmobalanga@gmail.com</p>



<p>How complaints are processed</p>	<p>The Public Assistance Officer opens the feedback drop box every day and evaluates each complaint.</p> <p>Once a complaint has been received, they are properly evaluated and investigated by the Human Resource Management Office. Then, the complaints are relayed to the concerned department. Accordingly, the department head reviews the content and convenes a meeting with the relevant employee. In this meeting, they discuss the complaint in detail, ensuring the employee understands the nature of the complaint and its implications. The department head works with the employee to identify effective measures or methods to rectify the issue, providing guidance on how to implement necessary improvements or resolve any complaints. This collaborative approach ensures accountability and fosters an environment of continuous improvement. The resolution or action taken is then communicated back to the citizen, closing the loop on the feedback process within three (3) days.</p> <p>The answer of the concerned office will be relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact us at: 047-237-0720 or 047-237-0721; or email us at: admoffice.cob@gmail.com or feedbackhrmobalanga@gmail.com</p>
<p>Contact Information of City Government of Balanga</p>	<p>City Mayor's Office contact us at: (047) 237-2969; 237 35-10; 237-2256</p> <p>2nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan</p> <p>or email us at: admoffice.cob@gmail.com or feedbackhrmobalanga@gmail.com</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: 8-478-5093 complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph 8888</p> <p>CCB: email@contactcenterngbayan.gov.ph 0908-881-6565</p>



VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the City Mayor	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-2969; 237 35-10; 237-2256
Office of the Sangguniang Panlungsod	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-1837
Office of the City Administrator	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0721
City Legal Office	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-2969
Human Resource and Management Office	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0720
City Accounting and Internal Audit Office	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-1161
City Agriculture Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0699
City Assessor Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-2710
City Environment and Natural Resources	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0699
City Budget Office	Mezzanine Floor, City Hall City of Balanga, Bataan	(047)(237-5801
City Health Office	Doña Francisca. Balanga City, Bataan	(047) 237-4333
City Planning and Development Office	Mezzanine Floor, City Hall City of Balanga, Bataan	(047) 237-0697
City Social Welfare and Development Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0716
General Services Office	Phase 3 Talisay, Balanga City Bataan	(047) 237-6041
City Treasurer's Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-3404; 237-0704
City Cooperative Office	Doña Francisca. Balanga City, Bataan	(047) 237-1894
City Economic Investment & Development Office	Doña Francisca. Balanga City, Bataan	(047) 237-0473
License Permit and Franchising Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 6136128
Public Safety Office	Ibayo, Balanga City, Bataan	(047) 237-4477
Local Civil Registry Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-7686



City Engineering Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0712
Management Information Services Office	Mezzanine Floor, City Hall City of Balanga, Bataan	(047) 237-3113
City Veterinary Office	San Jose Balanga City Bataan	(047) 791-3274
City Disaster Risk and Management Office	Ibayo, Balanga City Bataan	(047) 237-0687
City Education and Excellence Office	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0053
City Tourism Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0719
City Public Employment Service Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0718
Secretary to the SP	2 nd Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0715



CITIZEN/CLIENT'S SATISFACTION PROCESS

Pursuant to RA 9485 known as the Anti-Red Tape Act of 2007, the City Government of Balanga, in its unwavering commitment to justness and sincerity in public service, established the Feedback and Complaint Mechanism.

This tool increases transparency and eliminates corruption and red tape in the bureaucracy. City Officials and employees are held accountable for the information and services that they provide leading to rationalized and highly dependable governance.

A. DESCRIPTION OF THE METHODOLOGY OF THE CITIZEN/CLIENT SATISFACTION SURVEY USED FOR EACH REPORTED SERVICE.

I. Scope and Period Covered of the Citizen/Client Satisfaction Survey

The Client Satisfaction Survey is developed to measure the client's satisfaction level in relation with the frontline services offered by the City Government of Balanga. This is used to obtain feedback from clients and also will aid in determining how the services of the city employees are efficiently carried out. The provided feedback form intends to give clients the liberty to express their personal concerns and insights. The result of the survey will provide an outline and courses of action to improve the services offered by the organization.

This instrument aims to measure the satisfaction level of clients with regards to the services provided by the City Government of Balanga. The survey will help the management understand the customers' needs, preferences and expectations with the offered services. The suggestions and responses gained from the clients will provide an avenue for the organization to improve the service standards and at the same time, help inform the employees of their overall performance in providing the required response time for each services.

The survey form is recommended to be accomplished by each clients after transacting with any of the City Government's offered frontline services. This is to provide them with opportunity to give commendation to a good service received, complaints for any unsatisfactory service and recommendation for further improvement of the service.

The client's satisfaction forms are replenished regularly to ensure availability and capture client's feedback on a daily basis. Collation of accomplished forms are done weekly and immediately encoded to keep updated records of all feedbacks from clients.

For complaints, the case will be forwarded to concerned department on the same day of filling for their comment and immediate action for improvement of process and service delivery.

For commendations, the PACD Officer will review the collected feedbacks and consequently, the information is forwarded to the City HRMO. Concerned Department Head will be advised and the commended personnel will be endorsed to the PRAISE Committee for appropriate recognition.



Lastly, for recommendation for any service improvement, the department will be advised to implement immediate action. The review of all suggestions are done weekly and the department is advised for appropriate action.

II. Methodology of the Citizen/Client Satisfaction Survey

Client Satisfaction Survey is a paper-pencil tool and answerable by client's personal opinions regarding the service provided by frontliners. The feedback form has three dimensions depending on the client's satisfaction which consist of Commendation, Complaint and Suggestion.

The following are the steps and methodology being observed in the accomplishment of the Client's Satisfaction Survey:

i. Commendation – to be filled out if the client has positive or negative comment with the services provided by the frontliners. Commendation includes the question “*Nasiyahankabasaamingserbisyo?*” there are emoticons wherein they can rate the employees service and briefly explain the details.

1. Client will be asked by the PACD Officer to answer the feedback form after the service was given by the frontliner to their appropriate needs.
2. The client will be advised to specify the name or department of commended personnel and write his/her comment.
3. After answering the feedback form, the client will place the accomplished feedback form in the designated drop box located at the Public Assistance and Complaint Desk.
4. The PACD Officer will collate all the feedback form daily to review the information and prepare report for proper action.

ii. Complaint – to be filled out if the client has personal concerns and problems in dealing with the services offered by the frontliners. The client was advised to write all the information and situation happened inside the City Government of Balanga.

1. The client will be asked by the PACD Officer to answer the feedback form after receiving the needed service from the frontliner. The client will have to check the appropriate box for Complaint.
2. The client will write their complaint for service that they found unsatisfactory. There are box provided in the form where they can put the details of the incident.
3. The PACD officer will ask the client if he/she wants to first discuss it with the person in charge of the availed services or frontliner being complained of.
 - a. If after the discussion, the client appeared to be satisfied with the action offered by the Officer In Charge of the frontliner being complained of, the client will be asked if he/she still wanted to pursue his/her complaint;
 - b. If the client is not satisfied, then the client will be advised that his/her complaint will be forwarded to the concerned head department for immediate action;



c. If the client is still not satisfied with the action provided by the head of the department, the complaint will be directed to the Redress Committee and shall be subjected to investigation and immediate action.

4. Once the case is filed, both parties were heard and evidences were presented, decision will be recommended by the Redress Committee and shall be served to the concerned personnel. The client will be furnished with the copy of the decision for his/her reference.

iii. Suggestion – to be filled out if the client has any recommendations for further improvement of any frontline services in City Government of Balanga.

1. The client will be asked by the PACD Officer to answer the feedback form after receiving the needed service from the frontliner.

2. The client will be asked to write recommendations or desired action for the improvement of the organization.

3. The department will be advised about the suggestions given by the client and will be requested to submit the action taken based on the submitted recommendation within 15 days upon receipt of the feedback.

iv. Collation Procedure

The questionnaire can be answered by None/No Comment if the client is satisfied with the services. This will be counted or considered as a positive comment. The information which will be obtained will be treated as a primary data which will be collected by the Public Assistance and Complaint Desk Officer **weekly**. The gathered data will be forwarded to the HRMO **monthly** and net satisfaction rating is measured **quarterly**. The data will be recorded and maintained at the City HRMO.

v. Formula of Net Satisfaction Rating

The formula to be used to measure the client satisfaction is **% Positive rating – % Negative rating**.



SP RESOLUTION



Republic of the Philippines
Sangguniang Panlungsod
City of Balanga, Bataan

EXCERPT FROM THE MINUTES OF THE REGULAR SESSION OF THE
SANGGUNIANG PANLUNGSOD OF BALANGA, HELD ON MARCH 05,
2024 AT THE CITY OF BALANGA, BATAAN

PRESENT:

Hon. Vianca Lita Venzon-Gozon	Presiding Officer
Hon. Jovy Z. Banzon	Member
Hon. Jowee N. Zabala	Member
Hon. Christian Laurence Z. Manalaysay	Member
Hon. Victor A. Baluyot, Jr.	Member
Hon. Hubert B. Pizarro	Member
Hon. Jorescel S. Panganiban	Member
Hon. Pedro T. Yuzon, Jr.	Member
Hon. Benigno P. Meriño	Member
Hon. Ma. Nazareth A. Vasquez	Member
Hon. Erlinda C. Garzon	Member/ABC President
Hon. Kheilene Enriquez Camus	...Member/SK	Federated President

ABSENT:

Hon. Ricardo M. Magpantay Member (OL)

RESOLUTION NO. 065 S. 2024

**RESOLUTION APPROVING THE UPDATED 2024 CITIZEN'S CHARTER IN
THE CITY GOVERNMENT OF BALANGA, BATAAN**

WHEREAS, the 1987 Constitution of the Philippines declares that a public office is a public trust and ordains that public officers and employees shall serve with the highest degree of responsibility, integrity, loyalty, and efficiency, and shall remain at all times accountable to the people;

WHEREAS, the need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices, and improve the efficiency of the delivery of government services was boosted by the enactment of Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007," and later on amended by Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018";

WHEREAS, it is the policy of the City Government of Balanga to promote integrity, accountability, and proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround

[Handwritten signatures]



SP RESOLUTION

Res. 065 S. 2024
page 2 of 3

X-----X

of the delivery of government services and the prevention of graft and corruption in government;

WHEREAS, the City Government of Balanga shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency on the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions;

WHEREAS, this updated Citizen's Charter of the City Government of Balanga will make transparent the effectiveness and efficiency of the City Government officials and employees, and highlight the practice of the City of the time-honored policy that the public office is a public trust;

NOW THEREFORE, on motion duly seconded, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, to pass this RESOLUTION APPROVING THE UPDATED 2024 CITIZEN'S CHARTER IN THE CITY GOVERNMENT OF BALANGA, BATAAN.

RESOLVED FINALLY TO, let a copy of this Resolution be furnished to the Honorable City Mayor Francis Anthony S. Garcia for his final approval, the City Administrator's Office for information dissemination to the various departments of the City Government of Balanga, and all concerned for guidance.

X-----X

to certify the adoption of Resolution No. 065 S. 2024.



ATTY. CELITO J. TUAZON, MPA
Secretary to the Sanggunian

ATTESTED:

HON. VIANCA LITA VENZON-GOZON
Presiding Officer

HON. JOVY Z. BANZON
Member

HON. JOVIE N. ZABALA
Member

HON. CHRISTIAN LAURENCE Z. MANALAYSAY
Member

HON. VICTOR A. BALUYOT, JR.
Member

Handwritten notes on the left margin: 'Soboy', 'Honor', and 'Garcia'.

Handwritten signature on the right margin.

Handwritten signature on the right margin.

Handwritten signature on the right margin.



SP RESOLUTION

Res. 065 S. 2024

page 3 of 3


HON. HUBERT B. PIZARRO
Member


HON. JOBESCEI S. PANGANIBAN
Member


HON. PEDRO M. YUZON, JR.
Member


HON. BENIGNO P. MERIÑO
Member


HON. MA. NAZARETH A. VASQUEZ
Member


HON. ERLINDA C. GANZON
Member/ABC President


HON. KHEILENE ENRIQUEZ CAMUS
Member/ SK Federated President

APPROVED:


HON. FRANCIS ANTHONY S. GARCIA
City Mayor



I HEREBY APPROVED THE FINAL VERSION OF THE CITY GOVERNMENT OF
BALANGA CITIZENS CHARTER

FRANCIS ANTHONY S. GARCIA
CITY MAYOR
FEBRUARY 27, 2024